

Part Five: Information Resources

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CHAPTER 500: Introduction to Information Resources

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500.01 GENERAL PURPOSE

Information Resources is administered by the associate provost for information resources (APIR) and comprises the following units: Administrative Computing Services, Campus Technology Services, Library, Networking and Telecommunications Services and Systems Administration and Web Services.

Information Resources is responsible for planning, developing, coordinating and managing the information and technical resources and services of the campus. Information Resources advocates the utilization of information and technology to enhance the educational experience for SUNY Cortland students so that they graduate with information and computer fluency in a way that supports the College's Mission Statement, promotes critical thinking and develops the skills necessary to function in our changing technological society. Information Resources supports student, faculty and staff needs, facilitates distance learning initiatives and provides a full complement of services to support the curriculum and campus administrative needs.

Information Resources includes academic and administrative components. The academic component encompasses the primary resources utilized in the teaching and learning processes as well as those resources that directly support those processes. The administrative component consists of those resources that support the entire College.

500.02 THE HELP CENTER

The Help Center provides convenient, extended hours, single point of contact for support of all Information Resources services. Physically located in Memorial Library, The Help Center provides both technology and library services and support to students, faculty and staff.

500.03 INSTRUCTIONAL TECHNOLOGIES AND DESIGN SERVICES

Instructional Technologies and Design Services of the library offers faculty a variety of services in producing classroom materials and other academic presentations. These services include instructional materials design, webpage development and support. In partnership with The Help Center, one-on-one training is offered for various software solutions.

CHAPTER 510: Library

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510.01 GENERAL PURPOSE

The library fosters individual and collaborative research, learning, teaching and scholarly creation to enable our college community members to navigate the worlds of information and knowledge.

510.02 CHARACTER OF THE COLLECTION

The library supports the academic programs of the College. The collection contains more than 420,000 volumes, more than 500 journal titles and 38,000 items related to teaching grades K-12. The collection also contains information in a variety of formats, including streaming video and electronic databases and journals. The library provides access to an array of online resources, including a strong collection of full-text and citation databases and reference tools.

510.03 MATERIALS SELECTION

Selection of materials for the library collection is a partnership between library faculty and teaching faculty. A bibliographer from the library faculty works closely with each department to select materials appropriate to the needs of the students and faculty.

510.04 LIBRARY SERVICES

Reference and Research Assistance: The library offers individualized assistance in finding, using and evaluating information. The Learning Commons provides assistance with projects incorporating research or technology. Academic departments have librarian bibliographers who serve as liaison for research assistance, collection purchases and instruction.

Instruction: The library faculty provides library instruction in partnership with the classroom faculty. An introductory program is offered to students as a component of academic writing classes; instruction also is offered through subject-specific and specialized classes. Faculty may contact the bibliographer assigned to their department. Librarians also teach the basic Information and Computer Literacy courses through credit-bearing courses in the Computer Applications Program.

Library Web Presence: The library's website (<http://www2.cortland.edu/library/about/>), provides basic information about the library's services and collections. The Library tab on the online portal provides a gateway to the library's catalog, full-text and citation databases, journal holdings, video holdings and other web-based information.

Interlibrary Loan: Material not held by Cortland can be borrowed by both faculty and students from other libraries through the interlibrary loan department.

Additional Services:

1. Computers and Macintosh computers are available on the first floor in the Computer Applications Program (CAP) and Mac labs and in The Bookmark café lab and on the second floor in the Interactive Reference Area (IRA). Access to networked printing services are available throughout the library.
2. There 36 enclosed research carrels available for students and faculty. Assignments are made at the beginning of each semester. Applications are available at the circulation desk and on the library website.

510.05 LOAN POLICY

Books are loaned to faculty for a one-semester period and can be renewed once if the materials are not needed by someone else. All books are subject to immediate recall if needed for course reserve. Reference works and periodicals do not circulate. Faculty must present their SUNY Cortland ID at The Help Center when borrowing materials.

Faculty are not charged overdue fines. However, if an item is lost the cost of replacement plus a processing fee are charged.

510.06 OPEN ACCESS

Upon presentation of a valid Cortland ID, SUNY Cortland faculty members and students receive full borrowing privileges at nearly every State University of New York campus.

