

Uwharrie Charter Academy



Technology Policies & Procedures

Adopted August 2020

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Introduction

All technology resources employed by Uwharrie Charter Academy should be used in a responsible, legal and ethical manner. To encourage responsible and ethical behavior, guidelines for using these resources must be instituted. The guidelines must safeguard students, protect the district and its staff from liability and protect the district's investment in technology.

UCA Policy- Acceptable Use Policy (AUP) ensures the uses of technology are consistent with the goals of the district. The AUP states that the technology department is responsible for establishing standards, policies, and procedures related to the use of technology in the Uwharrie Charter Academy.

The Technology Policies, and Procedures was written to further outline the district's responsible use of technology. The procedures and standards outlined in this document have been developed by the technology department. The goal is to provide a standard and controllable network environment for the district. The technology department is charged with reviewing, approving and setting standards for all hardware, software and network access.

This document includes important guidelines such as repair of equipment, purchase of software, acceptance of donated equipment, requests for technology services that are listed in this document may be submitted to technology department through the school or department's technology contact person. Any application not included in this document requires review and approval of the technology department.

General Information

UCA Policies

Uwharrie Charter Academy's internet connection has been established in the belief that the information and interaction available are valuable additions to educational resources. All technology resources employed by Uwharrie Charter Academy must be used in a responsible, legal and ethical manner. UCA Policy - Acceptable Use Policy ensures the uses of technology are consistent with the goals of the district.

Acceptable Use Policy

The Acceptable Use Policy addresses:

1. Acceptable Use
2. Personal Responsibility
3. Network Etiquette
4. Passwords
5. Copyright
6. Security
7. Plagiarism
8. Vandalism

The Acceptable Use Policy is included in the Student Handbook. The Student Handbook includes a Code of Conduct that outlines proper conduct and behavior of students and disciplinary consequences. Each student is required to provide a copy of the Code of Conduct to his or her parent/guardian and every student and parent/guardian will sign as verification that they have reviewed the handbook and understand the consequences.

Reporting Computer Problems or Requesting Technical Assistance

Requests for computer repairs, relocation of equipment, email problems, printer problems, software or hardware installations, etc., should be submitted to the Dean or Assistant Dean of your school. The technology department will coordinate with the Dean or Assistant Dean to setup a time for either the technology department or an outside service to come resolve the issue.

Only the technology department has the authorization to schedule an outside service to come fix equipment. (Printers, Network, Phone System, etc.)

Before submitting a request, the following may be helpful:

- ✓ If you are having computer problems, refer to the Troubleshooting Guide in Appendix B.
- ✓ Check to see if anyone else in your immediate area is having the same problem you are experiencing. Ask if the problem has already been reported.
- ✓ If you determine you need technical assistance, contact the Dean or Assistant Dean of your school and report the problem in much detail as possible.

Requesting Password Resets

Teacher Passwords: Request for password resets (Meraki, G-mail, or computer logins) can be made directly to the Director of IT.

Student Passwords: Request for password resets can be made to the Dean or Assistant Dean at each school.

Meraki Systems Agent

Installed on every computer and tablet is a Meraki Systems Agent, a program to help maintain UCA network policies, device policies and installed software. This program utilizes connectivity, tracking, a remote-in tool and certain device functions that help maintain UCA's technology policies and procedures. These tools will only be used at the request of the staff member for virtual troubleshooting or at the discretion of the Superintendent or Board of Directors. Unauthorized removal of this program will result in the network privileges for that device to be revoked until it is reinstalled by the technology department.

Tracking- The tracking tool is only utilized when technology is lost, stolen or missing.

Remote-In- This tool is only utilized in situations when employees request virtual help with their computer while they are connected to the internet.

Hardware

The Technology Department continues to adopt, review and update standards for the purchase of all hardware used in the district.

It is the intent to provide guidelines for a standard and controllable network environment in support of the mission of Uwharrie Charter Academy.

Hardware has been approved by the Director of IT based on the following criteria:

- Initial cost
- Impact on network and support
- Vendor economic strength, support, and expertise
- Product/technology maturity and availability
- Interoperability
- Use of industry-recommended design standards
- Documentation
- Security and internal control designs
- Learning curve and training requirement for end users
- Consistency with business and education strategies

Hardware Purchasing Standards

Limiting the number of different vendors and hardware types results in a lower initial cost as well as improved support by the technical support staff over time. The technology department will be knowledgeable of the product line and an inventory of appropriate repair parts can be maintained. Interoperability will be greatly improved.

