The Classical Academy	Policies and Procedures
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Author:	Technology Director
Approval:	Director of Operations

It is The Classical Academy's policy that we use Information Technology resources to effectively and efficiently further the overall goals of the school. Technology should be utilized in a way that supports the overall mission of the school, to assist parents in developing exemplary citizens equipped with analytical thinking skills, virtuous character, and a passion for learning, all built upon a solid foundation of knowledge.

Technology needs should be integrated into the school curriculum and in the business operations of the school in such a way as to complement the TCA academic community in which we serve.

The Classical Academy is committed to developing a cooperative partnership with Academy School District 20, and recognizes that Information Technology is an area where a particularly close relationship occurs between the school and the district. All TCA Information Technology guidelines, processes, and procedures are developed with district policies in mind and are written to complement and align with ASD 20 policies and mandates.

Specific Information Technology direction is further detailed in the attached TCA-IT Guidelines, Processes, and Procedures document. The Guidelines, Processes, and Procedures document is intended to be a "living" document, subject to change as operations develop and mature. These developments may occur without formal policy change, but will maintain both the letter and spirit of over-arching TCA Information Technology Policy.

Cross Ref:
ASD 20 Policy GBEE

Date	Revision Details	Revised By
9/1/2014	Policy updated and placed in new format	Jeff Gronski

The Classical Academy Information Technology

Policy # IJND-TCA

Guidelines, Processes, and Procedures

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Help-Desk Support Procedures

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Information Technology Staff

The TCA Information Technology department's primary purpose is to provide technical support for the teachers, students, and staff of TCA. This support function remains the number one priority of the TCA Information Technology Team. Our IT staff members provide support for TCA owned personal computers, printers, network infrastructure, copiers, and a wide range of telecommunication devices.

To help ensure the quickest response to support issues, TCA-IT utilizes Cherwell® Service Management and Incident Reporting tools. Service requests entered via this reporting system are routed to the person best able to provide the necessary support, are monitored to ensure prompt resolution of the issue, and are tracked in order to help reduce future recurrences of similar concerns. Through this system real-time reporting is available to our leadership team in order to help with both short-term and long-term planning and decision making.

Occasionally a work request is of a nature which makes it impossible for the end-user to utilize the on-line work request system. In such cases it is entirely appropriate to report a problem in person to an IT support team member who will assist in logging the information related to the problem. A fellow staff member may also log a work request on behalf of another.

Service level standards for the timely resolution of work requests have been developed, and you should expect to receive acknowledgement of receipt of any work request within 24hrs, along with the name of the technician assigned to the call. The time it takes to receive resolution may vary widely depending on the nature of the request; however the vast majority of the work we receive is handled within 24-48 hours of being assigned to a technician. If at any time resolution of your problem or request seems to be taking longer than you would expect, please feel free to ask the technician assigned to the problem for a status update.

The primary purpose of the work order processing system is to provide resolution of problems with existing equipment and resources. Items that require either long-term strategic planning, are dependent on the purchase of equipment or resources, or require any sort of facilities modification are best addressed by proposing your idea or need to your appropriate supervisor, administrator, or TCA lead team representative. The TCA Information Technology Director can provide guidance as to whether or not an item is of a scope to be considered outside the work-request system.

Help-Desk Support Procedures

Information Technology manages the Copy and Print Services Center located on the first floor of the TCA-North Elementary building. Copy center personnel support all TCA campuses, schools, and programs via a 120 page per minute Konica Minolta BizHub 1200e digital copier/printer. They also have a 55 page per minute color copier on site. Copy center staff also serve as points of contact for managing the usage of the smaller walk-up copiers in each of our schools' offices.

The Copy Center is capable of accepting work via electronic means or hard-copy request forms. Forms are distributed each year by the copy center to ensure that work submitted to them is able to be processed quickly and accurately.

Office managers and front office staff can provide assistance with the walk-up copiers and the features and benefits that these machines provide.

Copy Center Procedures for Staff can be found in the Supporting Documents section of this document (D-4).

Copy and Print Center
Purchasing Guidelines

All IT related purchases must be evaluated and pre-approved to ensure they meet with the overall Technology Plan of The Classical Academy. Hardware and software purchases are compared against existing school standards prior to purchase and all technology related items are to be tracked as TCA assets via Information Technology inventories.

The Information Technology Director must sign off on all technology related items regardless of which budget line the item is to be charged against. Items not pre-approved for purchase will not be supported by Information Technology team members, will not be installed on TCA-owned PCs, and will not be allowed to connect to any of the school's Local Area Networks.

Items purchased by staff members with personal funds will not be installed or supported by TCA-IT staff. For guidelines regarding support for personally owned hardware, please see Section B-6, Use of Personally Owned IT Equipment. Software items purchased by any individual or staff member will generally not be installed on TCA equipment in order to ensure compliance with end-user licensing agreements and/or appropriate intellectual property and copyright laws.

Purchase Order requests are handled via the Infinite Visions Financial Management Application, Online Workflow and Employee Self-Service System.

Section B
Hardware/Software

1. Standard PC Configuration

2. Servers

3. Printers

4. Network Infrastructure

5. Receiving Donations

6. Use of Personally Owned IT Equipment

TCA Standard PC Configuration

The standard software configuration for TCA staff/student PC is shown below. All software other than that listed must be reviewed and approved by the TCA Technology Director before being installed. A determination will then be made as to whether to add the software to the standard configuration, load the software on individual PCs as an exception to the standard configuration, or disapprove the use of the software.

Operating system
        Microsoft Windows 7, 8 or
        latest Windows release

Microsoft Systems Center EndPoint Protection

MS Office 2010
        MS Word
        MS Excel
        MS PowerPoint
        MS Access
        MS Outlook (staff)
        MS Publisher

Web Browsers
        Mozilla Firefox
        Internet Explorer v9 or higher
        Google Chrome

Adobe Acrobat Reader
Adobe Flash Player
Adobe Shockwave Player

Apple QuickTime
Windows Media Player

VLC DVD Multimedia Player

TCA Servers

TCA-FS1
Type: HP Proliant ML 350
O/S   Windows 2003 R2
Service(s) provided: Staff and Student Home Directories, Common Files, and Shared
                               Areas

TCA-FN2
Type: HP Proliant DL 120 G5
O/S   Windows 2003 R2
Service(s) provided: Cherwell Incident Management S/W, LANSweeper IT mngmt,
                               TCA Intranet

TCA-FS3
Type: HP Proliant DL 360 G7
O/S: Windows 2008 Server
Service(s) provided: File Storage/shared areas

TCA-FN4
Type: HP Proliant DL 120 G7
O/S: Windows 2008 Server
Service(s) Provided: In-house application server

TCA Printers

The Classical Academy uses and supports a wide variety of printers.