510.07 RESERVE SECTION

Library reserves allow faculty to place materials for their students to read, listen or view. The library maintains an online reserves system as well as a traditional physical reserves. Reserve requests are processed in the order received. During busy times, processing requests may require up to two weeks. Faculty may select a reserve period from two hours to seven days. Materials owned personally by faculty may be placed on reserve and will be processed (stamped and labeled) accordingly. Details about procedures and contact information are found in the Library Tab in myRedDragon.

510.08 TEACHING MATERIALS CENTER

The Teaching Materials Center is a collection of more than 38,000 items, including textbooks, children's literature collection, educational kits, curriculum guides, used in grades K-12.

510.09 INSTRUCTIONAL TECHNOLOGIES AND DESIGN SERVICES

Instructional Technologies and Design Services of the library offers faculty a variety of services in producing classroom materials and other academic presentations. These services include instructional materials design, webpage development and support. In partnership with the Information Resources Support Center, one-on-one training is offered for various software.

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CHAPTER 515: Campus Technology Services

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515.01 GENERAL PURPOSE

Campus Technology Services (CTS) provides services to promote and advance the campus community's use of technology for administrative functions, instruction, development and research in support of the College's mission. CTS is a customer-focused organization that provides a full range of technology-related support services such as technology equipment procurement, installation and technical support for hardware, software and peripherals utilized by the campus.

Assistance is available through The Help Center, THC@cortland.edu (<mailto:THC@cortland.edu>) or 607-753-2500.

515.02 PC AND MAC SERVICES

PC and Mac Services provides full life-cycle equipment support for new and reassigned equipment. Support includes the evaluation, procurement and distribution of hardware, printers and peripherals for faculty, staff, technology classrooms and computer labs and is responsible for the aforementioned maintenance and surplus.

This group provides software installation and troubleshooting as defined by the software policies. Assistance is provided to departments that utilize technology to improve business processes and efficiencies, make special requests for procurement and installation, and require special event set up and break down.

515.03 MEDIA SERVICES

Media Services provides traditional and electronic instructional media hardware and software in classrooms and technology spaces. This includes designing, installing, maintaining and repairing the technology classrooms and built-in media systems throughout the campus. The staff provides consultation services for faculty and staff regarding the purchase of multi-media hardware and software.

Media Services records and distributes off-air, satellite, video and teleconference programs through the campus cable television distribution system. Conversion of VHS and DVD video content to the campus video streaming/content management system is supported in conjunction with the Library's Instructional Technologies and Design Services after copyright compliance guidelines have been met. Interactive video support is available to faculty teaching in the interactive video distance learning classrooms. This support includes telecommunications connectivity with participating campuses and technical support during classes and distance learning facilitation services. Video Services also supports short seminars delivered over the web.

515.04 ACADEMIC TECHNOLOGY SERVICES

Academic Technology Services (ATS) provides full life cycle support of desktop equipment utilized in computer labs and technology classrooms. Support consists of a replacement cycle plan, coordination of procurement, set-up and hardware failure issues when they arise. This group provides software installation and troubleshooting in computer labs and classrooms as defined by the software policies. ATS provides training in the use of classroom facilities, immediate troubleshooting assistance for all equipment in the technology classrooms and computer labs, tech-ready classrooms and technology carts. Instructional support is also provided on the use of media equipment for some campus-sponsored special events.

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CHAPTER 517: Administrative Computing Services

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517.01 GENERAL PURPOSE

Administrative Computing Services provides technology that supports the academic and business mission and goals of the College. Administrative Computing Services is committed to providing a secure yet open technology infrastructure that protects the integrity and confidentiality of information while maintaining its accessibility.

517.02 COMPUTER OPERATIONS SERVICES

Administrative Computing Services is responsible for CTE and test scoring services, annual Banner reporting, and all third-party hosted services data transfers.

517.03 ENTERPRISE APPLICATION SERVICES

Administrative Computing Services is responsible for the planning, design, integration, implementation, security, maintenance and administration of Banner and other enterprise-wide Oracle databases.