Electronic Equipment - School Purchase

If a school or department is interested in purchasing any electronic equipment, they must first have approval from their Dean or Assistant Dean before emailing the Director of IT for hardware purchases for computer compatibility, network evaluation, etc.

Any school level technology request that a staff member may have, should first go to the administration at your school. Administrators will pass information along to the technology department for purchases needed.

Current quotes and suggestions for other technologies such as projectors and computers may also be acquired by emailing the Director of IT.

Inventory

Any technology purchased, donated or crowd source funded at the school level or district level must be inventoried by the technology department prior to delivery or use. Process of inventory will include description of the unit, date of purchase, price of the unit and checkout location. A barcode will be placed in a visible location that will allow the repair and check-in/check-out process to be more efficient.

Each school will maintain its own inventory system. The technology department will maintain a central inventory system of all inventory from all locations and will collect new data at the end of every year for auditing purposes.

Computer Repair

Uwharrie Charter Academy takes care of all of our own computer repairs. If your school issued computer is in need of repair, please let your Dean or Assistant Dean know so that they may log the information in the technology worksheet.

Relocation of Equipment

The technology department should be contacted before any computer equipment is relocated. Depending on the situation, permission may be given for the staff to simply continue with the relocation of the equipment.

If the requested relocation requires technical assistance or reconfiguration of computers (such as moving computers to and from mobile units), you will be instructed to submit the request through the Dean or Assistant Dean at your school.

School-Based Programs Involving Technology

Any school-adopted program involving technology is the school's complete financial responsibility. This includes any hardware or software installed beyond the established computer standard provided by the technology department. It will be the school's responsibility for the purchase of the equipment, subscription fees and the logistics of the programs.

All computer equipment must be purchased according to the standards outlined in the Hardware section of this document. Any equipment types not listed there, such as cameras, wireless devices, etc. must be pre-approved before purchase. If approved, it will only be configured for

the purpose of purchase, and not supported for personal or other use. For software to be run or used on these devices, please refer to the software section of this document.

Computer Donations

Uwharrie Charter Academy is happy to accept donated technology, however, in order to perform effectively within the Uwharrie Charter Academy's network environment, donated computers must meet performance and license requirements.

Computers that do not meet hardware purchasing standards or do not meet the minimum standards for networking cannot be added to the Uwharrie Charter Academy network. Such hardware may be used as a standalone machine.

Donated equipment that meets hardware purchasing standards and meets the minimum standards for networking will be connected to the network. The district will provide ongoing repair and support; however, it may not be included in the replacement schedule.

Newer models have a Windows Certificate of Authenticity sticker, known as a COA. This serves as sufficient documentation for a valid Windows OS license. The license cannot be transferred from one computer to another.

Acquiring Technology Through Grant or Crowd Source Funding

Any grant that is written must be approved by the Dean or Assistant Dean and then the CFO will review the grant based on the Internal Controls Policy. If the grant involves technology of any sort, it will also need approval of the Director of IT.

Any technology that is acquired through donations, grants or crowd source funding becomes the property of Uwharrie Charter Academy.

Employee-Owned Hardware

The Technology Department/Uwharrie Charter Academy does not support, nor is it responsible for loss, damage, movement, or theft of any non-district-owned hardware. This includes, but is not limited to computers, printers, cameras, laptops, and scanners. For this reason, it is suggested that no personal equipment be brought onto a UCA site.

In addition, the technology department will install or connect personal hardware to the network or printers. It reserves the right to remove any unauthorized hardware from the Uwharrie Charter Academy network and is not responsible if employee owned hardware is removed from a site during an equipment replacement process.

In order to help maintain network strength, any employee owned hardware (cell phones, laptops, tablets etc.) that need to connect to UCA's network must have a MAC address (Wi-Fi address) and description on file with the technology department before access will be granted. All unauthorized access will be revoked until communication with the technology department is made and required information is shared.

Checkout of Technology

Any equipment (document cameras, tablets, cameras etc.) that leaves school grounds must be checked out with the Dean or Assistant Dean of each school before that property can be removed.

