



## RESPONSIBLE USE PROCEDURE for INFORMATION, COMMUNICATION AND COLLABORATION TECHNOLOGIES

For any individual or group utilizing  
WRDSB technology

<i>Responsibility:</i>	<i>Chief Information Officer</i>
<i>Legal References:</i>	<i>Canada's Anti-Spam Legislation Copyright Act Criminal Code Education Act Municipal Freedom of Information and Protection of Privacy Act</i>
<i>Related References:</i>	<i>Board Policy 6000 – Safe Schools Board Policy 6001 – Code of Conduct Board Policy 6008 – Student Discipline Board Policy 6009 – Student Bullying Prevention and Intervention Board Policy 2004 – Character Education and Social-Emotional Skills Development Administrative Procedure 1260 – Student Discipline Administrative Procedure 1620 – Alternative Suspension Program Administrative Procedure 3760 – Progressive Discipline Administrative Procedure 4110 – Selection &amp; Reconsideration of Educational Resources Administrative Procedure 4580 – Technology and Audio-Visual Equipment Procedure</i>
<i>Revisions:</i>	
<i>Reviewed:</i>	<i>March 2016</i>

### 1. Preamble

- 1.1 The Responsible Use Procedure for Information, Communication, and Collaboration Technologies (RUP) outlines expectations related to the responsible use of Waterloo Region District School Board information, communication and collaboration technologies, and accompanying resources, including emergent technologies.
- 1.2 Expectations in the RUP align with the Board's Character Development initiative concerning general conduct across the system. Character Development is the positive social and emotional development of students that is modeled by all staff, and is a key element in fostering a positive, inclusive system and school climate. All technology, information, and resources, and their use, must clearly support these Board goals.
- 1.3 It is reasonable to expect that all individuals or groups who use Board technology (includes

but is not limited to: staff, trustees, students, parents/guardians, labour groups, volunteers) understand and comply with the expectations outlined in the RUP. As a Board procedure, the RUP does not require individual or group signatures to indicate acceptance or compliance.

- 1.4 To achieve system awareness, the Board will ensure a web link to the RUP is incorporated in all Board, Education Centre department, and school websites, and on the sign-in page of WaterWorks; the Board's email system for staff and students. Additionally, September student information packages will include a reference to the RUP.
- 1.5 The Waterloo Region District School Board believes that the benefits of access to information, communication, and collaboration technologies and resources far exceed the disadvantages. Abuse of these services however, may lead to an individual's privileges being revoked. Misuse may be subject to disciplinary action and possibly civil or criminal action. Infractions of the RUP will be handled in a manner comparable to non-technology infractions that follow established Board policies and procedures related to staff conduct and student discipline.
- 1.6 Canada's anti-spam legislation prohibits the sending of commercial electronic messages (CEMs) that encourage recipients to participate in a commercial activity, even if it is not-for-profit, unless they have the recipient's prior consent. Examples of CEMs include emails or text messages to inform parents and community members of promotions, advertising or offers for the sale of such things as student photograph packages, field trips, fun fairs, pizza or hot dog days, yearbooks or fundraising events. More information can be found at <http://staff.wrdsb.ca/casl/>.

## **2. Digital Citizenship**

- 2.1 The Waterloo Region District School Board strives to model and teach the safe, legal, ethical and responsible use of information, technology and resources, and expects all users to embrace the following conditions or facets of being a digital citizen:
  - respect yourself;
  - protect yourself;
  - respect others;
  - protect others;
  - respect intellectual and technological property;
  - protect intellectual and technological property.
- 2.2 Individuals are responsible for supporting personally-owned devices. As digital citizens, this includes, but is not limited to:
  - knowing how to activate Wi-Fi on their devices and connect to a wireless service;
  - maintaining virus and malware protection on personally-owned equipment;
  - enabling personal firewall settings on personally-owned laptops and/or netbooks;
  - disabling any internet sharing settings that would interfere with other users;
  - operating in a manner consistent with Character Development and Digital Citizenship goals.