CHAPTER 518: Systems Administration and Web Services (SAWS)

- [518.01 General Purpose](#)
- [518.02 Email Services](#)
- [518.03 Campus Servers](#)
- [518.04 Database Services](#)
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518.01 GENERAL PURPOSE

Systems Administration and Web Services (SAWS) is responsible for the data center infrastructure including servers, storage and technology appliances that support the academic and business mission and goals of the College. Additionally, SAWS designs and maintains many web applications and database applications.

518.02 EMAIL SERVICES

Systems Administration and Web Services (SAWS) supports and maintains the College's email environment. To provide a safe and secure email infrastructure SAWS administers SPAM filtering, mail gateways and antivirus protection. Student email services are hosted at Google, but are administered by SAWS.

518.03 CAMPUS SERVERS

SAWS is responsible for installing, maintaining and troubleshooting campus servers. All servers and sensitive information are securely maintained behind a very comprehensive layered information security infrastructure.

518.04 DATABASE SERVICES

SAWS provides database development and design assistance to faculty and staff. Users are expected to provide their own initial research designs.

518.05 WEB SERVICES and SYSTEM ADMINISTRATION

SAWS develops custom Web applications that integrate systems and help users to be productive. SAWS also administers several enterprise applications including the campus portal, (myRedDragon), DotCMS, OnBase and Blackboard Learn.

CHAPTER 519: Networking and Telecommunications Services

- [519.01 General Purpose](#)
- [519.02 Campus Network](#)
- [519.03 Telephone Services](#)

519.01 GENERAL PURPOSE

Networking and Telecommunications Services maintains the voice and data network technology that supports the academic and business mission and goals of the College. Networking and Telecommunications Services is committed to providing a secure, reliable, high-speed infrastructure that enables communication and appropriate access to information.

519.02 CAMPUS NETWORK

Networking and Telecommunications Services is responsible for the planning design, implementation, maintenance and administration of the enterprise-wide converged voice and data IP-enabled communications network. Both the Local Area Network and Wide Area Network are administered by Networking and Telecommunications Services.

The enterprise-wide converged voice and data IP-enabled communications network, which consists of both wired and wireless technology, is comprised of a gigabit Ethernet backbone, fiber optic cable extending to every campus building. Secure Virtual Private Network (VPN) access to available campus network resources is offered to faculty and staff. The enterprise-wide converged voice and data IP-enabled communications network is connected to the internet and other gateways providing worldwide communications access from behind a secure firewall.

The campus' network infrastructure is protected by complex multi-layered security strategies. Networking and Telecommunications Services administers the domain name system, the Dynamic Host Configuration Protocol (DHCP) and provides bandwidth management services.

519.03 TELEPHONE SERVICES

The College's telephone services are provided through the converged IP-enabled communication network and extend to every office, classroom and computing lab.

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CHAPTER 530: Policies

- [530.01 Procurement and Ownership of Technology Equipment](#)

- [530.02 Software Support Policy](#).
- [530.03 Re-assigned Technology Equipment Policy](#).
- [530.04 Server Policy](#).
- [530.05 Email Policy](#).
- [530.06 Acceptable Use Policy](#).
- [530.07 Blackboard Policies](#)
- [530.08 Data Classification Policy](#).

Full versions of these and all other Information Resources policies may be found within the College portal, myRedDragon, in the TechHelp tab.

530.01 PROCUREMENT AND OWNERSHIP OF TECHNOLOGY EQUIPMENT

All technology equipment purchased by the College is owned by the College. Technology purchased by the Research Foundation is owned by the Research Foundation. Technology equipment may be assigned to a department or faculty or staff member while he/she is employed by the College; however, the College or Research Foundation retains ownership.

Campus Technology Services is responsible for maintaining custodial records of all inventoried technology equipment and related peripheral equipment on campus, including the person/department to which the equipment has been assigned. Only staff from Campus Technology Services may transfer technology equipment from one office to another.

When technology equipment is replaced or reassigned, the equipment in question must be returned to Information Resources. The equipment cannot be passed from one user to the next without being formally reassigned.

