

**Technology Policy and Procedures Manual  
2024-2025**



**COVENANT**  
COLLEGE

IN ALL THINGS CHRIST PREEMINENT

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By Marjorie Crocker  
Chief Information Officer*

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## **SECTION 1 ORGANIZATION OF TECHNOLOGY AT COVENANT COLLEGE**

### **Technology Services**

Technology Services (TS) is under the direction of the Chief Information Officer (CIO). The aim of the CIO is to lead our community in strategic pursuit of highly effective information systems, resources and services with the goal of enhancing the Covenant experience for students, employees, alumni, guests, and other constituents. The job description outlines how this is done.

The Technology Services department is charged by the CIO with the following responsibilities:

1. Provide campus networking, computer equipment and software for interdepartmental computing needs such as email, Internet access, and integrated databases.
2. Assist employees in planning, selecting, and acquiring hardware and software in appropriate cycles.
3. Provide for the operation of Ellucian's Banner (the integrated database serving as the student information system) and associated administrative systems.
4. Install and maintain publicly accessible computing facilities.
5. Provide campus telecommunications equipment and support.
6. Provide campus audio/visual equipment and support.
7. Provide user training, in coordination with the Human Resources Department.
8. Provide all user upgrades to any supported operating system.
9. Provide for all users the standard College software suite (Google, internet browser, email and virus detection).
10. Customize and install purchased applications.
11. Provide seamless links among existing and new applications.
12. Advise academic department heads in non-instructional software selection and acquisition. Purchases are the responsibility of the various academic departments.

## **SECTION 2 ACCEPTABLE USE POLICIES**

### **Purpose and Authority**

Covenant College provides computer resources to employees and students for uses consonant with its institutional objectives. These resources are College property, and their use is regulated by existing College policy. This document provides examples of the application of College regulations regarding use and abuse of College property and services as they apply to computer resources. It is not intended to serve as a complete statement of all policies and procedures that may apply to the use of computer resources. Other authorities impose restrictions on the use of computer resources as well.

### **Copyright and Licensing Restrictions**

TS and IT of Covenant College abide by all applicable Federal and State statutes and regulations pertaining to the use of computer hardware and software including, but not limited to, federal copyright laws. Unauthorized copying, altering, modifying, merging, transferring, decompiling, or reverse engineering of licensed software or other media such as music/movie materials is strictly prohibited. The uses of any electronic resources are further governed by Georgia law and College computer policy. A more complete statement of this policy can be found at [http://www.covenant.edu/docs/consumer/HEAO-copyright\\_infringement-computer\\_use\\_and\\_file\\_sharing.pdf](http://www.covenant.edu/docs/consumer/HEAO-copyright_infringement-computer_use_and_file_sharing.pdf).

### **Single CPU Usage Restrictions**

Many copyright licenses for software contain single CPU usage restrictions. These restrictions must be honored. In some instances, the software copyright owner may grant a variance from these restrictions to the College. However, without an explicit written variance, single usage restrictions in the license apply to all users.

Programs and other files are often licensed to a particular site. Programs provided to Covenant College must not be taken away to other computer sites without permission. Similarly, programs and data files from other computer sites may not be used at Covenant College unless such use is explicitly authorized.

### **Restrictions on the Use of Computing Resources**

Computer resources are to be used only with explicit authorization and only for uses consonant with the mission of the College. Using Covenant College computer resources for personal monetary gain, such as for personal business or consulting activities for which pay is received, is strictly prohibited without explicit permission from appropriate major department heads. These restrictions do not apply to articles or texts produced for publication within an employee's discipline. Cooperative ventures between the College and business or educational institutions external to Covenant College must also be approved in advance by the appropriate major department heads.

### **Unethical Use of Software**

Honesty and integrity are fundamental ethical principles that should guide the use of computer resources. It is unethical to access, alter, or represent as one's own the contents of another's files or to receive unauthorized assistance in developing a program. Displaying, copying or altering someone else's file without his or her permission, even if the file is not fully protected, is prohibited. All users of commercial software or of "shareware" are expected to respect the rights of the author(s) and abide by the restrictions contained in the software licenses or documentation. In particular, copying, altering, modifying, merging, transferring, decompiling, or reverse engineering of copyrighted software, except as specified in licensing agreements or when given written permission by the copyright owner, is strictly prohibited.