## **3. Access**

- 3.1 The Waterloo Region District School Board believes that individuals benefit from access to information and communication technologies for collaboration and discussion. The Board, by providing access, recognizes the potential to support curriculum and student learning expectations in order to promote educational excellence.
- 3.2 Technology users should have opportunities to:
  - access internal, local, national, and international sources of information;

- collaborate and communicate across the Board and with local and global communities;
  - develop knowledge and skills that will be useful throughout their lives.
- 3.3 All equipment, information/data, and resources owned by the Board, regardless of the location, must be used for the purpose of carrying out the mandate of the Board.
- 3.3.1 It is at the sole discretion of the Board to decide who is given access to Board equipment, information/data, and resources, and who retains, and who is denied access.
- 3.3.2 The Board has the right to access user content on any Board system, or confiscate devices at the Board's discretion. Reasons for these actions may include, but are not limited to:
- engaging in technical maintenance, repair and management;
  - meeting legal requirements to produce records;
  - ensuring continuity of work processes;
  - improving business processes and managing productivity;
  - preventing misconduct and ensuring compliance with the law.

#### 4. Responsibilities

- 4.1 The Waterloo Region District School Board will make every effort to protect users of Board technology from misuse and abuse, and will take reasonable steps to ensure information, communication and collaboration technologies are used only for purposes consistent with the Board's corporate and learning expectations and Character Development and Digital Citizenship goals.
- 4.2 Staff are responsible for role modeling. In particular, teaching staff are responsible for the ongoing development of students and the review of the rules and responsibilities of being a digital citizen with them.
- 4.2.1 Staff also provide protection, by restricting access (within the technical limitations of products) to material that has no business or educational value or is inappropriate, such as material deemed to be racist, pornographic, dangerous or obscene.
- 4.2.2 Staff ensure a level of privacy and protection for all users (note that this level of privacy does not preclude the fact that approved support and administrative personnel may access mail, data, and software on systems).
- 4.2.3 Staff ensure a level of security by taking the steps to prevent electronic trespassing.
- 4.2.4 Staff ensure guidelines for the selection of appropriate equipment, learning resources and services are followed, and are in accordance with current Board policies and procedures.
- 4.3 Supervisors in schools, sites and departments are responsible for ensuring the RUP is available in its entirety in prominent locations and in at least two of the following:
- student handbook;
  - staff handbook;
  - parent handbook;
  - code of conduct or behaviour guidelines;
  - school or department newsletter
  - school website.
- 4.4 Additionally, supervisors provide, as appropriate and available, access to information, communication and collaboration technologies and resources and monitor these services for

appropriate use and behaviour within their site/department.

4.4.1 Supervisors deal with abuse of privileges in a manner consistent with the Board's existing staff conduct and student discipline policies and procedures.

4.5 Individual users of information, communication and collaboration technologies and resources, must guard against inappropriate, unethical and illegal activity and are responsible for:

- understanding and adhering to the Board's Character Development, Digital Citizenship and RUP goals;
- promoting the acceptable use of information, communication and collaboration technologies and resources;
- using all Board services, devices, and applications responsibly and for administrative and curricular purposes only, within the framework and standards set by the Board;
- only sending commercial electronic messages using Board-approved tools and only to individuals who have provided their expressed consent to receive such messages;
- protecting the integrity of their account usernames and passwords (includes devices such as Smartphones) – this involves changing default passwords;
- all content held within their accounts;
- protecting the integrity and safety of their content by ensuring current Board security measures and practices are followed;
- protecting equipment assigned to them from theft or damage and adhering to rules of hardware etiquette promoted by the Board;
- respecting the integrity and security of the Board's corporate (wired) network by using only approved and appropriately configured devices that are deployed by Information Technology Services.