All requests for technology equipment must be approved by the department head, dean or associate vice president, and the associate provost for information resources. Requests for new equipment are to be made via the online hardware request system found in the Tech Help tab of myRedDragon. Once submitted, Campus Technology Services staff will evaluate/review technical specifications for equipment with final approval by the associate provost for information resources. Replacement funding for this technology equipment and/or recurring maintenance costs (if necessary) should be planned at the time of procurement.

(Approved by President's Cabinet March 2011).

530.02 SOFTWARE SUPPORT POLICY

A number of application software packages are fully supported by Information Resources departments with the following services:

- Software will be installed on computers that are available for projection use in the classrooms. (Campus Technology Services)
- Production assistance will be provided for multimedia applications. (Library and Classroom Media Services)

- e-Learning training workshops will be offered. (Instructional Technologies and Design Services)
- Technical assistance will be provided. (The Help Center)

Departments in Information Resources will attempt to support other software applications to the best extent possible.

530.03 RE-ASSIGNED TECHNOLOGY EQUIPMENT POLICY

When technology equipment is replaced or reassigned, the equipment in question must be returned to Campus Technology Services. The equipment cannot be passed from one user to the next without being formally reassigned.

Campus Technology Services will evaluate returned technology equipment to determine its remaining life and appropriateness to be reassigned. Technology equipment that does not meet reassignment standards will be disposed of in compliance with the technology disposal policy.

Technology equipment may be reassigned (also known as trickle down) to an individual within the department that funded the original purchase. However, the technology equipment must first be returned to Campus Technology Services in order for the hard-drive to be wiped and re-formatted. Technology equipment that is determined to have remaining life and will not be trickled down to an individual within the department that originally purchased it will be placed in an inventory pool for reassignment elsewhere on campus.

Requests for reassigned technology equipment from the inventory pool will be processed twice each year: Aug. 1 to Sept. 15 and Dec. 15 to Feb. 1. Requests for reassigned and trickle-down technology can be made via the online hardware request system found in the Tech Help tab of myRed Dragon. Once submitted, Campus Technology Services staff will evaluate/review technical specifications for equipment with final approval by the associate provost for information resources. Campus Technology Services will assign each request a priority level and maintain a list of requests to be processed at the next reassignment processing period.

(Approved by President's Cabinet March 2011).

530.04 SERVER POLICY

This policy concerning server systems and the users of those systems is intended to maintain consistency, assure availability, facilitate disaster-recovery, coordinate technical operations and apply sound security and management practices consistently. The purpose of a server must be documented by the designated departmental technical contact and SAWS technical support contact and kept current by the departmental technical contact to reflect any changes. The server shall only be used for the documented purpose, and changes in purpose need to be agreed to by both parties, the SAWS director and the department head. The purpose(s) of the server must integrate with the overall campus network and server design.

All servers must be housed in the Information Resources data center. Each server must have a designated departmental technical contact. Departmental servers shall not run prohibited services, such as: IMAP, POP3, SMTP, DNS, WINS, DHCP, or any service which Networking and Telecommunications Services or SAWS deems detrimental to the server or network infrastructure. "Root" access to servers must be established for SAWS support staff use. This may be in the form of a single, shared user account. All servers will be part of the Active Directory Domain, and all Domain Administrators will have access to the server, via remote services and physical console access. All servers must adhere to all Information Resources security policies and Information Resources security best practices. All servers will be routinely scanned for necessary configurations. Routine scans are also conducted to search for sensitive data; reports are reviewed by the information security officer and the deputy security officers. Violations of this policy and/or other Information Resources policies may result in the server being removed from service.

(Approved by President's Cabinet March 2011).

530.05 EMAIL POLICY

An official College email account is one in which the address ends with "cortland.edu." All students, faculty and staff are assigned an email address and account while enrolled or employed. Retired employees may, at their discretion, choose to continue their account.

SUNY Cortland owns all email accounts run on systems it administers. The College generally does not monitor or restrict content residing on its systems; however, if there is reasonable cause to believe that a user has violated this policy or other applicable College policies, SUNY policies, and/or federal and state laws and regulations, the College reserves the right to take any of the following actions:

1. Terminate a user's access to the College's computing and networking resources; and/or
2. Limit a user's access to the College's computing and networking resources; and/or
3. Remove the documents/materials/postings from the College's computing and networking resources.