Adhering to the UCA Teleworking Policy, school owned technology can be checked out when working from home, as long as the Expectations for Technology Security are followed as outlined in the Teleworking Policy. It is still expected that staff members check-out this equipment through your Dean or Assistant Dean.

School purchased printers are prohibited from leaving UCA's network without prior approval from the Director of IT.

School-Owned Hardware Use

As a courtesy, Uwharrie Charter Academy provides laptops to some staff members in order to meet the needs of their job description. These laptops should not be used for personal gain, small businesses or illegal activities. Misuse of this technology will result in the laptop being taken away and a review by the Superintendent and the Board of Directors.

Software

In keeping with the content and philosophies of the *NC Standard Course of Study*, technology is placed in schools not only to support learning computer skills but also to provide activities that support and enhance the curriculum. Standardized age-appropriate software is selected that enables teachers at different grade levels to focus on specific areas of the curriculum or on different skills.

The technology department continues to review, update and adopt standard software for the district. All software has to be approved for use by the Director of IT. This ensures a standardized and controllable network environment that supports the mission of Uwharrie Charter Academy.

Software is divided into two categories, standard software that is provided on all computers in a particular grade/area that may be purchased by schools or departments.

Standard Software

All UCA network devices include a list of all standard software that is typically installed on every device. Different Operating Systems may require different versions of the software to be loaded and not all software is designed for all platforms. Therefore, a computer may not have everything on the list.

New software should be available in a current version that is designed to operate with Uwharrie Charter Academy hardware standards and installed operating systems. Beta and trial versions of software products cannot be considered. Approval by the Director of IT will be based on the following criteria:

- Initial cost
- Impact on network and support

- Product/technology maturity and availability
- Interoperability
- Use of industry-recommended design standards
- Documentation
- Security and internal control designs
- Learning curve and training requirement for end users
- Consistency with business and education strategies

Personally Owned Software

The Technology Department does not support any personally owned software. The technology department reserves the right to remove unauthorized software from the Uwharrie Charter Academy computer systems.

Employees should not download any personal software to their school issued devices unless approved by the Director of IT.

Network Access/Email

An important goal of Uwharrie Charter Academy is to provide a powerful and secure network for all administrative and school sites that will enable high-speed access for current and future computerized applications. Updates and additions must follow strict standards to insure interoperability, reliability and maintainability of the networking infrastructure.

All technology resources employed by Uwharrie Charter Academy should be used in a responsible, legal and ethical manner. The guidelines must safeguard students, protect the district and its staff from liability and protect the district's investment in technology.

Establishing Network Access and Email Accounts for Employees

User accounts are automatically created for new employees of Uwharrie Charter Academy. Employees will be notified via email from their Dean of account information. Every employee should know his/her email user account name and password. Employees must be familiar with and adhere to the Acceptable Use Policy (AUP).

Each employee should keep his/her username and password secure and should not give it to anyone else for use. An employee's login information should not be given to students or non-employees to gain access to the UCA network. All unauthorized access will be revoked.

The user's legal first and last name, will be used to create network access and email accounts. Following a specific naming convention, the account uses first and last name ex.

John_smith@uwharriecharter.org

All questions concerning a user account should be directed to the Director of IT.

Name Changes for Network Access and Email Accounts

Network access and email accounts are based on the legal name of an employee. If a name change has been requested of Human Resources, the network access and email accounts will be changed soon after.

Closing Accounts for Retirements, Resignations or Terminations

Email accounts will be closed within 30 days of retirement or resignation of an employee. Terminations will result in immediate closing of email accounts.

Establishing Network Access and Email Accounts for Non-Employees

User accounts may also be provided to contractors and other companies, agencies or persons doing business with Uwharrie Charter Academy where Uwharrie Charter Academy benefits from the use of the account as determined by the technology department.

The department requesting network access or email accounts for non-employees should have all non-employees sign AUP forms and forward those forms to the Technology Department.

Requesting Password Reset

Teacher Passwords: Request for password resets (Meraki, G-mail, or computer logins) can be made directly to the IT Director.

Student Passwords: Request for password resets can be made to the Dean or Assistant Dean at each school.

Security Policy

All school networks are “secured” by Cisco Meraki and require an email and password sent to you, to log in to the network. Access varies according to the user identification and group.

All teachers have a specific user identification and authentication. They can download from the Internet and save data to their work/personal devices.