### **Use of @covenant.edu Accounts**

1. The @covenant.edu accounts are College property and are to be used only for approved purposes.
2. All students and employees will be issued an @covenant.edu account.
3. These accounts are to be used only for non-commercial purposes.
4. Information stored in these accounts (e-mail, calendar, documents, etc.) are not protected by privacy legislation and should be considered College property.
5. Email should not be used for sensitive information.
6. Users may not produce or distribute offensive graphics, messages, or text. This includes, but is not limited to, pornographic materials and ethnic, racial, or religious slurs.
7. The College reserves the right to monitor the email systems for purposes of administration and message forwarding. In the event inappropriate behavior is observed during such monitoring, the College also reserves the right to address such behavior. Designated individuals within Technology Services are afforded authorized access as agents of the College.

### **Data Backup**

No computer is immune from data loss. To ensure that the data on campus is protected a disaster recovery plan has been implemented. A backup is performed on all campus servers at

least once a week with an eight week rotation cycle. Backup tapes are stored off site in a safety deposit box at a local bank.

While backups are performed on all campus servers, the user data on desktop computers is still at risk. Employees must save their files to Google Drive. The ability to restore depends on Google's policies and procedures. Technology Services is unable to restore anything stored on Google's servers.

Students are strongly encouraged to perform backups of all personal files on a regular basis through one of several available methods.

Technology Services will provide consulting services to help with the application of this policy.

### **Password Policy**

Most College computers used by employees contain, or have access to, confidential information. These users are governed by the Compliance Statement for Access to [Covenant College's Network](#). Generally, only the owner will have access to a file unless the file is intentionally included in a general access computer directory/share. All users are responsible for safeguarding their own sensitive files.

All College databases with password protection should be used to the extent possible and passwords changed regularly. A password protected screensaver is enforced on all network computers. The following password policy will be enforced on network accounts.

1. The forced change of account passwords after 90 days
2. Minimum length: 9 characters
3. Maximum length: 30 characters
4. Must begin with a letter
5. Must contain at least two alphabetic characters and at least one numeric character.
6. Must contain at least 1 symbol. Valid symbols include !\*+~/:?
7. Cannot include any 3 contiguous letters of your username or username reversed
8. Cannot contain the words "Oracle", "PROD", or "PPRD"
9. The password cannot be reused; and the first 8 characters must not be the same as the first 8 characters of your previous password.

### **Policies Relating to Use of Public Computing Areas, Classrooms, and Labs**

The general computer usage policies apply to all usage of public areas, classrooms, and labs where college-owned technology is available for use ([Student Computer Use Policy](#) and [The Student Handbook - section Internet, Email, ISP and the Use of Cyberspace Networks](#)). The following policies and procedures are specific implementations of the computer usage policies and apply to all users of technology resources. Additional policies applying to specific equipment are listed in subsequent sections. All users of the college's technology resources are responsible for knowing and abiding by these policies and procedures.

The TS staff has the right to monitor use of the technology resources and take whatever steps are necessary to assure legitimate use. Designated individuals within TS are afforded authorized access as agents of the College. Users may not produce or distribute offensive graphics, messages, or text. This includes, but is not limited to, pornographic materials and ethnic, racial, or religious slurs. Students implicitly agree to adhere to this and all applicable policies each time they log on to a machine in a public computing area or connect their machine to the College's wireless network.

The following courtesies are expected in the public areas, classrooms, and labs where college-owned technology is available for use:

1. Eating or drinking is prohibited in all computer labs at all times.
2. The computer labs are shared resources. All users should avoid making unnecessary distractions or interrupting other users.
3. Students may not seek assistance from computer staff for aspects of assignments intended to be completed by the student.
4. Students should maintain some form of backup for anything not stored in Google Drive.
5. All users are responsible for disposing of their unwanted printouts and other trash. Such materials are to be placed neatly in the proper receptacle.
6. Special policies for computer use during busy periods will be posted in the computer labs.

### **Departmental Computing Labs Policy**

When an academic department has computing needs that cannot be met by the central computing labs the individual departments may request approval from the Vice President for Academic Affairs for the funding and establishment of a departmental lab. Policy statements for departmental labs will be reviewed by the CIO to ensure that they comply with College wide computing policies.