Quota, maximum message size, message retention settings, time-out settings, maintenance times, and other email guidelines will be set as appropriate for the anticipated needs of the College. The need to revise settings will be monitored and implemented as appropriate by Information Resources.

Privacy and Confidentiality: Official College communications sent by email are subject to the same public information, privacy and records retention requirements and policies as other official College communications. By using the College's computing and networking resources, users are consenting to monitoring of use by the College without further notice to that user of the College's monitoring or access to electronic information of all sorts for compliance, investigatory and disciplinary purposes. In using the College's computing and networking resources, users shall have no expectation of privacy.

(Approved by President's Cabinet November 2010).

530.06 ACCEPTABLE USE POLICY

Every SUNY Cortland student, faculty, staff member and authorized affiliate is provided with the privilege of using the College computing systems and software, internal data networks as well as access to the internet and communication systems. This access is granted through an official College NetID. An official email address and NetID account are assigned to all student, faculty and staff while enrolled or employed. Users are expected to comply with this policy as well as all other Information Resources policies and the use of these resources is considered an acknowledgement that they understand and will abide by these policies.

SUNY Cortland information technology resources, such as: computers, servers, networks and communication systems, and applications, are owned by the College and exist expressly for the purpose of educational use and legitimate College-related business. Therefore, all of these resources are to be utilized by authorized users for work consistent with the goals of the College. Authorized use of information technology resources owned by the College shall be consistent with the education, research and public service mission of the College and consistent with this policy. By connecting to the campus network, users agree to the terms and conditions of this policy as well as all other College policies.

Authorized users of SUNY Cortland's information technology resources include faculty, staff and students and other affiliated individuals and organizations as defined in the Guest Access Policy.

SUNY Cortland applies security procedures and protocols to abide by applicable policies, codes, contractual obligations or state or federal laws and generally does not review the content of material stored or transported on College-owned information technology resources. In using the College's computing and networking resources, faculty and staff shall have no expectation of privacy.

SUNY Cortland reserves the right to access all aspects of its information technology resources including individual login sessions, email and file storage.

By using the College's computing and networking resources, the individual faculty/staff member is consenting to monitoring of the use by the College without further notice to that individual faculty/staff member of the College's monitoring or access to electronic information of all sorts for compliance, investigatory and/or disciplinary purposes.

(Approved by President's Cabinet March 2011).

530.07 BLACKBOARD POLICIES

Blackboard Learn Policy

I. Introduction

Blackboard is a suite of modules that provide innovative pedagogical and collaborative tools. Blackboard Learn is the learning management system supported by SUNY Cortland. Careful planning is critical to fully deploy Blackboard Learn's pedagogical and technical features and to effectively integrate instructional technology into coursework.

Blackboard Learn contains only curricular courses that have been directly imported from Banner. Non-curricular courses are not part of Banner and are hosted in the Blackboard Community module.

II. Courses

A. Availability

- i. All course sections within Banner will automatically create a course in Blackboard.
- ii. Blackboard courses are accessed through the myRedDragon portal.
- iii. All courses remain unavailable to students until the instructor opens the course.
- iv. Once a course is opened to students, it will remain open until the instructor closes it to students.

B. Content

- i. Courses in Blackboard will be available for four semesters for copying purposes. After three semesters, the oldest courses will be removed from the live system. It will be the faculty member's responsibility to ensure he/she saves copies of course content.
- ii. Faculty who use Blackboard are highly encouraged to work closely with Instructional Technologies and Design Services in the initial planning stages and throughout the semester and for any assistance in saving their course content.

III. Roles and Access

A. Definitions

- i. Blackboard Campus Roles: Individuals within a Blackboard course have one specific role. Examples include: student, instructor, TA-1, TA-2, etc. The complete list of campus roles is in the Blackboard Roles and Access Matrix.
- ii. Blackboard Access Levels: Blackboard has six levels of access. The complete list of campus roles is in the Blackboard Roles and Access Matrix.