All student accounts have access to installed software with no download capabilities and may save to a removable device.

Users should not modify policies, machine settings, or infrastructure to gain unauthorized access to resources or to circumvent established safety configurations. Any unauthorized changes or modifications made will result in loss of privileges and will be reviewed by the Superintendent.

Filtering and Access to Information

The Internet provides access to material that may not be suitable for students and/or may not have educational value. In order to ensure that the internet connection is used in the appropriate manner and that all users are protected from any inappropriate information; the district has implemented a filtering system. All internet access is monitored for online safety and appropriate use. We currently use a centralized solution that blocks access to undesirable sites.

Information is filtered by subject area and includes the filtering of visual depictions. The software has an override feature if filtered information is needed. Schools may also request that blocked sites be enabled through the technology department. The technology department will make the decision on ‘relaxing’ or ‘enabling’ a blocked site if it meets acceptable standards and is for bona fide research or other lawful purposes.

Personal Use of Email

Email accounts are provided to all employees and should be utilized for school-related purposes and performance of job duties. Incidental personal use of email is permitted as long as such use does not interfere with the employee’s job duties, the performance of system operations or other email users. Incidental personal use is defined as use by an individual employee for occasional personal communications. Such personal use must comply with the Acceptable Use Policy and other applicable policies of the district. Employees are reminded that there is no expectation of privacy provided.

Management of Email Accounts

The email system is provided for the purpose of communication, not as a storage device. Individual users must assist in the management of this valuable resource.

Mass Distribution of Email

Employees are limited to distribution of email to their site only. Email should not be used for any type of personal gain including, but not limited to, money-making schemes, advertising and sales. The distribution of mass emails and chain letters is prohibited.

Release of Email Addresses

The release, publication or distribution of Uwharrie Charter Academy email addresses to any outside party whose intent is to communicate with email account holders is prohibited. An email address may only be given to an outside party by the owner of that email address.

Confidential Information and Use of Email

The Family Educational Rights to Privacy Act (FERPA) and UCA Policies address the issues associated with the confidentiality of student and employee records. Use of email as a means of communications is subject to all current laws and UCA policies and must be used with due regard for the need to maintain confidentiality.

Other confidential information that would jeopardize the operations of Uwharrie Charter Academy may not be released to anyone outside the system. Information such as passwords, security information, data network information, etc. would be considered confidential.

Privacy of Email

Email is not private. Uwharrie Charter Academy is the owner of all messages sent using the district’s email system. Employees are reminded that there is no expectation of privacy provided. Emails are public record. All email correspondence is subject to the North Carolina Records Law, which may result in monitoring and disclosure to third parties. All communication should be conducted with this in mind.

Although Uwharrie Charter Academy does not make a practice of monitoring these messages, Uwharrie Charter Academy reserves the right to access email at any time for troubleshooting and maintenance purposes as well as any situation in which life, limb or property is in perceived danger. Other access to email including, but not limited to, criminal investigations, civil investigations and supervisory investigations may be approved by the Superintendent or Board of Directors.

Users should be aware that during the performance of their duties, the technology department personnel need from time to time to observe certain functions of the email system and on these occasions may inadvertently see the contents of email messages. Except as provided elsewhere in this policy, they are not permitted to see or read the contents intentionally or to read transactional information where not germane to the foregoing purpose or to disclose or otherwise use what they have seen unless there is reason to believe that laws or UCA policies have been violated.

The technology department may need to inspect mail that has been deemed “undeliverable”, is suspected of virus content and for other troubleshooting purposes.

Appendix A

ACCEPTABLE USE OF TECHNOLOGY

Uwharrie Charter Academy recognizes that technology and the Internet offer students and staff the resources of thousands of computers all over the world and to millions of individual people. Students, teachers, and staff may have access to: 1) electronic mail (e-mail) communication with people all over the world; 2) information and news, some of which may include advertisements, from a variety of sources and research institutions; 3) discussion groups on a wide variety of topics; 4) access to many university libraries, the Library of Congress and other libraries around the world.

Uwharrie Charter Academy Network and internet connection have been established in the belief that the information and interaction made available are valuable additions to educational resources.

The intent of this policy is to ensure that all uses of Uwharrie Charter Academy technology and the internet are consistent with the goals and educational philosophy of the school system.

