

WFU Network Services Reinstatement Policy

effective July 1, 2004

Introduction:

Wake Forest maintains an extensive array of network hardware and network services for the benefit of the Wake Forest community. To protect the rights and access of other users, the WFU Information Systems department may deactivate network services for an offending user. The purpose of the Network Services Reinstatement Policy (the "Policy") is to provide a consistent process for Information Systems to deactivate and reinstate student network access managed by Information Systems for violations named herein.

Policy:

Information Systems will charge students a fee to reinstate their network services after services have been deactivated by Information Systems due to violation of University computing policies, program agreements, and/or Federal, State, and local laws. For a list of existing policies, please reference: <http://www.wfu.edu/technology/reference/policies/index.html>

Definitions:

- Network services can consist of, but are not limited to:
 - email access;
 - network login; and
 - web access.
- Deactivation can be based on, but not limited to:
 - MAC address (network card);
 - IP address; and
 - login account(s) (email).
- All students using the network and computing resources maintained by Wake Forest University Information Systems (Reynolda Campus), whether the computer they are using is physically present on campus or not, are subject to the Policy.
- The student with the offending computer is responsible for adhering to the Policy and requests for response even if they are not responsible for the violation (i.e. computer has been compromised by an outsider).
- The number of offenses will be monitored for the entirety of a student's WFU academic career.

Violations:

- *Immediate* deactivation of user's network services will result from, but is not limited to, the following:
 - Copyright violation as reported from RIAA, MPAA, or other site reporting violation consistent with the Digital Millennium Copyright Act; and
 - Legal infraction as defined by Federal, State, and local laws
- Deactivation of user's network services *with notice of one business day* will result from, but is not limited to, the following:
 - Failure of user to comply with request from Information Systems to bring computer or related hardware to the IS Help Desk (i.e. computer with damaging virus, trojan, etc.);
 - Failure of students to comply with Information Systems' requests to return loaner equipment;
 - Failure of students to comply with Information Systems' requests to return computer during Junior exchange;
 - Violation of policies <http://www.wfu.edu/technology/reference/policies/index.html> ;
 - Violation of licensing agreements; and
 - Violation of program agreements.

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Process Flow:

- Information Systems reserves the right to disable accounts immediately and without advance notification to comply with federal, state, and/or local laws. In such cases the process will proceed as follows:
 1. Notification received from outside source requiring immediate action (violation of law);
 2. Network services are deactivated;
 3. Remedy ticket is generated;
 4. Student is contacted;
 5. Student complies;
 6. Network services reinstated;
 7. Fee assessed;
 8. Documentation is forwarded to Dean of Student Services Office;
 9. If offense is the fourth or final offense, network services are indefinitely suspended with approval of Dean's office; and
 10. Remedy change request ticket is closed.
- Violations that do not require immediate deactivation of account:
 1. Information System requests student compliance via voice mail, email, intracampus mail, and/or the U. S Postal Service;
 2. Remedy ticket is generated;
 3. Student fails to comply to request within 1 business day;
 4. Network services are deactivated;
 5. Student complies;
 6. Network services reinstated;
 7. Fee assessed;
 8. Information is forwarded to Dean of Student Services Office;
 9. If offense is the fourth offense, network services are indefinitely suspended with approval of Dean's office; and
 10. Remedy change request ticket is closed.

Exceptions:

- Consideration will be taken into account for extenuating circumstances (i.e. – students have left for breaks and do not get message in time for 1 business day response); and
- Disputes/exceptions will be initiated through the IS Help Desk.

Fee Structure:

- First offense = \$50
- Second offense = \$75
- Third offense = \$150
- Final offense = suspension of account (Dean of Students approval required)

Collection of fees:

- Fees will be assessed to student accounts for all undergraduate and graduate students.