Wherever possible TCA uses printers that connect to our network via internal network interface cards or external print servers (such as an HP JetDirect, or Extended Systems ExtendNet). In lieu of a direct network interface, TCA printers may be locally attached to a single workstation, for use solely by that workstation. TCA IT discourages the use of print sharing via an individual PC. We typically set up printers to print directly to a TCP/IP port without using a print server queue.

Network printers are dispersed at an average of one computer per every four classrooms. In environments where this is impractical the workstation/printer ratio may vary from this standard. A color laser-jet printer is available in each school's front office as well as several other locations throughout TCA.

Supported network printers include the following:

Hewlett Packard LaserJet:
1000 Series B&W
4000 Series B&W <Standard classroom/office printer>
9000 Series B&W
3000 Series Color
5000 Series Color

Kyocera Mita FS-4100DN
Konica Minolta BizHub office copiers

All TCA owned printers are currently under contract with Bircham's Office Products, who are solely responsible all for maintenance and consumable supplies, including toner and imaging drums.

Network Infrastructure

The Classical Academy uses TCP/IP Ethernet Networks at all of their campuses.

Our TCA Local Area Networks connect to the Academy School District 20 Wide Area Network via high-bandwidth, single-mode SX fiber optic lines between schools/campuses. The gateway to this WAN for each of the three campuses is a Hewlett Packard ProCurve 5304 switch.

Local Area Networks for each campus utilize multi-mode fiber optic backbones to connect server rooms and communication closets. A variety of switching equipment is used in comm. rooms to distribute data to individual workstations. TCA uses Cisco Small Business Managed POE Switches to connect PC, Printers and IP telephony devices to the three separate Local Area Networks in use at the school. Any use of switches or hubs outside of network/communication IDF closets is prohibited.

TCA maintains a managed wireless network at all three of its campus, using an Aruba Networks Virtual Controllers and Wireless Access Points.

Receiving Donations

The Classical Academy is pleased to accept donated personal computers, printers, and other technology related items that can be put to immediate use to supplement our existing IT inventory, or to update/replace aged equipment. Computers accepted for donation should at a minimum be capable of running the applications listed in section B-1 of this document -- Standard PC Configuration.

Donated PCs become part of the TCA inventory, and will be placed where the PC most benefits the school as a whole.

TCA is a 401c3, non-profit, educational institution and as such donations to TCA may be tax-deductible. Please consult your tax-advisor with specific questions regarding this issue.

In most all situations TCA will not invest money into upgrading or repairing donated equipment in order to meet our recommended minimum standard. In such cases it is generally preferable to invest funds towards the purchase of new equipment. The school also has limited storage capacity for taking in equipment that does not have an immediate use.

Use of Personally Owned Technology

The Classical Academy utilizes Academy School District 20's Wide Area Network to provide wired and/or wireless access to ASD20-owned resources, TCA-owned resources, and the Internet. TCA-IT is committed to serving our students and staff by providing TCA owned technology equipment in classrooms, labs, and office areas.

TCA does allow staff to connect personally owned technology equipment via the school's wireless network for uses consistent with the educational and academic mission of the organization. This includes but is not limited to, laptops, tablets, and personally owned mobile phones. Personally owned electronic devices are permitted for use by staff and student to the extent that such use complies with school policies and procedures. TCA-IT support is not provided to staff and students who choose to use personally-owned devices at school.

Section C
Services

1. E-mail

2. Student Management System

3. iVisions

4. TCA-ASD20 Internet/Intranet

5. School Distribution Lists

6. BlackBoardConnect

E-mail

E-mail is provided to TCA staff members through Academy School District 20. District 20 houses and maintains the Microsoft Exchange server(s) which provides e-mail to all district staff members including TCA. TCA e-mail addresses use the D-20 registered domain name, i.e. usemame@asd20.org. Typically the username follows the format of first initial, plus last name. This standard may vary somewhat due to duplicate names and/or outdated legacy standards in place when the username was created.

Several options exist for accessing e-mail both at and away from the school. TCA supports the use of the full MSOutlook client on staff desktops at school, and the use ofMS Outlook Web Access (OWA) when accessing e-mail either from school or while off-site. E-mail through OWA can be accessed from outside the school network by visiting http://neo.asd20.org/tca and logging in through the TCA employee VPN portal. You can access webmail from inside the school's network at: http://webmail.asd20.org

All e-mail use is subject to the terms and conditions of the Academy School District 20 Staff Network and District Technology Equipment User Agreement.

TCA e-mail is provided for school-related use and activities. Non-school-related messages sent to the entire staff, other distribution lists, or to individuals are not appropriate use of school and district resources. The creation or forwarding of unsolicited bulk mailings, chain-type letters, jokes, or other non-school related messages is inconsistent with TCA and district policy, as are e-mails which offer items for sale, or that express personal views of a political, cultural, or religious nature.

Personal webmail when viewed on the school network, or with school devices is subject to the same standards and monitoring as school provided e-mail.

School e-mail accounts (name@asd20.org) are not currently provided to TCA students, at any grade level. Several popular webmail providers are open to use by students, and an internal e-mail system is maintained for students registered in the College Pathways Program and is available to them through the Desire2Learn online learning environment.

Student Management System

The Classical Academy partners with Academy School District 20 to deliver its Student Management System, Infinite Campus.

Infinite Campus is a secure, full-featured, web-based relational database which houses demographic and academic information for all District 20 and TCA students and staff members. Information such as grade reporting and attendance is posted real-time by teachers, and accessible by parents via a parent portal.

iVisions

During the 2007-2008 Academic Year The Classical Academy partnered with Windsor Management Group to deliver iVisions, a full service K-12 accounting system that delivers general ledger, purchasing, human resources, payroll, and other modules designed to electronically track vital business functions of the school. Each employee is provided access to the modules they require. The Finance/Business Office and Human Resources department serve as points of contact for their respective functions within iVisions.

Internet Presence

The Classical Academy's official web site can be viewed by visiting www.tcatitans.org

Our school's public web-site is currently hosted by Edline/BlackBoard, Inc.

The website provides timely information to TCA staff, students, parents, and others interested in The Classical Academy. The TCA Communication Coordinator serves as point of contact, and is responsible for information posted to the TCA Internet site.

Academy School District 20's web site is found at www.asd20.org.
Staff, students, parents, and patrons of TCA will find helpful information on this site such as access portals for infinite campus, as well as district information, policies, and procedures.

School Distribution Lists

School e-mail distribution lists are a great tool for administrators to communicate easily with their staff members, and for staff members to communicate easily with colleagues at their particular location. In addition, the TCAStaff@list is a great way to disseminate information that affects all staff members.