## 5. Infractions of the RUP

5.1 The Waterloo Region District School Board believes that individuals benefit from access to communication and collaboration services and resources and computer technology. Adults, whether they are staff or students over the age of eighteen are responsible for their own use of these services. Parent(s) and/or guardian(s) are responsible for encouraging students under age eighteen in the appropriate use of technology in the school.

5.2 Violating the RUP may result in:

- restricted network access and/or access to computer technology;
- loss of network access and/or access to computer technology;
- suspension and/or expulsion;
- fines
- civil or criminal charges.

5.3 Consequences for RUP infractions are determined by the supervisor, as they deem appropriate, using the applicable Board policy or procedure and/or involving:

- Information Technology Services staff to gather forensic evidence;
- the appropriate law enforcement agency if the infraction is deemed to be criminal.

5.4 To address incidents of inappropriate use of technology, supervisors and teachers should apply the strategies of:

- education;
- progressive discipline;
- early and on-going intervention strategies;
- restorative justice;
- character development and digital citizenship.

## 6. Requesting ITS Assistance for Infractions

6.1 The Board's Network and Data Security Analyst (519-570-0003, ext. 4595) is contacted:

- if an infraction of the RUP is suspected and staff at the site require assistance in collecting material evidence or identifying the scope of the incident;
- in situations where Board technology infrastructure has been compromised or there is a major threat to students and staff or the system.

In these cases, supervisors or teachers should restrict access to those computers/devices and files related to the incident.

6.2 The Network and Data Security Analyst will involve and inform other Information Technology Services staff and supervisors as required.

The most current version of this procedure is located at: <http://www.wrdsb.ca/rup>

## 7. Violations of the RUP

Inappropriate conduct includes, but is not limited to, the types of activities listed on the following pages. The chart outlines a series of incidents which contravene the RUP – the incident; the code of conduct violated; and the equivalent non-technology situation.

INCIDENT	CODE VIOLATION	EQUIVALENCE
Using Board technological property for any illegal activity, including hacking.	<b>Respect Property</b>	- Theft
Placing unlawful information such as hate literature on the Board’s technological property or distributing it via the system.	<b>Respect Others</b>	- Bullying
Plagiarism or copyright violation.	<b>Respect Property</b>	- Plagiarism - Theft
Developing or accessing programs that harass others, infiltrate a computer system or alter the software components of a system.	<b>Respect Property</b> <b>Respect Others</b>	- Bullying - Moral Tone of School
Degrading or disrupting equipment or system/network performance of WRDSB or other systems (e.g., introducing a virus, attaching personally owned or non-approved, non-standard devices to the network).	<b>Respect Property</b>	- Vandalism
Vandalizing equipment or the data of other users (e.g., opening up the equipment, changing data).	<b>Respect Property</b> <b>Respect Others</b>	- Vandalism
Sending messages that introduce a computer virus and are likely to result in the loss of a recipient’s work or in the disruption of the system/network.	<b>Respect Property</b> <b>Respect Others</b>	- Vandalism
Sending “chain letters” or global messages or other types of communications which would cause congestion (spamming) of the system.	<b>Respect Property</b> <b>Respect Others</b>	- Vandalism
Purchasing an item other than the approved Board standard.	<b>Respect Property</b>	- Not Following Board Procedures
Attaching personally owned or non-approved, non-standard devices to the corporate network.	<b>Respect Property</b>	- Not Following Board Procedures

**Inappropriate personal use, such as but not limited to:**

INCIDENT	CODE VIOLATION	EQUIVALENCE
Downloading files that are not for educational purposes (e.g., games, movies and music).	<b>Respect Property</b>	<ul style="list-style-type: none"> <li>- Theft</li> <li>- Copyright Infringement</li> <li>- Inappropriate Personal Use</li> </ul>
Using Board technological property for personal, political, financial or commercial gain.	<b>Respect Property</b>	<ul style="list-style-type: none"> <li>- Inappropriate Personal Use</li> <li>- Business Conduct Violation</li> </ul>
Using Board technological property to offer or provide goods or services or to advertise products.	<b>Respect Property</b>	<ul style="list-style-type: none"> <li>- Inappropriate Personal Use</li> <li>- Business Conduct Violation</li> </ul>
Using Board technological property to conduct political campaigns or advocate for or against candidates involved in municipal, provincial or federal elections.	<b>Respect Property</b>	<ul style="list-style-type: none"> <li>- Inappropriate Personal Use</li> <li>- Business Conduct Violation</li> </ul>