### **Supplementary Policies**

Departments and individual faculty members may supplement College regulations regarding use of computer resources for instructional purposes when approved by the CIO. The director, department chair, or faculty member who initiates such regulations will advise affected users.

### **Policy Violations**

Persons violating the computing policies of Covenant College may be removed from the lab/campus network and their privilege to access the lab/campus network may be revoked. Severe and/or repeated offenses are subject to more stringent penalties as provided by College regulations.

### **Appeals of Penalties/Fines**

Penalties/fines imposed for the violation of the student acceptable use policy can be appealed first to the Chief Information Officer then to the Chief Academic Officer. All appeals must be in writing and received in email within ten (10) business days of the penalties or fines being given.

### **Grievance Reporting Procedures and Forms**

Covenant College recognizes the value of information provided by students, employees, and the community at large in determining whether the college is consistent with the standards for maintaining accreditation. This interest includes maintaining appropriate grievance procedures and standards of procedural fairness and that the procedures are applied appropriately and consistently. Employees, students, or community members wishing to log a grievance may find the appropriate Grievance Reporting Form at the bottom of the Resources for the Campus Community [here](#).

Grievances will be addressed in a timely manner and the appropriate department will contact the source to seek resolution as soon as possible. Student Grievances will be addressed with the Student Development Office. Employee Grievances will be fielded by the Human Resources Office.

## **SECTION 3 PUBLIC COMPUTING AREAS**

### **Public Computing Areas**

The College is committed to providing access to computing resources for students and employees. On campus are several centrally located, centrally managed [public computing areas](#), which are open to all students and employees.

### **Departmental Labs**

Departmental labs are managed by individual departments or groups of departments, who may choose to restrict access to them. Departmental labs are justified when the particular applications needed by a department cannot be appropriately fulfilled by the central labs (e.g., when specialized equipment is to be interfaced with the computers or when special control is required over the conditions of use).

Purchases for departmental labs are subject to the normal policies and procedures for acquiring computing equipment. Since the resources in departmental labs are College property, they remain subject to the policies and procedures outlined in this manual and administered by TS and the Office of Academic Affairs. The department establishing a lab may, subject to review by the CIO, establish additional policies and procedures applicable to that lab.

### **Availability**

Technology Services is responsible for all public computing areas. These areas will be made available to all Covenant College community members and will be open as much as practical. ScotsCards may be required for access to certain areas at certain times. Some equipment may have restricted access.

### **External Users**

Due to limited facilities and equipment, persons who are not currently enrolled students or employees of the College are not generally granted access to the computing labs. Exceptions may be granted by the CIO on a case-by-case basis.

### **Scheduled Lab Closures**

Lab closures will follow the campus calendar for official school holidays.

### **Scheduling Responsibility**

The Office of Records is responsible for scheduling classroom use of the teaching labs on a per semester basis. An [event request](#) should be submitted for special or one time use of these labs.

### **Procedures Pertaining to Class Lab Use**

Labs may be reserved on a first come, first served basis by submitting a FURF. This is required in order to make necessary preparations and avoid conflicts. Regularly scheduled class use will be given priority. Hours for labs are regularly published in College publications. Changes will be posted with adequate notice. During times that a lab is reserved for instructional use no drop-in use of computers will be permitted unless specifically allowed by the instructor. Instructors may schedule in advance with TS to open the lab during "closed" hours, provided the instructor will be present and responsible for tech support duties.

### **Responsibilities of Faculty**

It is the responsibility of faculty requiring that their students use the computing labs to ensure that the students receive adequate training in using the equipment and software to enable them to carry out their assignments. Students having problems or questions relating to class



assignments should seek out their instructor or their instructor's assistants. Specifically, a faculty member has the following responsibilities:

- Faculty members should ensure that their students are aware of all applicable policies, rules, and procedures.
- Faculty members are expected to consult with students, and are encouraged to schedule office hours on a regular basis.
- Faculty members may schedule TS staff to give presentations on lab policies, equipment, and software, either in class or at some other convenient time as staffing levels permit.