Each staff member with an e-mail account is a member of the TCAStaff@list as well as the campus list for the particular school at which they teach or work. Some staff members may be on more than one school list, as appropriate to their position.

Information sent to distribution lists must conform to the guidelines established in the signed Network User Agreement and those outlined in the e-mail section of this document. Particular attention should be paid to the guidelines which disallow the use of school e-mail for messages of non-school related activities.

The @lists currently maintained are as follows:

TCAStaff	All TCA Staff members
TCA-NElem	North Campus Elem Staff
TCA-Central	Central Elementary Staff
TCA-East	East Elementary Staff
TCA-JrHighStaff	Junior High School Staff
TCA-HSStaff	High School Staff
TCA-CSP	TCA Cottage School Program Staff
TCA-CollegePath	TCA College Pathways Program Staff
TCA-AdminStaff	TCA Administration, Operations, Finance, etc.
TCA-LeadTeam	TCA Principals, Administrators, and Cabinet Members

These lists can be found in the Exchange Server Global Address Book along with individual e-mail addresses of TCA and District 20 staff members. All TCA staff members are listed alphabetically in the address book with "TCA-" preceding their name.

Black Board Connect

The Classical Academy uses the BlackBoard Connect electronic notification service system to expand and enhance its emergency safety and security notification methods.

In the event of an emergency, BlackBoardConnect will be used to provide pertinent information and instructions to staff and parents through voice, text messaging, and/or e-mail.

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Section D
Supporting Documents

1. D-20/TCA Provision of Services Document

2. Network User Agreements
   a. Staff Member Appropriate Use Agreement
   b. Staff Member Electronic Mail Procedures
   c. Student Appropriate Use Agreement

3. Guiding Principles for Software Use at TCA

4. Copy Center Procedures Document

ASD20 – TCA Provision of Services

Academy School District 20 currently provides the following services or support to The Classical Academy. All costs in exchange for services between ASD20 Information Technology and TCA Information Technology are defined in the TCA Charter Contract and are reviewed annually.

Active Directory
ASD20 maintains TCA staff and student accounts within a district-wide active directory structure.

E-mail
ASD20 houses and supports the MS Exchange e-mail server, and provides e-mail addresses and mailboxes to TCA staff using the district domain name (asd20.org).

Student Management Systems
TCA partners with ASD20 in utilizing a secure, web-based student management system, Infinite Campus. Infinite Campus allows on-line tracking of grades, schedules, transcripts, attendance, and a variety of other information available to students, staff, and parents.

WAN/LAN support
ASD20 staff provides support for the Wide Area Network connecting the three TCA campuses, as well as other ASD20 locations. The line of demarcation between ASD20 supported and TCA supported network infrastructure exists at the three HP ProCurve 5304 Gateway Switches at each TCA campus.

Internet Service Provider
ASD20 provides internet access for The Classical Academy in order to fulfill legitimate academic and business operation needs of the school.

Firewall Service & Internet Content Filtering
ASD20 provides and maintains network firewall systems to protect district and school hardware and data from unauthorized activity. In addition to the firewall, the district provides content filtering through St Bernard Web filtering solution.

Off-site network access
ASD20 allows secure off-site network access via a Virtual Private Network, for e-mail access and full network connections for those staff members whose specific job responsibilities require this access.

ASD20 – TCA Provision of Services

The Classical Academy provides the following services in-house or contracts with agencies outside the District in order to support technology related needs of the school:

Desktop-Network Support Inside Gateway
TCA staff-members provides all levels of desktop and network support within the individual schools, including PC, printer, and workstation support, as well as network infrastructure support -- including internal CatS(e) cabling, wall jacks and patch panel terminations, local fiber-optic runs between communication-closets, and local switches.

Network Administration of Local Servers
TCA Information Services relies on in-house support to maintain and operate application servers (including Athena Library Database(s), SDS Finance, business office, HR, and payroll services, among others); provide file storage for students and staff within horne directories and shared areas; and print servers where applicable. TCA-IT is responsible for back-up and restore procedures for locally managed servers.

Telecommunications
TCA provides for all of its own telecommunications support and maintenance, including telecommunication handsets, fax machines, telephone switches, and access to carriers.

Anti-Virus Protection
TCA is responsible for purchasing licenses and ensuring that current Anti-virus software is installed on every client workstation and server on the network, as well as stand-alone PCs. Virus definitions are updated and remain current at all times, using district resources to accomplish.

Web-site
TCA maintains its own web-presence at www.tcad20.org through a contract with Viadesto web-hosting and design solutions.

AudioVisual and Print/Copy-Center Operations
TCA Information Services provides for audio visual services in the classroom and operates a centrally located, in-house print and copy-center operation at our North campus.

Purchasing, Inventory Maintenance, and License Compliance
TCA provides for the purchasing of technology related hardware and software, maintains a current inventory of equipment, and ensures compliance with any and all End-User Licensing Agreements.

Staff Acceptable Use Agreement of the Internet and Electronic Communications
(GBEE E 1)

Blocking or Filtering

    To protect students from material and information that is obscene, pornographic or otherwise harmful, software that blocks or filters such material and information has been installed on all district computers having Internet or electronic communications access.

No Expectation of Privacy

    District computers, computer systems, and networks are owned by the district and are intended for educational purposes and district business. Staff members shall have no expectation of privacy when using the Internet or electronic communications on district computers, computer systems, and district networks. The district reserves the right to monitor, inspect, copy, review, and store (at any time and without prior notice) all usage of district computers and computer systems, including all Internet and electronic communications access and transmission/receipt of materials and information. All material and information accessed/received through district computers, computer systems, and networks shall remain the property of the school district.

Public Records

    Electronic communications sent or received by district staff members may be considered a public record subject to public disclosure or inspection under the Colorado Open Records Act. All staff members' electronic communications shall be monitored to ensure that all public electronic communication records are retained, archived, and destroyed in accordance with applicable law.

Unauthorized and Unacceptable Uses

    Staff members shall use district computers, computer systems, and networks in a responsible, professional, efficient, ethical, and legal manner. Staff must avoid "friending" (or otherwise inviting) students to join their personal social media sites.