B. Cortland Instructor of Record

- i. Only the instructor(s) of record within Banner will have Blackboard Access Level 2 to the course within Blackboard.

ii. Additional instructors may be added to the course by contacting Student Registration and Records Services. The office may add him/her to the course as an instructor of record in Banner. Then, he/she will be added as an instructor to the course with the appropriate Blackboard access level at the next Banner/Blackboard synchronization.

iii. All instructors must comply with all college policies including FERPA and the Information Resources Acceptable Use Policy.

C. Non-Cortland Instructor

i. Only the instructor(s) of record within Banner will have Blackboard Access Level 2 to the course within Blackboard.

ii. Individuals may not be added as an instructor to a Blackboard course unless the individual is registered with human resources and listed as an instructor of record in Banner. The Cortland faculty member will need to work with his or her chair, dean and human resources to have non-Cortland instructors officially added to the Cortland roster. According to human resources, the [Volunteer Appointment Form](http://www2.cortland.edu/dotAsset/113418.pdf) (<http://www2.cortland.edu/dotAsset/113418.pdf>), Form #13, should be completed. Once the non-Cortland instructor registers with human resources and has a C number and NetID, Student Registration and Records Services may add him/her to the course as an instructor of record in Banner. Then he/she will be added as an instructor to the course with the appropriate Blackboard access level at the next Banner/Blackboard synchronization.

iii. All instructors must comply with all college policies including FERPA and the Information Resources Acceptable Use Policy.

D. Guests

i. Only the instructor(s) of record within Banner will have Blackboard Access Level 2 to the course within Blackboard.

ii. Instructors may request guest access for an individual by completing the Guest Access in Blackboard Form and forwarding it to Student Registration and Records Services. The form includes a checkbox for the instructor to indicate the appropriate Blackboard access level. Upon notification from Student Registration and Records Services, Information Resources will add the guest to the Blackboard course.

iii. All guests must comply with all College policies including FERPA and the Information Resources Acceptable Use Policy.

E. Teaching Assistant/Graduate Assistant/Research Assistant/Supplemental Instruction/Tutor/Intern

i. Instructors may request a teaching assistant, etc. be added to their Blackboard course by completing the appropriate [Blackboard access form \(http://cortland.libguides.com/loader.php?type=d&id=1090915\)](http://cortland.libguides.com/loader.php?type=d&id=1090915), and forwarding it along with the signed to Student Registration and Records Services. The form includes a checkbox for the instructor to indicate the appropriate Blackboard access level. Each teaching/graduate assistant/research assistants/supplemental instructors/tutor or intern must sign a confidentiality agreement that will be on file with the eLearning portal administrator and in the associate provost for information resources office.

ii. All teaching assistants/graduate assistants/research assistants/supplemental instructors/tutors and interns must comply with all college policies including FERPA and the Information Resources Acceptable Use Policy.

F. Student Enrollment

i. All students registered for a course section within Banner will be automatically loaded as students in Blackboard.

ii. Students who withdraw from a course within Banner will not be removed from Blackboard; however, instructors may deny access to these students.

iii. Individuals who audit courses must complete the [Petition to Audit form \(http://www2.cortland.edu/dotAsset/5a8762cd-08fb-49a1-827e-1495198a2c83.pdf\)](http://www2.cortland.edu/dotAsset/5a8762cd-08fb-49a1-827e-1495198a2c83.pdf) and send it to Student Registration and Records Services. Upon notification from Student Registration and Records Services, Information Resources will add the individual to the course as a student.

iv. Instructors of record can request the addition of students who are not registered in Banner by sending an Excel spreadsheet of student names to Student Registration and Records Services with the following information: C number, for Cortland students only, last name, first name, email address, course. Upon notification from Student Registration and Records Services, Information Resources will add these individuals to the course as students.

IV. Training and Support

Introductory and other appropriate training is highly encouraged for first-time Blackboard instructors. Introductory training is best taken one semester before implementing a course on the system. Training is available from Design Help at [THC@cortland.edu \(mailto:THC@cortland.edu\)](mailto:THC@cortland.edu). Once a course is implemented, faculty are able to continue to work with the

Design Help support team through scheduled workshops or by appointment.

Teaching assistants will be trained by the instructor of record and may take appropriate workshops from Design Help.

