

# SECTION 1

## STUDENT SERVICES

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**SJVC** offers a wide range of services that support students in their academic, professional, and personal endeavors. While the delivery of support services may vary based upon each campus' unique student population, the type and availability of services remains the same throughout the institution. For further information, please contact the Office of the Dean of Student Services.

### NEW STUDENT ORIENTATION

#### On-Ground Campuses

All new students will participate in a group orientation prior to their first day of class. Orientation provides you with a valuable opportunity to meet the campus staff and faculty who will be providing support and instruction to you during your time at **SJVC**. You will also be given the opportunity to meet other new students, receive valuable information and tips (e.g. study habits, note taking, carpool information) and available community resources. Orientation also provides the opportunity to ask any additional questions you may have prior to the first day of class.

Orientation for most programs is conducted on the Friday prior to a Monday start date. Campuses or programs with a different start schedule will conduct orientation at some point in the week preceding the program start date. The specific date, time, and location of the orientation will be communicated to you during the admissions process. If you know in advance that you will be unable to attend or are unexpectedly absent from orientation, please contact your Admissions Advisor immediately.

#### Online Division

Students who enroll in an online or hybrid program will complete the Online New Student Orientation; an online course covering a wide range of topics designed to prepare students for success in the online environment.



### COMPUTER LOCATIONS

Every campus is equipped with computers and printers which are available for student use. Computers are located in designated classrooms, the Student Center, and the Library and Learning Resource Center (LLRC). The LLRC and Student Centers are the main locations for you to access computers outside of the classroom. The hours of operation vary by campus and are generally posted at each facility.

#### Computer Labs

The computer labs are available to all **SJVC** students, faculty, and staff. College staff supervise the labs to ensure that users abide by the rules of use.

Certain labs have restricted access but, in general, students may utilize the labs on a walk-in basis. If a class is being conducted in a computer lab, the lab is closed for general use until the class is over. You may request advance permission from instructors to work quietly in the lab while a class is in session.

Depending upon the size of the campus, you may be limited to a certain number of consecutive hours in the lab or you may be asked to relinquish the equipment per the priorities specified above.

In addition to the terms of use outlined in the **Computer, Internet, and Email Use policies**,<sup>1</sup> students must abide by the following rules:

- The labs will have a professional atmosphere at all times.
- Users are expected to conduct themselves in a quiet and respectful manner. Loud conversations and disruptive behavior will not be tolerated.
- Do not connect or disconnect lab equipment. If equipment needs to be connected, contact the SJVC Help Desk ([help@sjvc.edu](mailto:help@sjvc.edu)).
- Personal files should not be stored on lab computers. While SJVC does provide a limited amount of electronic storage space to each student user (see “**File Storage System**” below), any data or files saved to a lab computer will be periodically erased without warning.

If you use the computer labs, be aware that a violation of any of the College’s technology policies may result in disciplinary action.<sup>2</sup> Further, any violation(s) which constitutes a criminal offense as defined by local, state, or federal laws may be referred to the appropriate agency for prosecution.

Questions concerning the use of the College’s network, computers, or computer equipment should be directed to the Office of the Dean of Student Services.

### **File Storage System**

Students will be assigned a personal folder on the SJVC servers to be used primarily for purposes related to your coursework. The data stored on your folder is password protected. Sharing your password could result in having your data compromised. You are ultimately responsible for the long-term retention of your data.

### **Privacy**

Please be aware that there is no guarantee of privacy when using the SJVC network and computer system. While precautions are taken to protect student privacy and the integrity of their data, there is the

possibility that others may inadvertently view email messages or data.

SJVC employees may find it necessary to view electronic data while troubleshooting problems in the system. They may also be required by law to provide computer files to third parties (e.g., in the case where electronically stored data is subpoenaed as evidence).