### **Responsibilities of Technology Services Support Assistants**

Technology Services maintains a staff of ScotsWork students as Technology Services Support Assistants to perform such duties as are necessary for operation of the labs. The following list includes some specific responsibilities of the Technology Services Support Assistants and some specific activities they are not authorized to do:

1. Technology Services Support Assistants will be supervised and coordinated by TS.
2. Technology Services Support Assistants will:
  - a. Provide security;
  - b. Have authority to eject users for violation of policies;
  - c. Instruct users in proper operation of equipment (basics only);
  - d. Ensure that printers are supplied with toner/paper;
  - e. Provide simple troubleshooting of equipment and report equipment needing repair to TS;
  - f. Have authority to request that a user provide proof of their status as a Covenant College student or employee.
3. Technology Services Support Assistants will not help students with aspects of assignments intended to be completed by the students, nor will they perform the duties of the instructors.

### **Instructional Software**

TS will provide instructional software to enhance specific courses at the request of the teaching faculty member. Faculty members desiring to use such technology should follow the procedures outlined in the section on instructional software acquisition (section 4.2).

### **Instructional Technology Involvement in the Curriculum Process**

Covenant is responsible for providing computer resources for all courses that include use of computers in their course descriptions. To ensure consideration of the availability of such resources for new or changed courses, faculty members should include the CIO in the curriculum process as appropriate. The CIO does not approve or disapprove proposed courses, but does alert the Vice President of Academic Affairs should existing resources not be available to support a proposed course or course change.

### **Departmental Computer Labs**

Individual departments are charged with the responsibility for policies and procedures for their departmental labs within College guidelines. Policy statements for departmental labs will be reviewed by the CIO to ensure that they comply with College wide computing policies.

## **SECTION 4 EQUIPMENT**

### **Supported Hardware and Software**

Technology Services maintains an online list that describes supported [hardware](#) and [software](#). TS will provide support for only one machine per employee. Items not included in the list describing supported hardware and software will not be approved for purchase unless the necessity for the exception is clearly justified, expertise to use the item(s) is clearly in place, funding source for the purchase has been identified, and independent means to support and maintain it has been established by the requestor(s). Although items not on the approved list of software will normally be approved for purchase when justified, TS may not be able to provide support for such items.

TS will provide assistance in the selection, purchase, installation, configuration, and networking of instructional software.

### **Acquisition of Hardware and Software**

Each application for use of computer resources must be approved by both the department head or chairperson and the appropriate level of authorization for computer requests within the administrative unit of the application. Each application for computer resources to support the pecuniary interest of a College employee or a cooperative venture between the College and other external parties must be approved by the appropriate major department head.

If external funding is sought for an activity that will utilize computer resources, the appropriate computing office(s) will be included in the internal approval chain. Directors of projects proposing instructional activities, research, or service activities for faculty or other personnel within the College should consult with Technology Services and the Vice President for Academic Affairs.

The CIO has established general criteria for the distribution of computers for employees and lab use. These criteria was established to implement computer literacy as defined in this policy. The goal is for every employee/student to have convenient access to an appropriate computer system.

Each year a portion of the money from the capital expenditure budget will be set aside for technology replacement. Criteria for the replacement of client machines will be as follows:

#### Faculty

Rotation of faculty machines will be based on the computing power of the machine in relation to the applications it must run for the particular discipline. Thus, some academic departments may be on a rotation schedule that is more frequent than others. Computing power as used here will be determined by a combination of memory, CPU speed, and hard drive rotation and seek rate.

Faculty members will be given the choice of a desktop or laptop machine. Funding for the equipment will come from the capital expenditure budget. Requests for other specialized equipment should be submitted to the CIO by March 1 for consideration in the budget for the following fiscal year.

#### Staff

Rotation of staff machines will be based on computing power needed for the primary office application. Thus, some offices may be on a rotation schedule that is more frequent than others.

Staff members will normally receive a desktop machine unless a laptop is required for their job and approved by their department head.

College purchases of computer equipment will follow the normal purchasing procedures of the Accounting department. All purchases of computer/technology related equipment for individual or classroom use must be approved by the CIO. Any equipment bought without approval of the CIO may not be supported by TS.

### **Instructional Technology Purchases**

The CIO will assist faculty in obtaining [software](#) for classroom use. All requests for installation of software in the labs must be given to the CIO or Network Administrator by the textbook adoption date prior to each semester. The testing and installation of the software will not be guaranteed within the semester requested unless the software is requested by this date.

The purchase of instructional software for use in core classes or by multiple disciplines will be purchased by TS as funding permits. The purchase of software used for instruction only by a certain department or in a certain class will be the responsibility of the requesting academic department or faculty member.