Related policies:

- FERPA
- Information Resources Acceptable Use Policy

Campus Roles	Blackboard Roles					
	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Student	X					
Instructor		X				X
Secondary Instructor						
Non-Cortland Instructor - 1					X	
Non-Cortland Instructor - 2						X
Guest 1			X			
Guest 2				X		
TA - 1					X	
TA - 2						
TA - 3						X
GA - 1				X		
GA - 2					X	
GA - 3						X
Research Assistant - 1				X		
Research Assistant - 2					X	
Supplemental Instruction				X		
Tutor (department/course) -1				X		
Tutor (department/course) -2					X	
Intern (department/course) -1				X		
Intern (department/course) -2					X	

Level 1 (Student) - Level 1 is the default course role, with no access to the control panel.

Level 2 (Instructor) - Level 2 has access to all areas in the control panel. This role is generally given to those developing, teaching or facilitating the class. These users may access a course that is unavailable to students.

Level 3 - Level 3 has no access to the control panel. Faculty are able to allow level 3 users access to content areas of their course. Faculty control what the user has access to. Visitors, such as prospective students, alumni or parents may be given the role of level 3.

Level 4 - All the same access as level 1 but not listed in the grade center. Does not have access to the control panel.

Level 5 - The level 5 role has access to most areas of the control panel. This role is appropriate for a user to manage the course without having access to student grades. A level 5 user can still access the course if the course is unavailable to students. A level 5 user cannot delete an instructor from a course. Level 5 users have access to the areas of the control panel in the following list. The tools and functions within each area can vary depending on the settings the system administrator has put into place, including enforcing a course template and customizing the level 5 role. The level 2 user (Instructor) can also limit the availability of certain tools and functions.

- Course Files/Content Collection
- Course Tools
- Users and Groups
- Customization
- Packages and Utilities
- Help

Level 6 - The level 6 role is that of a co-teacher. Level 6 users are able to administer all areas of a course. Their only limitations are those imposed by level 2 (instructor) or system administrator. A level 6 user cannot delete an instructor from a course. They have access to most all tools and features in the control panel. If the course is unavailable to Level I users (students), level 6 users still have access to the course. Level 6 users are not listed in the course catalog listing for the course.

Blackboard Community Policy

I. Introduction

Blackboard is a suite of modules that provide innovative pedagogical and collaborative tools. Blackboard Community is a set of tools that supports non-curricular courses, administrative training and collaborative group and committee work.

Non-curricular courses, administrative training and collaborative work areas within Blackboard Community are called "organizations."

II. Organizations

A. Creation

i. Blackboard organizations may be requested by the sponsoring SUNY Cortland faculty or staff member by completing and submitting the Request for a Blackboard Community Organization form. This request will be reviewed for approval by the associate provost for information resources.

ii. A primary leader must be named at the time of creation. Student groups are encouraged to continue using Google Groups.

iii. Upon the request's approval, the eLearning portal administrator will create a Blackboard organization for the leader.

B. Content

- i. i. Blackboard organization leaders will act as mediators and coordinators for their respective online participants and will be responsible for both the content and construction of the Blackboard organization.
- ii. ii. Blackboard organizations will receive a one gigabit space quota and an individual file size limit of 25 MB. Leaders should maintain copies of critical files in a separate location since individual files cannot be recovered easily from automatic backup procedures in place for Blackboard as a system.
- iii. iii. Blackboard organizations that are inactive for one year will be removed from the system. Information Resources will notify the leader that the organization will be removed. It will be the primary leader's responsibility to copy the organization content to another location if archiving is necessary.
- iv. iv. Blackboard organization leaders are highly encouraged to work closely with Design Help in the initial planning stages and throughout the life of the Blackboard organization and for any assistance in saving content.

C. Roles and Privileges

i. Definitions

a. Blackboard Organization Roles: Individuals within a Blackboard organization have one specific role of either leader or participant.

b. Blackboard Organization Privileges.

1. Primary leader has full privileges to manage the organizational content and add/remove participants and additional leaders.