    Because technology is constantly evolving, it is impossible to describe in policy every unacceptable use of district computers, computer systems, and networks. The following provide examples of unacceptable uses. No staff member shall access, create, transmit, or forward material or information:

- that promotes violence or advocates destruction of property including, but not limited to, access to information concerning the manufacturing or purchasing of destructive devices or weapons;
- that contains pornographic, obscene or other sexually oriented materials, or that appeal to prurient interests in nudity, sex, or excretion;
- that harasses, threatens, intimidates, bullies, demeans, or promotes violence or hatred against another person or group of persons with regard to race, color, creed, gender, sexual orientation, religion, national origin, ancestry, age, marital status, or disability;
- for personal profit, financial gain, or advertising;

- that constitutes political campaign activities in violation of the Colorado Fair Campaign Practices Act (C.R.S. 1-45-101, et seq.);
- that plagiarizes the work of another;
- that uses inappropriate or profane language likely to be offensive to others in the school community;
- that is knowingly false or could be construed as intending to purposely damage another person's reputation;
- in violation of any federal or state law or district policy, including but not limited to copyrighted material and material protected by trade secret;
- that contains information protected by confidentiality laws;
- that uses another individual's Internet or electronic communications account;
- that impersonates another individual or transmits through an anonymous remailer;
- that uses or attempts to use an Internet proxy server (anonymizer) or proxy software;
- that configures any device as an ad hoc wireless access point while it is connected to the district network or allows students unfiltered internet access through the use of that device; and that performs tests on the district network to identify security faults.

Security

Security on district computer systems is a high priority. Staff members who identify a security problem while using the Internet or electronic communications must immediately notify a system administrator. Staff members should not demonstrate the problem to other
users. Logging on to the Internet or electronic communications as a system administrator is prohibited.

Staff members shall not:
- use another person's password or any other identifier;
- gain or attempt to gain unauthorized access to district computers or computer systems;
- read, alter, delete or copy, or attempt to do so, electronic communications of other
  system users;
- perform tests on the district network to identify security faults; and
- possess or use malicious software, hacking software, proxy software, or devices used
  for those purposes on district policy, including but not limited to: keystroke capturing
  software or devices, network discovery and monitoring software or devices,
  password recovery software and devices, and software designed to remove the
  evidence of user activity from a computer.

Any staff member identified as a security risk, or as violating or as having a history of violating district policy regarding district computers, computer systems, and/or networks may be denied access to the Internet and electronic communications and may be subject to disciplinary action up to and including dismissal from employment.

Confidentiality

Staff members shall not access, receive, transmit, or forward material that is protected by confidentiality laws unless such access is in accordance with their assigned job responsibilities, and applicable law and district policy. It is imperative that staff members who share confidential student information via electronic communications understand the appropriate use of the technology, so that confidential records are not inadvertently sent or forwarded to the wrong party. Staff members who use email to disclose student records or other confidential student information in a manner inconsistent with applicable law and district policy may be subject to disciplinary action up to and including dismissal from employment.

Care shall be taken to ensure that only those with a "need to know" are allowed access to confidential or sensitive material. Staff members shall handle all personnel, student, and district records in accordance with policies GBJ (Personnel Records and Files), JRA/JRC (Student Records/Release of Information on Students) and EGAEA (Electronic Communication).

Disclosure of confidential student records, including disclosure via electronic mail or other telecommunication systems, is governed by state and federal law, including the Family Educational Rights and Privacy Act (FERPA). (See policy JRA/JRC, Student Records/Release of Information on Students for detailed information on student records).

Use of Social Media

Social media refers to interaction in which people create, share, and/or exchange information and ideas in a virtual or online environment. Staff members may use social media within school district guidelines for instructional purposes, including promoting communications with students, parents/guardians, and the community concerning school related activities and for purposes of supplementing classroom instruction. As with any other instructional material, the application/platform and content shall be appropriate to the student's age, understanding, and range of knowledge.

Staff members are expected to serve as positive role models at all times and must represent their school and district professionally at all times. All off-campus expression on social media that is made pursuant to a staff member's official job duties is subject to this policy.

Staff may not use a personal social media account to interact with students. If staff chooses to use social media to communicate with students and parents, they should establish a separate public professional social media account. Staff members shall not use email, text messaging, instant messaging, or social networking sites to discuss non-school related issues with students. Staff members are expected to protect the health, safety, and emotional well-being of students and to preserve the integrity of the learning environment. Online or electronic conduct that distracts or disrupts the learning environment or other conduct in violation of this or related district policies may form the basis for disciplinary action up to and including dismissal from employment.

Vandalism

Vandalism will result in cancellation of privileges and may result in school disciplinary action and/or legal action. Vandalism is defined as any malicious or intentional attempt to harm, destroy, modify, abuse, or disrupt operation of any network within the school district or any network connected to the Internet, operation of any form of electronic communications, the data contained on any network or electronic communications, the data of another user, usage by another user, or, district-owned software or hardware. This includes, but is not limited to, the uploading or creation of computer viruses and the use of encryption software.

Unauthorized Software

Staff members are prohibited from using or possessing any software that has been downloaded or is otherwise in the user's possession without appropriate registration and payment of any fees owed to the software owner.

Staff Member Use is a Privilege

Use of the Internet and electronic communications demands personal responsibility and an understanding of the acceptable and unacceptable uses of such tools. Staff member use of the Internet and electronic communications is a privilege, not a right. Failure to follow the use procedures contained in this policy shall result in the loss of the privilege to use these tools and restitution for costs associated with damages, and may result in disciplinary action up to and including dismissal from employment and/or legal action. The school district may deny, revoke or suspend access to district technology or close accounts due to violations of this policy.

Staff members shall be required to electronically sign and agree to this policy annually before Internet or electronic communications accounts shall be issued or access shall be allowed.

School District Makes No Warranties

The school district makes no warranties of any kind, whether expressed or implied, related to the use of district computers and computer systems, including access to the Internet and electronic communications services. Providing access to these services does not imply endorsement by the district of the content, nor does the district make any guarantee as to the accuracy or quality of information received. The school district shall not be responsible for any damages, losses, or costs a staff member suffers in using the Internet and electronic communications. This includes loss of data and service interruptions. Use of any information obtained via the Internet and electronic communications is at the staff member's own risk.

Adopted: January 1, 2014

Academy School District 20 Electronic Mail Procedures

INTRODUCTION
Academy School District 20 provides electronic mail (email) resources to support work related to the educational environment. This administrative procedure defines the district's position with regard to use, access and disclosure of email.

ACCEPTABLE USE
Each user must complete and sign an Academy District 20 (ASD20) Acceptable Use Policy prior to obtaining and using a District Twenty email account. For existing employees the ASD20 Acceptable Use Policy must be signed annually and each year thereafter in order to maintain a District Twenty email account. ASD20 Email can be used to support the user's job assignment within the guidelines and policies of Academy School District 20, and the laws of the State of Colorado.

UNACCEPTABLE USE
Consistent with the District's Acceptable Use Policy, unacceptable uses of these electronic facilities includes:
- Any violation of students' rights to privacy[1]
- Use of profanity, obscenity or other language which may be offensive to another user.
- Copying commercial software or other copyright protected material in violation of copyright law.
- Using these electronic services for personal financial gain, commercial enterprise or illegal activity.
- Personal communications or time-wasting activities that do not adhere to the district's mission.
- Use of another person's account or an "anonymizer" to disguise your identity.