TS will ensure that academic software will be available to students designated by the faculty member and will notify the faculty member if the students report problems with the software.

### **Reallocation**

Computing equipment purchased by the College, either centrally by Technology Services or by an individual department, and later judged to be unneeded may be reallocated to another department by the CIO.

### **Maintenance and Repairs**

Repair and maintenance of most College owned computers is provided by TS. Mission critical servers and networking equipment will be placed under service contracts.

## **SECTION 5 SUPPORT AND TRAINING**

### **Supported Systems**

It is a practical impossibility for the TS department to support the vast array of computer hardware and software available. TS will develop and maintain a list of hardware and software that it will support and will publish this annually.

Most new computers purchased will be compatible with the Windows platform. Macintosh computers will be purchased for departments where it is proven that such equipment is needed for their discipline.

Technology Services will support only Covenant College owned machines. Personal machines of employees can be placed on the wireless network but will not be placed on the wired campus network.

Neither Technology Services nor employees will install personally owned hardware or software on campus machines. Such personal hardware/software found during service calls on these machines will be removed and may not be reinstalled by the user.

### **Assistance Procedures**

The Technology Services Support Center will be staffed throughout the school year with student employees. Requests are handled in the order in which they are received by the team assuming all requests are of equal urgency. Requests made directly to a technician may delay the completion of your request. Greetings on the Technology Services Support Center extension will change to reflect any campus wide problems (e.g. Internet access down). If there is a campus wide problem, the greeting will be updated throughout the day to reflect the status of the problem.

Requests may be submitted via:

Web: <http://www.covenant.edu/students/resources/technology/ticket>

Please use this method for requesting service whenever possible as it will automatically put your request in our support queue and assign it to the proper technician according to the type of service requested.

Email: techsupport@covenant.edu

Phone: 706-419-1219

### **Consulting**

The CIO will offer individual consulting for faculty in the use and application of supported hardware and software for instruction, research and community service. The goal of these consulting efforts will be to increase the computer proficiency and independence of the users rather than to perform functions for them.

## **SECTION 6 COVENANT WEBSITES**

### **Purpose**

The official College web site (<http://www.covenant.edu>) is to be used primarily as a means of marketing the College to our many external constituencies.

Various intranet sites are available to enable services to internal constituencies. Links to these sites will be maintained on <http://scots.covenant.edu>.

### **Maintenance**

The Office of College Communications is responsible for determining and maintaining the look and feel of the official College web site. Day to day maintenance of the web site is also the responsibility of the Office of College Communications. All information to be put on the site must be provided digitally.

Technology Services is responsible for creating and maintaining intranet sites.

### **Faculty Pages**

Faculty pages for external use will not normally be included in the Covenant site, though biographical info and email addresses with a hot button will be included on the respective academic page on the web site. The Vice President for Academic Affairs may grant exceptions to this policy to individual faculty members for course related use. Support for these course related web pages will be the responsibility of the authoring faculty member.

## **SECTION 7 CAMPUS NETWORK**

### **Network Backbone**

Network backbone refers to the fiber optics and associated building transceivers and riser cables, bridges, repeaters, hubs, and wall jacks. Operation and maintenance of the campus network backbone is the responsibility of TS. This management includes provision and supervision of access assignment and maintenance of network passwords or other network access control mechanisms, and supervision of any maintenance personnel or contracts.

### **Local Area Networks**

LAN refers to any internal network among microcomputers or between computers and peripherals. LANs may be totally independent or may be connected to the network backbone. Responsibility for management of LANs falls to TS. TS will oversee the design, configuration, installation and establishment of management plans for LANs and will provide hardware and software support for LANs. Departments proposing the introduction of a new LAN to the campus must coordinate this with the Network Administrator and the CIO.

### **Wide Area Networks**

WAN refers to any network among computers or between computers and peripherals that connects users between gateways. WANs are connected to the network backbone. Responsibility for management of WANs falls to TS. TS will oversee the design, configuration, installation, and establishment of management plans for WANs and will provide hardware and software support for WANs.

### **Virtual Private Network**

Technology Services will support Virtual Private Network (VPN) access for employees that is clearly used for college-related business. Approval must be obtained from the immediate supervisor. VPN allows remote users to connect to the Covenant network as though they were physically connected to a network port on campus. VPN will allow access to Banner Client and reporting tools along with other on campus server resources.