Basic tenets of the policy are:

- The use of technology resources and internet access is to support research and education and to extend the resources of Uwharrie Charter Academy.
- All use of technology must be in support of education, research or enrichment and be consistent with the intended purposes.
- Technology Department is responsible for establishing **and users are required to follow all** standards, policies, and procedures related to the use of technology in the Uwharrie Charter Academy.
- Use of other organization's networks or computing resources must comply with the rules appropriate for that network.
- Transmission of any material in violation of any law or system policy is prohibited. This includes, but is not limited to copyrighted material, threatening or obscene material, material protected by trade secret, material used for commercial activities by for-profit institutions, and material used for product advertisement or political lobbying.
- Students, teachers and staff members will be informed of issues regarding network etiquette, security and vandalism with the understanding that any violation of the regulations is unethical and may constitute a criminal offense or violation of the "Student Code of Conduct," and require appropriate disciplinary action.
- Uwharrie Charter Academy does not endorse or authorize the use of any of its school names in any electronic medium, examples are websites, user groups, uniform resource locators (URL's), unless express written consent is granted by the Uwharrie Charter Academy.

Network Etiquette

The use of technology requires that you abide by accepted rules of etiquette which include, but are not limited to, the following:

- a) Courtesy: Do not send or forward abusive messages to anyone.
- b) Appropriate Content: Defamatory, intentionally inaccurate, abusive, obscene, profane, sexually oriented, threatening, racially offensive, harassing or illegal material is prohibited.
- c) Privacy: All communication and information accessible via the network should be assumed to be copyrighted property. Transmission of data on the Internet cannot be guaranteed to be private or secure. Note that electronic mail (email) is not guaranteed to be private. People who operate the system do have access to all mail and electronic transmissions. Electronic transmissions relating to or in support of illegal activities may be reported to the authorities. Do not reveal your or any individual's personal address, phone or credit card number.

Email

Limited personal use of email is permitted; however, personal use should not interfere with assigned duties and responsibilities. The use of email requires that you abide by accepted rules of etiquette which include, but are not limited to, the following:

- a) SPAM, the sending of unwanted mail is a significant problem for users and for the network. Do not send emails that are not directly business or school related to groups or persons within the system.
- b) Using UCA email directories or address books to send emails that are for personal gain or that promise personal gain are a violation of Administrative Policy.
- c) **Use of UCA email directories or address books to communicate views, solicit membership, or raise funds for any non-school sponsored purpose, whether profit or non-profit, is prohibited**
- d) The technology department will distribute virus warnings. If you feel you have information regarding a virus, please contact network administration immediately and do not forward such emails to users.
- e) **Email is not private.** Technicians who operate the system can access all mail. **Access is usually limited to investigative or trouble-shooting purposes, however, the Superintendent may at any time, and for any reason, allow the search of email or data stored on all district owned computers.**

Passwords

Passwords are personal and should not be shared with anyone. Attempts to login to the system as any other user will result in cancellation of user privileges and/or criminal prosecution. UCA will follow NCDPI password requirements to ensure the security of student data.

Copyright

Information transmitted through the Internet which is copyrighted is subject to the same copyright laws as govern non-electronic data.

Security

Security on any computer system is high priority, especially when the system involves many users. If you feel you can identify a security problem on the service provided you, notify a system administrator or teacher. Do not demonstrate the problem to other users.

Plagiarism

Data received through the Internet is subject to the same rules of documentation as traditional information. Give credit for all material used in research.

Vandalism

Vandalism will result in cancellation of your privileges. This includes, but is not limited to altering web sites, intentionally damaging equipment or cabling, uploading or creation of a computer virus, and any other activity that corrupts individual programs, data or the network.

Network resources

The user is responsible for his or her actions and activities involving the network. Some examples of unacceptable uses are: wastefully using resources such as file space, circumventing safety configurations, modifying setup policies, modifying settings on machines, attaching unauthorized devices, modifying infrastructure, invading the privacy of individuals, gaining unauthorized access to resources or entities, using the network while access privileges are suspended or revoked.

Emerging Technologies

The tenets the AUP are inclusive of emerging technologies in devices that provide wireless capabilities. Examples of these devices include but are not limited to, mobile phones with cameras and internet capabilities, and Personal Digital Devices with internet connectivity. The following are not permitted uses of these devices by students on Uwharrie Charter Academy campuses and school related activities:

- Connecting to unfiltered Internet information.
- Using such a device to capture images, transmit, and manipulate media electronically.