1. Email Management and Privacy
The Email system is the property of Academy School District 20. All Email messages written using the system are also the property of ASD20. Electronic communications are not private. Treat electronic communications the same as written hard copy communications with regard to propriety and openness. ASD20 reserves the right to review all electronic correspondence that reside on and use district systems, resources and facilities. If you use a third party email system (Yahoo, Gmail, etc) on the Academy School District 20 network, it cannot be encrypted and it is subject to the same monitoring as your district provided email account. All communication should not be considered private when accessed within the district network.

2. Account Responsibilities
The person in whose name an account (user ID) is issued is responsible at all times for proper usage of that account. Users will be prompted to change their password every 90 days and should never reveal their password to any other person, including help desk personnel, their manager, personal secretary or assistant. Passwords should be selected in a manner that avoids names, dates, and other combinations that would make guessing them possible. Good passwords are at least 8 characters long and include both letters and numbers. One method of selecting a good password is to select a meaningful passphrase and convert it to a password. For example: "I love my sweet Schnauzer Oscar" might become "ilm$$0", where the first letter of each word has been used, the s's have been replaced with $'s and the O (Capital o) with a 0 (zero).

3. User Accounts
Only ASD20 staff members will be granted accounts on ASD20 email servers unless otherwise approved by the Chief Information Officer. Accounts will be automatically added upon entry into the Oracle HR/Payroll system.

4. Student Email Accounts

Academy School District 20 does not provide student email accounts on ASD20 servers. Students are allowed access to web-based email services that have been requested by site administrators and approved by the Information Technology Department. ASD20 reserves the right to limit student access to personal email accounts on school premises. Students are responsible for the content, operation, and use of personal email accounts. ASD20 may monitor student email account content and activity, and encrypted email is forbidden. Students' use of email accounts is governed by the Acceptable Use Policy that is signed by both the students and their parents or guardians. Noncompliance with the Acceptable Use Policy may result in the termination of computer access privileges, disciplinary and/or legal action.[2]

5. Expected Behavior

Employees are expected to use these systems only for activities appropriate to the business and educational objectives of ASD20. Your usage and communications should reflect well on yourself and on the school district.

6. Capacity and Conservation of Resources

Each user is granted limited storage space on the Exchange email server.
The following limits will be enforced:
- All Email will be deleted from "Inbox" and all subfolders after 30 days from date of receipt.
- All Email will be deleted from the "Deleted Items" folder after 30 days from the date that items are placed in that folder.
- Administrators Inboxes will be limited to 300MB; all others will be limited to 100MB
- Attachments to Email will be limited to 20MB.

To stay within these limits, users are expected to:
- Open their Email on a regular basis (at least daily, if possible), delete unneeded items, and file items needed for future reference appropriately so as not to fill up their Inbox.
- Delete unneeded items on a regular basis. This includes Deleted Folder, Junk Folder as those items can impact your allocated mailbox space.
- Send Email to concerned parties only.
- Use the Email system's vacation, delegation or forwarding facilities whenever you are out for extended periods of time.

7. Shared Accounts

There will be no shared accounts; all accounts will be logged onto by a single individual.

8. Public Records Law Adherence

All Email messages, created or received in the transaction of official school district business, are public records, open to public inspection according to provisions of Colorado State law.[3]

9. Retention of Email Messages

Email will automatically be moved to your Deleted Items folder after 30 days from the time the message was sent or received. The message will be kept in the Deleted Items folder for another 30 days.

10. Effective Use of Email

The following practices will increase the effectiveness of Email:
- Make subject headings as descriptive as possible.
- Restate the question or issue being addressed in a response unless the text of the original message(s) is included in the current message.
- Include the most important fact/idea/issue first or very near the top of the message.
- Avoid misunderstandings by keeping in mind that electronic text is devoid of any context clues which convey shades of irony, sarcasm, or harmless humor.
- Proof read each message and use the system's spell check prior to sending a message.

- Check the facts in your message before sending it; do not spread rumors via Email.
- When sending email to a long list of recipients it is recommended that the Bee field is used. This practice reduces the chances of having addresses misused in the future.
- Do not forward to a group of people, an email that was addressed to you individually. If this is necessary you should gain the permission of the sender prior to forwarding to a larger group.

CATEGORY #1 Non Record Materials (delete at will)
The following examples are materials (not records) that may not be appropriate for Email and may be deleted at any time:
- Lost jewelry/keys notice.
- Birth/death/funeral announcements.
- Party announcements (baby shower, wedding shower, retirement, bon voyage, etc.).
- Any Email not received or created in the course of school district business.

CATEGORY #2 Notices with No Business Value (delete at will)
This category includes information with no business value after receipt and review. Examples include internal office announcements such as:
- "Joe Smith called, please call back"
- "Is this afternoon's meeting still on?"
- "Tomorrow's staff meeting location has been changed to conference room #202."

CATEGORY #3 Transitory Messages (delete after administrative value is lost)
Refer to Colorado Records Retention Policy

CATEGORY #4 Official Records (retain as required)
Refer to Colorado Records Retention Policy

11. Backup and Restoration of Email Messages

For disaster recovery purposes, Information Technology will backup Email at an off-site facility. The retention period of Email data resident on server will not exceed 60 days. Restoration of Email messages less than 60 days old will be possible through Information Technology Only restorations of business critical email will be performed. Depending on the time associated with the email restoration, there may be a labor charge that would be billed to the responsible department or site.

12. Email Distribution Lists

Distribution lists are a very useful tool when sending the same message to a group of users. There are three types of distribution lists: (1) generic district-wide distribution lists created by IT (i.e., All Principals, All High Schools, etc.); (2) generic site-specific distributions created and managed by the sites and (3) end user created distribution lists. The following rules should be adhered to when using distribution lists:
- Maintenance of end user created distribution lists is the responsibility of the user that created the list (in compliance with principal/department head procedures).
- Think carefully before using a large distribution list. Ask yourself, "Do all Email users on this distribution list really need to know this information?"

13. User ID Termination

All user IDs will be revoked immediately upon a user's termination of employment with the district. Within
60 days, the email associated with that user ID will be deleted. Within
90 days, the account is deleted from Active Directory, including all files, records, notes etc. Upon the termination of the user's relationship with the district, the user should no longer attempt to access the system.