2. Additional leader has full privileges to manage the organizational content and add/remove participants.

3. Participant has privileges to access organizational content and post to discussions.

ii. Primary Leader

a. Every Blackboard organization will have a primary leader that is a member of the college faculty or staff. This person will have responsibility to act as mediator and coordinator for their respective online participants and will be responsible for both the content and construction of the Blackboard organization.

b. All leaders must comply with all College policies, including FERPA and the Information Resources Acceptable Use Policy.

iii. Additional Leaders

- a. Additional leaders may be added to the Blackboard organization by the primary leader.
- b. All leaders must comply with all College policies including FERPA and the Information Resources Acceptable Use Policy.

iv. Non-Cortland Leaders

- a. Primary leaders may desire that a non-Cortland faculty or staff member be added as a leader. This individual may not be added to the Blackboard organization as a leader unless the individual is registered with human resources as a volunteer and has acquired proper login privileges. According to human resources, [Volunteer Appointment Form \(http://www2.cortland.edu/dotAsset/113418.pdf\)](http://www2.cortland.edu/dotAsset/113418.pdf), Form #13, should be completed. Once the non-Cortland leader registers with human resources and receives a C number and NetID, the primary leader may add him/her to the Blackboard organization with leader privileges.
- b. All leaders must comply with all College policies including FERPA and the Information Resources Acceptable Use Policy.

v. Participants

- a. Leaders may set their Blackboard organization to permit Cortland students, faculty and staff to self-enroll in their organization. Leaders may limit self-enrollment by requiring a password.
- b. Leaders may enroll participants directly into their organizations.
- c. All Blackboard organization participants must comply with all College policies, including FERPA and the Information Resources Acceptable Use Policy.

vi. Non-Cortland Participants

- a. Leaders may desire that a Non-Cortland student, faculty or staff member be added as a participant. To enroll non-Cortland participants, the leader must provide an electronic list (spreadsheet or comma delimited file) of the students to be added to their Blackboard organization to the eLearning portal administrator at least one week prior to the beginning of the date needed. The file must be formatted as first name, last name, email address and title of organization. Individuals will receive participant privileges to the organization.
- b. All Blackboard organization participants must comply with all College policies, including FERPA and the Information Resources Acceptable Use Policy.

III. Training and Support

Introductory and other appropriate training is highly encouraged for first-time Blackboard organization leaders. Introductory training is best taken several weeks before implementing an organization on the system. Training is available from Design Help at THC@cortland.edu (<mailto:ids@cortland.edu>). Once an organization is implemented, leaders are able to continue to work with the Design Help support team through scheduled workshops or by appointment.

Related policies:

- FERPA
- Information Resources Acceptable Use Policy

(Approved by President's Cabinet July 30, 2012)

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530.08 Data Classification Policy

All College data must be classified into one of the three categories – protected, sensitive or public – and must be protected using appropriate security measures consistent with the minimum standards for the classification level as described in the appendices of this policy.

Protected data is regulated by state or federal laws and includes information defined as private information such as personally identifiable information in the New York State Information Security Breach and Notification Act of 2005: i.e., bank account/credit card/debit card numbers, Social Security Numbers, state-issued drivers' license numbers, and state-issued non-drivers' identification numbers. Additionally, SUNY Cortland declares protected health information (PHI), administrative authentication credentials and passport numbers as protected data.

Sensitive data, also known as internal data, includes Cortland ID, licensed software, as well as College business records, intellectual property, certain types of information that would constitute an unwarranted invasion of personal privacy, and any non-public data that would generally require a FOIL request prior to release.

Public data, also known as general access data, includes data the College wants to share with the public and makes it available on unauthenticated portions of cortland.edu. Public data has no special requirements for confidentiality.

Based on the data classification, data stewards, data custodians and users are required to implement appropriate administrative, technical and physical security controls to protect the data utilizing this policies Data Classification Matrix Appendix D and Appendix E. For instance, it is prohibited to permanently store protected or sensitive data on

a desktop, laptop, external hard drive or mobile device. Please review the policy's Appendix D and E for detailed requirements for security data of all categories.

These requirements exist in addition to all other College policies and federal and state regulations governing the protection of College data. Compliance with this requirement alone will not ensure that data will be properly secured. Rather, data classification should be considered an integral part of a comprehensive information security plan.

Note: College data should never be stored on a personal device of any kind.