One example of an inappropriate use is using a camera phone to take pictures, emailing the pictures, then posting these pictures on the web. Student use of these devices is not allowed without written permission from Uwharrie Charter Academy administrative staff with expressed intent and purpose for use.

Teachers and staff members that have devices capable of these functions are guided by the tenets of the AUP are to ensure that no privacy rights are violated regarding Family Education Rights Privacy Act (FERPA).

The use of technology resources and Internet access is a privilege and not a right; inappropriate use will result in cancellation of those privileges. Do not use the network in any way that will disrupt the use of the network by others. Technology Department may make decisions regarding whether or not a user has violated standards, policies or procedures; and may deny, revoke, or suspend access at any time.

School Issued Technology

UCA technology is inventoried by the school system software and checked out to staff members. Once technology is checked out to employees, it becomes their responsibility. Each year, employees will sign the AUP with the understanding that if an employee is terminated voluntary or involuntary, all equipment will be returned to the Superintendent or to the school administration. If any equipment is damaged through negligence or lost, UCA will deduct the cost of the item(s) from the employee's final paycheck, except where deductions are prohibited by state law.

Upon my termination from Uwharrie Charter Academy, either voluntary or involuntary, I will return all of the item(s) listed above to the Superintendent. If any items are missing or have been damaged through my negligence, I authorize Uwharrie Charter Academy to deduct the cost of the item(s), as indicated above, from my final paycheck, except where deductions are prohibited by state law.

Web 2.0/Social Networking Tools:

Web 2.0/Social Networking Tools are a catch all phrase used to describe technology which integrates technology, social interaction and content creation.

Limited use of Web 2.0/Social Networking Tools are permitted; however, personal use should not interfere with assigned duties and responsibilities.

Some examples are:

- Blogs
- Chat Rooms
- Podcasts
- Social Networking Sites
- Tweeting "Tweets"
- Virtual Worlds
- Wikis

Employees should familiarize themselves with UCA Code of Conduct found in the Personnel Handbook and other guidelines/resources (such as the Social Media Guidelines) posted on the Uwharrie Charter Academy web site that provide direction for employees participating in online social media activities. The use of Web 2.0/Social Networking Tools requires that you abide by acceptable rules of etiquette. The following conducts are discouraged:

- Engaging in vulgar or abusive language, personal attacks, or offensive terms targeting individual and/or groups
- Endorsement of commercial products, services, or entities
- Endorsement of political parties, candidates, or groups
- Lobbying members of any elected body using resources of UCA.

Issues to be aware of:

- Items published on the web are persistent. You should consider all items published on the web to be public domain.

- When discussing item(s) involving UCA or UCA related matters you may wish to contact the District Relations Department prior to publishing content.
- Per the State of North Carolina guidelines for school system employees, you must maintain an appropriate relationship with students in all settings.
- Access to social media must be closely monitored to ensure that it is appropriate for student use. The educator is solely responsible for the content they allow students to view.
- When posting to web sites outside of UCA you may wish to include a disclaimer such as, "The views expressed in this post are not those of Uwharrie Charter Academy."
- Do not reference your position within the UCA system when writing in a nonofficial capacity.
- Respect copyright laws.
- Make sure your online presence reflects how you wish to be seen by the public as a UCA Professional.
- Have no expectation of privacy.

Internet Safety and Children’s Internet Protection Act (CIPA) and Uwharrie Charter Academy Student Email Accounts:

The Children’s Internet Protection Act (“CIPA”), enacted December 21, 2000, require recipients (Uwharrie Charter Academy) of federal technology funds to comply with certain Internet filtering and policy requirements.

Access to Inappropriate Material: To the extent practical and feasible, technology protection measures (or “Internet filters”) are used to block or filter Internet traffic, and other forms of electronic communications (student email). Access to inappropriate information as required by the Children’s Internet Protection Act, will be filtered or blocked this is applied to visual depictions of material deemed obscene or child pornography, or to any material deemed harmful to minors.