[1] Family Educational Rights and Privacy Act, (FERPA) 20 U.S.C. 1232g, 34 CFR §99.1 et.seq, Health
Insurance Portability and Accountability Act, (HIPPA) 42 U.S.C.
1302 et.seq., 45CFR §160 and 164 et.seq.C.R.S. 24-72-204
[2] Statute against student Use of profanity, etc.:C.R.S. 22-1-120(3)
[3] Colorado Laws Concerning Public (Open) Records; TITLE 24- ARTICLE 72- Public (Open) Records;
24-72-203. Public records open to inspection.
[4] *http://www.colorado.gov/dpa/doitlarchives!rmlschools/*

Academy School District 20
Appropriate Use of Technology Resources for Students

The purpose of this document is *to inform parents, guardians and students of the rules governing the use of district and personal technology resources while on or near school properties, in school vehicles and at school-sponsored activities, as well as the use of district technology resources via off-campus remote access.*

Please read the following carefully before signing your registration packet.

Introduction

Academy School District 20 (ASD20) is pleased to offer students access to district computers. communications systems[1], the Internet, student assessments and an array of technology resources to promote educational excellence. Electronic information research skills are now fundamental to preparation of citizens and future employees. Electronic collaboration tools such as blogs and wikis are also part of the digital landscape in which we teach and learn. The educational value of technology integration in curriculum is substantial. Access to the Internet will enable students to use extensive online libraries and databases. Student. assessments may be conducted using on-line resources and technologies such as the Internet. Slogs, wikis, and podcasts allow students to collaborate and share information electronically in ways that reflect the ways that people work together in the real world, and which promote digital citizenship and responsible use of technology. Privacy and security along with confidentiality of assessment responses are expected. While using district technology resources each student must act in an appropriate manner consistent with school and district policy as well as state and federal law. It is the joint responsibility of school personnel and the parent or guardian of each student to educate the student about his/her responsibilities and to establish expectations when using technology.

Using the Internet and Communications Systems[1]

District technology resources are provided to students to conduct research, complete assignments, and communicate and collaborate with others in support of their education. Access is a privilege, not a right: as such, general rules of school behavior apply. Access to these services is given to students who agree to act in a responsible manner. Just as students are responsible for good behavior in a classroom or a school hallway, they must also be responsible when using school computer networks or personal technologies. Students must comply with district policies and honor this agreement to be permitted the use of technology. Unacceptable use of technology resources belonging to the school district , or accessed through school district equipment or networks, may result in one or more of the following consequences: suspension or cancellation of technology access privileges: payments for damages and repairs; discipline under other appropriate school district policies, including suspension, expulsion, exclusion or civil or criminal liability under other applicable laws.

All digital storage is district property, and as such, network administrators may review files and communications. Students should not expect that network communications or files stored on district servers will be private.

Some material accessible via the Internet might contain items that are illegal, defamatory, inaccurate, profane, sexually oriented or potentially offensive to some people. While the intent is to make Internet access available to further educational goals and objectives, students may find other ways to access these materials as well. ASD20 does not condone or permit the use of this material and uses content filtering software to control access to the extent practical, and to comply with the Children's Internet Protection Act (CIPA). Content filtering tools are not completely fail-safe and while at school, direct supervision by school personnel of each student using a computer is desired but not always possible. Students are expected to use technology resources in a manner consistent with the rules below and will be held responsible for their intentional misuse. Ultimately, parents and/or guardians are responsible for setting and conveying the standards that their children should follow when using technology. If a student accidentally accesses inappropriate material he/she should end access at once and notify the supervising adult.

In addition, some teachers use e-mail to communicate with their students. ASD20 does not provide student e-mail and blocks all web-based e-mail with the exception of those that can be filtered. While ASD20 does see the value of e-mail for educational use, we neither endorse nor encourage its use for any other purpose.

indemnify and hold ASD20 harmless from any losses sustained as the result of misuse of the district's technology resources by the student.

Parent Responsibility - Notification of Student Internet Use
Outside of school, parents bear responsibility for the same guidance of Internet use as they exercise with information sources such as television, telephones, radio, movies and other possibly offensive media. Parents are responsible for monitoring their student's use of the school district system and of the Internet if the student is accessing the school district system from home or another remote location.

[1]{Communication systems include e-mail, web sites, cell phones, psp's, pagers, text messaging, instant messaging, blogging, podcasting, email lists, and/or other emerging technologies).

This document shall be applied in conjunction with ASD20 administrative policies.

Student Network User Agreements should be completed on-line through the Infinite Campus Portal

Visit the Academy School District 20 Website (www.asd20.org), Parent/Student Information page, for more details

SOFTWARE GUIDELINES FOR THE CLASSICAL ACADEMY

Organization Software Management and Usage Guidelines
The Classical Academy (TCA) licenses the use of computer software from a variety of third parties. Such software is normally copyrighted by the software developer and, unless expressly authorized to do so, TCA has no right to make copies of the software. The purpose of this policy is to prevent copyright infringement and to ensure proper software asset management.

1. General Statement of Policy.
It is the policy of The Classical Academy to respect and adhere to all computer software copyrights and to adhere to the terms of all software licenses to which TCA is a party. It is also the policy of TCA to manage its software assets and to ensure that TCA installs and uses only legal software on its personal computers (including portables) and servers.
TCA will take all steps necessary to prohibit its users from duplicating any licensed software or related documentation for use either on the school's premises or elsewhere, unless TCA is expressly authorized to do so by agreement with the licensor. Unauthorized duplication of software may subject users and/or TCA to both civil and criminal penalties under the United States Copyright Act. TCA must not permit any staff member or student to use software in any manner inconsistent with its applicable license agreement. It is the policy of TCA to acquire, copy, distribute, transmit and use software in accordance with the software management policies of the school and the terms and conditions in any license agreement accompanying a particular software product.

2. Budgeting for Software.
When acquiring computer hardware, software, and training, TCA must budget to meet the full costs at the time of acquisition. When purchasing software for use in standard configuration of staff or student computers TCA will charge the purchases to the portion of the Information Technology budget set aside for tracking software purchases. Software purchased for use on individual computers, or smaller groups of computers, associated with an individual class, department, grade level, or similar entity, may be charged to a budget associated with that entity, however such purchases will be coordinated with the Information Technology Department prior to acquisition.

3. Acquisition of Software.
Legitimate software will be provided to all users who need it to further the educational role and mission of TCA, and to provide needed support functions. All requests for the purchasing of software, including upgrades, must be submitted through TCA's iVisions financial management software. Software will be purchased only from reputable, authorized sellers. Software may not be purchased through user corporate credit cards, purchasing cards, petty cash, travel or entertainment budgets.
Software acquisition channels are restricted to ensure that TCA has a complete record of all software that has been purchased for TCA computers and can register, support, and upgrade such software accordingly. This includes software that may be downloaded and/or purchased from the Internet.