### **Wireless Network**

Covenant College maintains a [wireless network](#) throughout campus. The wireless network consists of access points that are connected to the wired network and provide wireless network connectivity for personal equipment. The radio waves are transmitted at 2.4GHz and 5.0GHz which allow the wireless devices to connect to the network. Covenant is currently using Ruckus Wireless architecture based on the 802.11g/n wireless standard.

Only TS staff is allowed to install access points. The Apple AirPort Station, for example, is not permitted on campus. This policy includes any wireless equipped Macintosh configured to act as an access station. The adapter is permitted, but the access point or any wireless device acting as an access point is not permitted. Also, the use of ad-hoc wireless networking is not permitted on campus, as these will interfere with the network.

## **SECTION 8 INSTRUCTIONAL TECHNOLOGY AUDIO/VISUAL**

### **IT Equipment and Usage Guidelines**

#### **Classroom Use**

All classroom equipment, portable AV equipment and fixed technology in classrooms, is designated for use by faculty during their stated class periods or by employees or other parties

who have reserved the room through the Conference & Events office and have requested the use of AV. The equipment is not to be used by students unless: 1) they are under the direct supervision of a faculty member during a reserved class time, or 2) they have received permission from the Conference & Events office and from the AV department to use the equipment.

### **Additional Uses**

All AV equipment is to be used only by trained AV personnel. This includes all of the audio and lighting equipment in the Chapel, Sanderson 215, and the Great Hall, as well as all the equipment stored in the AV closets. For every event taking place where the equipment in these rooms or additional equipment is needed, an employee from AV Services will be present to set-up and control the equipment. Under no circumstance will someone who is untrained be allowed to use any AV equipment without direct supervision of AV Services personnel or [prior agreement](#) to assume responsibility in the event of damage.

No equipment is to be used without direct consent from a full-time AV employee, and all requests must be placed through the event system. This process enables us to offer the best overall service, and is designed so that all requests can be given the same level of consideration. For larger events, please give a minimum one week notice; for smaller events, a minimum of 48 hours of notice is needed.

### **Services Offered**

#### **Recordings**

##### **Chapel Lectures and Sermons**

Lectures and sermons are recorded and may be obtained through [YouTube](#) pending approval from the speaker and Covenant College. AV Services is not responsible for duplicating lectures or sermons.

##### **Departmental Concerts/Recitals**

Audio and/or video recordings may be made of performances. AV Services may make one copy for the performer(s) involved for archiving purposes. AV Services will not make copies for family members. One copy may be produced for music faculty (educational) use.

##### **Music Festivals (Culture Fest, Mountain Affair, Bakertree, etc.)**

No audio or video recordings of these events will normally be made. Any audio/video made will be given to the Library for archiving purposes. No copies will be made nor CDs/DVDs distributed.

##### **Musicals and Plays**

Video may be requested by the presenting department of Theater or Music for archival purposes. All copyright issues are to be handled by the performing artist or department and copyright permission must be granted before copies of performances will be made available.

##### **Mass Duplication**

Should an office or department request that multiple official copies be made of a lecture or sermon, approval will be given by AV Services and the CIO on a case by case basis.

**Media Transfers**

This service is provided to employees who have data on one media but require it to be transferred to a different media for use in class or other official use. Media transfers will not be performed on copyrighted material unless it is for a faculty member for use during a class and the purchase of the needed content on the desired media is not available.

**Classroom Presentation Support**

Employees or students who need to make a presentation in a classroom on campus and require equipment that is not available in the room, portable equipment may be available to help facilitate the presentation. This equipment is available by request via the [events](#) system on a first come first served basis. All requests must be made at least two business days in advance of when it will be needed in order to schedule someone to set up the equipment on time.

**SECTION 9 TELECOMMUNICATIONS****Voicemail**

Technology Services maintains a Zultys voicemail system for employees that sends messages to email. Employees are encouraged to record personalized greetings informing callers when they are out of the office for a period of time. Voicemail should not be the primary means of answering the phone.

**Cellular Phones**

Reimbursement for cellular equipment will be granted to employees on a position basis. Guidelines and procedures for obtaining the employee stipend are within the *Employee Handbook* published by the Human Resources department.