Inappropriate Network Usage:

To the extent practical and feasible technology and policies are used be to promote the safety and security of users of the online computer networks when using electronic mail, other forms of direct electronic communications inappropriate network usage includes, but is not limited to:

- (a) unauthorized access, including so-called ‘hacking,’ and other unlawful activities; (b) unauthorized disclosure, use, and dissemination of personal identification information regarding students.
- (c) using another student’s username and password to access network resources (d) transmitting obscene or pornographic visual imagery,
- (e) harassing, menacing or any type of language that is deemed profane, cyberbullying, threatening; any communication that indicates fear or intimidation to an individual or groups of individuals.

Education, Supervision and Monitoring:

While UCA takes considerable steps to electronically block inappropriate materials and sites, it is the responsibility of all district school staff to educate, supervise and monitor appropriate usage of the online computer network and access to the Internet.

- Students, teachers and staff members will be informed of the intent of the Acceptable Use Policy by its inclusion in the Student Handbook and Personnel Handbook.
- The district will provide teachers, students and parents with guidelines and various computerized informational resources for the protection of students while using technology. The resources will be age-appropriate and designed to promote student safety with regard to Internet usage. This includes lessons on cyberbullying, appropriate online interactions and the use of social networking sites.
- Cyberbullying is the act of bullying or harassment through the use of any electronic means. Any form of cyberbullying is strictly prohibited and will result in appropriate disciplinary action. Students should promptly disclose to their teacher or other school official any inappropriate, threatening, or unwelcomed message.
- Technology Department for Uwharrie Charter Academy will supervise and monitor usage of district resources, the network infrastructure, and access to the Internet in accordance with this Policy and the Children's Internet Protection Act. Any use of an electronic medium connected to these resources (an example is, but not limited to; student email accounts) is governed by this Policy.
- **Anyone found violating tenets of the AUP, the Children's Internet Protection Act (CIPA) or Uwharrie Charter Academy Student Email Accounts provision will have their access revoked and will be subject to the actions defined in the Student Code of Conduct.**
- **Procedures for the disabling or otherwise modifying of any technology protection measures shall be the responsibility of Uwharrie Charter Academy Technology Department or designated representatives.**

Appendix B

Troubleshooting Procedures

Suggestions to keep your computer equipment running correctly:

- Make sure all cables are plugged in securely and in the correct plugs. All peripheral equipment (monitor, printer, scanner, etc.) should be powered on before turning the computer on. Make sure your cables have plenty of room to lie flat and uncluttered.
- Never plug or unplug anything from a computer that is powered on. Some external devices could send a small charge into the computer and damage it.
- Do not cover the cooling vents on the computer.
- Keep the computer area free from the buildup of dust.

- Do not eat or drink close to the computer.

Nothing seems to be working	<ul style="list-style-type: none"> ✓ Make sure the computer is plugged in and powered on. ✓ Check for secure connections on back of computer for keyboard, mouse, etc. Follow Ethernet cable (similar to a phone cable) from back of computer to wall, make sure it is secure; the cable should snap firmly into the socket on both the network card in computer and network wall port
Computer, monitor or printer does not seem to have power	<ul style="list-style-type: none"> ✓ Check to make sure there is a power cord attached to a viable power source ✓ Check power source with a known working device ✓ If power source is bad, follow site procedure for call the office to correct power problem.
Keyboard or mouse does not work	<ul style="list-style-type: none"> ✓ Check the keyboard/mouse cable on the back of the computer; make sure it is secure
Monitor does not display an image	<ul style="list-style-type: none"> ✓ Check cable from monitor to computer ✓ Make sure power is turned on ✓ Check the brightness and contrast knobs (buttons) on monitor.
Cannot reach desired web site on Internet	<ul style="list-style-type: none"> ✓ Check the web address for accuracy ✓ Try to connect to a different site. Try to connect to the desired site from another classroom computer; if it works from another computer.

- At least three times a month check for updates in setting under Updates and Security.

Suggestions for Problem Resolution:

- **Before trying anything else**, attempt to **REBOOT** your computer. Closing all programs, shutting down and powering off your workstation can resolve many problems.

Problem	Steps to Possible Solution
Computer Frozen	<ul style="list-style-type: none">✓ Press CTRL, ALT, DEL buttons simultaneously✓ Choose Select Task List✓ Highlight programs shown as Not Responding✓ Press End Task button✓ Be patient; this may unfreeze computer✓ If possible, shut computer down properly✓ If fails to unfreeze, only option is to power off