4. Registration of Software.
When TCA receives purchased software, the Information Technology department must receive the software first to complete registration and inventory requirements before installation. Software will be registered in the name of The Classical Academy and never in the name of an individual user.

SOFTWARE GUIDELINES FOR THE CLASSICAL ACADEMY

5. Installation of Software.
After the registration requirements above have been met, the software will be installed by Information Technology staff, or employees expressly authorized by the Information Technology Director to install software on TCA owned computers. Only those persons explicitly authorized by TCA to install software may install software on school owned computers and/or servers. Such persons shall not do so unless and until TCA has first obtained an appropriate license for that software. A software upgrade shall not be installed on a computer that does not already have a copy of the original version of the software loaded on it.

6. Storage of Software and Documentation.
Once installed, all original media will be kept in a safe storage area maintained by the TCA Information Technology department. TCA-IT will also store all original software licenses, registration, and purchasing information in a safe storage area. TCA shall destroy all copies of software that are obsolete or that the school is no longer licensed to use.

7. Record Keeping.
TCA shall keep and maintain a register of all of the school's software. The register shall contain all pertinent information necessary to establish proof of legitimate ownership, and compliance with the terms and conditions of use. This register shall also be maintained in a safe, secure location.

8. Internet Use.
Unless otherwise noted, all software, music, and audiovisual works found on the Internet shall be considered copyrighted works. In the case of free-ware or material considered to be in the public domain, it is the responsibility of each user to establish such permitted use. Programs which require installation on the local machine are subject to all the same provisions in this document as commercially purchased software. Any software or other files that are downloaded from the Internet will be scanned with virus detection software.

9. Use of Shareware.
Shareware software is copyrighted software. It is the policy of TCA to pay shareware authors the fee they specify for use of their products and to abide by any license terms and conditions accompanying the software. Under this policy, acquisition and registration of shareware products will be handled the same way as for commercial software products.

10. Using TCA Software on Home Computers.
The Classical Academy's computers are organization-owned assets and must be loaded with only legal software, purchased through the procedures outlined above. Users are not permitted to bring software or other copyrighted material from home and load it onto TCA computers. TCA-owned software will not be taken home and loaded on any user's home computer. If an employee is to use software at home for school related purposes, it must be purchased registered, and installed by the individual. School principals' and/or lead team members do have the discretion to reimburse a staff member for such purposes, if they deem it appropriate. If reimbursed, the software remains the property of the individual, and that individual is responsible for ensuring compliance with any and all usage agreement.

SOFTWARE GUIDELINES FOR THE CLASSICAL ACADEMY

11. Software Audits.

TCA reserves the right to inspect an employee's computer system for violations of this policy. Information Technology staff members or other employees designated by the Information Technology Director may conduct a regular audit of all TCA-owned computers (including portables) and servers, to ensure that TCA is in compliance with all software licenses. Periodic, random audits shall also be conducted as appropriate. Audits may be conducted using effective auditing software products, or manually while visiting a workstation for support related or other reasons. In either case monitoring software inventories and usage will be conducted in a way that is strives to neither be intrusive nor disruptive to employees. The full cooperation of all users is required during software audits.

12. Duty to Report Under-licensing.

Any employee who becomes aware of the installation, copying, use, distribution, or transmission of software within the school that is illegal or conflicts with TCA's software management policies shall promptly notify an appropriate person. This may include his or her principal, lead team member, supervisor, or any member of the TCA Information Technology team.

13. Discipline.

Any infringing activity by an employee may be the responsibility of the organization. Therefore, TCA may choose to hold the employee liable for their actions. According to the U.S. Copyright Act, illegal reproduction of software is subject to civil damages of as much as US$150,000 (Section 504(c)(1) Title 17) per title infringed, and criminal penalties, including fines of as much as US$250,000 per title infringed and imprisonment of up to ten (Section 2319 (b) (2) Title 18) years. A TCA employee who makes, acquires, or uses unauthorized copies of software will be disciplined as appropriate under the circumstances. Such discipline may include (but is not limited to) a reprimand for minor offenses or termination of employment for willful or repeat offenses. TCA does not condone the illegal duplication of software or other copyrighted works and cannot tolerate it.

2014-2015
Copy Center Procedures for TCA Staff

(Plus approved organizations, clubs and volunteers)

Where do I copy items for my class/office/school organization/volunteer group?

- The vast majority of your copying should be sent to, and done by our Copy Center.
- The Copy Center is located on the North Elementary Campus, next to the 3rd grade rooms on the lower level.
- Emergency copies may also be made at each campus office, by staff and approved volunteers with codes.
- *Please note that it costs twice as much to copy on the office machines, compared to the cost of the Copy Center.*

My office copier is asking for codes...where do I get one?

- The office copiers will require the use of a grade level or individual code, which will be given to you around the beginning of the school year.
- The codes are used to track the number of copies at each campus, in order to predict and plan for future needs. Therefore, it is important to use the code you are given.
- If you are a returning staff member, your code will be the same as the previous year.
- Volunteers, TCA organizations and student aides will be given codes, if deemed necessary by the Office Manager of their school.

Who runs the Copy Center?

- The Copy Center falls under Admin/Operations – Information Technology (IT) Department.
- The Copy Center staff includes Kathy Carlton (Mon. -Thurs.) and Roxanne Matthews (Fri.). They may be reached by phone: North Campus ext. 227 or direct line 488-6227;
- Email: carltonk@asd20.org and rmatthews@asd20.org (please include both email addresses for any correspondence).

How do I get my copies made at the Copy Center?

There are 2 ways to send documents to the Copy Center...electronically (by email), and by sending a hardcopy.

Electronic Copies/sending by email:

- In the "Subject" field of the email, write "Document" or "Doc" and then the due date (so that it can be differentiated from the Copy Center's other daily emails). Ex. "Doc – due 9/13"
- In the body of the email, list the options desired....such as how many; 1 or 2 sided; stapled; hole punched. *Ex. This is a 4 page document. I need 80 copies on white; 1-sided; grouped. Please split my total order into 4 sets of 20.* It is handy to keep an order form by your computer, so that you can remember all of the options.
- Attach your document to an email and send to carltonk@asd20.org **AND** rmatthews@asd20.org. If you do not know how to do this, call the Copy Center and ask for instructions. Please know that if your document is not a PDF file, the fonts/spacing could possibly change.