**Abuses of privacy and personal information, such as but not limited to:**

INCIDENT	CODE VIOLATION	EQUIVALENCE
Invading the privacy of individuals, harassing others or personally attacking others with hurtful intent.	<b>Respect Others</b> <b>Protect Others</b>	<ul style="list-style-type: none"> <li>- Bullying</li> <li>- Risk to Safety</li> </ul>
Using Board technological property to give out personal information such as home addresses, telephone numbers or credit card numbers.	<b>Respect Yourself</b> <b>Protect Yourself</b>	<ul style="list-style-type: none"> <li>- Sharing Locker Combinations</li> </ul>
Sharing or using others' access codes, account numbers, passwords and other authorizations which have been assigned to them.	<b>Respect Others</b> <b>Protect Others</b>	<ul style="list-style-type: none"> <li>- Sharing Locker Combinations</li> </ul>
Accessing email services which allow users to maintain anonymity.	<b>Respect Others</b> <b>Protect Others</b>	<ul style="list-style-type: none"> <li>- Spreading Rumours</li> </ul>

**Abusive behaviour and defamatory activities, such as but not limited to:**

INCIDENT	CODE VIOLATION	EQUIVALENCE
Downloading or posting inappropriate comments, defamatory remarks or pictures about the Board, or its schools, students, or staff.	<b>Respect Others</b>	<ul style="list-style-type: none"> <li>- Bullying</li> <li>- Inappropriate Behaviour</li> <li>- Moral Tone of School</li> </ul>
Using abusive, offensive, degrading or objectionable language in public or private messages.	<b>Respect Others</b>	<ul style="list-style-type: none"> <li>- Bullying</li> <li>- Inappropriate Behaviour</li> <li>- Moral Tone of School</li> </ul>
Establishing or accessing websites, links, postings or email messages which may imply a connection to the Board and are criminal, degrading, defamatory or inappropriate.	<b>Respect Others Respect Property</b>	<ul style="list-style-type: none"> <li>- Inappropriate Behaviour</li> <li>- Moral Tone of School</li> </ul>
Sending or receiving messages and/or images that are inconsistent with the Board’s curriculum and conduct procedures. These include messages and/or images which are racist, pornographic, dangerous, and obscene, or contain threats of violence.		<ul style="list-style-type: none"> <li>- Bullying</li> <li>- Inappropriate Behaviour</li> <li>- Moral Tone of School</li> </ul>
Posting anonymous messages.	<b>Respect Others</b>	<ul style="list-style-type: none"> <li>- Spreading Rumours</li> </ul>

**Circumventing security and integrity of technology, such as but not limited to:**

INCIDENT	CODE VIOLATION	EQUIVALENCE
Gaining unauthorized access to resources, files, programs, other computer systems or technological entities through electronic trespassing.	<b>Respect Others Respect Property</b>	<ul style="list-style-type: none"> <li>- Trespassing</li> </ul>
Deliberately bypassing or attempting to bypass security provisions implemented by the Board (e.g., content filter, firewall, etc.).	<b>Respect Property</b>	<ul style="list-style-type: none"> <li>- Inappropriate Behaviour</li> </ul>
Installing unauthorized, non-Board approved operating systems.	<b>Respect Property</b>	<ul style="list-style-type: none"> <li>- Inappropriate Behaviour</li> </ul>
Installing tools intended to circumvent security measures (e.g., password hackers, network “sniffers”).	<b>Respect Property</b>	<ul style="list-style-type: none"> <li>- Vandalism</li> </ul>