Copy Center Procedures for TCA Staff

Hard Copies/sending the actual document:

- Attach an order form to your documents <u>with a paper clip. in the top left corner.</u>
- Send your orders to the Copy Center as follows:

  o <u>North Elementary:</u> Drop off location is Kathy Carlton's/Copy Center mailbox in the Elementary office, or the Copy Center on 1st floor. Orders will be picked up around 7:30am and 2:30 pm.

  o **North High School:** Place your orders in the mailbox of Kathy Carlton/Copy Center, in the High School Office (toward the left side of the mailbox wall). Orders will be picked up around 7:30am and 2:30pm. You may also bring your orders to the Copy Center (first floor, elementary, by 3rd grade rooms).

  o <u>North Junior High School:</u> Place your orders in Copy Center mailbox in the Jr. High School office or in the High School Office. Orders will be picked up around 7:30 am and 2:30pm. You may also bring your orders to the Copy Center (first floor, elementary, by 3rd grade rooms).

  o <u>East Elementary/CSP/College Pathways:</u> *Drop off by 9:00am* to your office "Pony Run" box for North Campus.

  o **Central Elementary:** *Drop off by 9:00am* to your office "Pony Run" box for North Campus.

Which Order Form do I use?

- The "Long" form lists illl copying options, and will work for ANY copy order.
- The "Quick" form should cover 90% of your copy orders and is more simplified. *If the options you want are not on the Quick form, you must use the Long* Form.... Please *DO NOT* pencil in additional instructions!

How long will it take for me to receive my copies?
Staff:

- The goal is for a <u>2 School-Day</u> turnaround-time or less, *from the time an order is received by the Copy Center.* Ex. If your order is received by us on Monday, you should receive your order on Wednesday. More time may be needed at the first of the year, but you will be notified by email if this is necessary. *If you are able to give a larger lead time, please do so!*
- *IMPORTANT!!!! On the "date needed" section of the order form, make sure you put the day BEFORE you plan to teach or need the material you are having copied, in case there are unexpected difficulties or delays!*
- There are times when the best laid plans fall short or change. We do our best to help when able; please call and check with us first, if you have an unplanned emergency.
- Because of the Pony Run times, East and Central campuses will receive their orders in the morning. North campuses will receive their copies in the mid to late afternoon.

Copy Center Procedures for TCA Staff

Approved organizations, clubs, volunteers:

- While we strive to help all approved groups within the TCA family, there may be times during the school year when we are fully scheduled with official staff and school business. If this occurs, we may have to delay accommodating your orders. *When able (and under the constraints listed above),* we try to meet our regular copying times.
- Items being sent to more than one school will require longer times for copying. Please see the note regarding this in the next section.

Special Notes:

- **Items to be distributed to more than one school or campus should be in the copy center 4-5 days before distribution.** This will allow for higher amounts of copies being done and for varied school schedules.

- The copiers should be used in accordance with TCA policy in the Employee Handbook.

- If you have a large order (ex. 25 pages thick for 75 people or more; any order for more than one school), you should allow more time than the 2 school days.

- If you need something copied that takes a large amount of specialized papers, (cardstock, certain colors or sizes) you should call the Copy Center and make sure that what you need is on hand. If enough is not in stock, it will have to be ordered.

- Our cardstock and color papers are for *copy orders only.* We do not provide items for your classroom or event needs....this needs to be ordered by you and should come out of your classroom budget.

- White paper for your printers is available from your Office Manager.

- Each Office Manager will have samples/names of stock that is typically on hand. Any other special paper needs may need to come out of your classroom budget.

- Training sessions will be available at the beginning of the school year to cover how to fill out the forms, and show what options the Copy Center can offer. Kathy will also visit a staff meeting at each campus, in the fall.

- Any other questions should be directed to the staff at the Copy Center.

Copy Center Procedures for TCA Staff

Copyright Issues:

AcademY School District 20 and The Classical Academy require all staff, students and volunteers to comply with copyright law.

Please be certain that items sent to be reproduced meet "Fair Use// Guidelines for copying. **If** you are copying for multiple staff members, EACH must have legal copyright permission (ex. many books used give permission to only *one* teacher or individual.... **If** copying for a group, *each person must own a book).* Please include with your orders a copy of any special, written permission from authors or publishers that grant extra copying permission.

There are several good websites that deal with copyright law and educators. Please visit these sights and familiarize yourself with the legalities. TCA will be doing more training/emails on these issues throughout the school year. Please contact your librarians or the Copy Center for further questions.

http://www.educationworld.com/a_curr/curr280.shtml

http://www.mediafestival.org/copyrightchart.html

Copy Center Procedures for TCA Staff

Definitions and Capabilities:

Collated - pages copied in order; in a set; (ABC-ABC-ABC) Anything stapled is ALWAYS collated.

Grouped - *also listed as "uncollated" on the new copiers.* Each page copied individually. (AAA- BBB-CCC)

> **1-1sided** - your *originals* are one-sided, and you want the *copies* to be one-sided.
>
> **1-2Sided** - your *originals* are one-sided, but you want the *copies* to be two-sided.
>
> **2-2 Sided** - your *originals* are 2 sided, and you want the *copies* to be two-sided.
>
> **2-1 Sided** - your *originals* are 2 sided, but you want the *copies* to be one sided.
> (most often used when having transparencies made...because transparencies can't

be 2-sided.)

Saddle-stitched – 2 staples in a center FOLD.

Hole Punches – the copier has the ability to punch 2-3 holes, depending on the length of the paper. It is no extra work on our part to do this. PLEASE NOTE: the copier will NOT punch holes in transparencies.

Folding – The copier can mQ.¥ and fold; the copier can also just fold an existing sheet(s). It does not stuff envelopes. There are a number of different types of folds. Please call, if you have something other than letter fold/trifold or a half fold.

Z-fold – you can have an 11x17 sheet of paper folded down to an 8 ½" x 11" sheet. The fold is in a "Z" shape. Great for including a larger map, chart, etc. in a booklet/stapled packet....you just pull the edge and it opens out. *The copier can fold and insert this into a booklet/packet automaticallY.*

Sheet Insertion – the copier can insert different types/colors of paper for covers; it can also insert a different sheet throughout a document. (ex. Title pages, Chapters)

Replicating – the copier can take a small document/picture and replicate it a number of times on a page. Ex. If you have a half sheet, it will evenly copy 2 on a page.

Cuts – the Copy Center has a machine that will cut up to 150 sheets. It is not for use by the staff, but we can cut your copy orders. We will cut into halves, thirds and fourths. Anything smaller is difficult and we won't guarantee being able to cut them. In the section "How many copies do you need?" on the order form....we need the number to copy BEFORE the cuts are made. On any delivery Instructions/groupings, we need the number AFTER the cuts are made. To avoid constant adjustments, *please make sure that your originals are evenly spaced.*

Number of Copies Needed - sometimes thinking about "grouped" and "collated" can make people think too hard about how many copies are needed! What we need to know is *HOW MANY PEOPLE ARE YOU COPYING FOR?*