Further, SJVC reserves the right to review or monitor network traffic, e-mail messages, files, or other data for legitimate purposes, including, but not limited to: an emergency, investigation of suspected abuse or misconduct, or to remove material that may be illegal or that which violates College policies, rules, or regulations. SJVC will suspend a user’s account if it is believed necessary to protect the integrity of the system, to curtail abuse, or during an investigation.



## **INFOZONE**

Our website portal, known as **InfoZone**, provides access to essential student information. **InfoZone** may be accessed at <https://infozone.sjvc.edu>.

### **Academic Information and Resources**

The Academic Info section within **InfoZone** makes it possible for you to view your campus calendar,

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<sup>1</sup> Published in Section 4 of the College Catalog.

<sup>2</sup> Computer, Internet, and Email Use policies (College Catalog, Section 4)

Copies of the report are distributed annually to all **SJVC** students and employees and may be requested from members of the Campus Management.

## TECHNOLOGY POLICIES

**SJVC** supports and encourages the use of technology in the educational process. The College recognizes the importance of equipping students with the necessary technological resources to achieve their educational goals and objectives. As such, students have access to various technology resources both on and off-campus. The technological resources available for student use include personal computers, computer equipment, and a network which allows access to the email system, internet, portal ("InfoZone") and Learning Management System. These resources are to be used for the primary purpose of facilitating and enhancing the educational experience. Any other use is limited and priority is given to individuals using the resources for educational purposes.

This section sets forth the College's policies pertaining to the use of its technological resources. This information is provided to give students an understanding of the various technological resources available to them as well as the College's expectations of all students who utilize these resources. By using these resources, students agree to comply with all applicable policies and guidelines published herein.

### Personal Technology Devices

Students may bring personal technology devices (PTD) on campus. PTD's include, but are not limited, to:

- Laptops
- Netbooks
- iPad/iPods
- Smartphone
- Tablets
- Kindles/Nook/or other similar device
- Web Enabled Phones

Following are the guidelines for use of PTD's on campus:

- PTD's must be silenced during class time and may only be used with the express permission of the instructor.
- All audio/video functions must be disabled unless the student is given permission from the instructor to record all or a portion of the class session.
- PTD's may not be used to photograph **SJVC** employees, clinical sites, clinical patients, and clinical employees. Fellow **SJVC** students may only be photographed with their permission.
- **SJVC** does not provide any support or technology services for PTD's.
- **SJVC** assumes no responsibility for lost, stolen, or damaged PTD's.
- Students may not use their PTD's outside the classroom for non-educational purposes while on the **SJVC** wireless network.



- All terms and conditions of the Computer and Email Use policies apply to students' use of the **SJVC** wireless network on their PTD's. (See Catalog - Technology policies)
- Students are not to share the ID and password for the wireless network with non-**SJVC** users.

Failure to adhere to these guidelines may result in disciplinary action. Any questions pertaining to appropriate use should be directed to an instructor.

### Social Media

**SJVC** recognizes and supports the use of social media as a means of communication and fostering connectedness among users. To that end, **SJVC** maintains several social media sites (Facebook, Twitter, Instagram) that are updated regularly with news and information about college events, programs, and student accomplishments. Students are encouraged to fully leverage these resources for information sharing purposes and to establish better communication across campuses.

Due to the capacity and reach of social media, student posts have the potential to reach a much larger audience than intended. As such, the use of social media requires a greater level of responsibility and accountability. **SJVC** students represent the College even when they are posting on non-**SJVC** social media sites. Following are some general guidelines to ensure appropriate use of social media on both **SJVC** and non-**SJVC** sponsored sites:

- Use good judgment when posting to social media sites. Once you post something to social media, you can never remove it - all of your posts are archived online; even those that you have deleted. Think about the image you want to project - does it align with your professional goals? Some employers' use social media as a tool to screen applicants for employment - don't post something that may jeopardize your future employment opportunities.
- While the College recognizes that externship and clinical training generates anticipation and excitement, students

may not post information, pictures, or personal statements of any form regarding their externship or clinical experience, patient conditions, and/or staff encounters (both positive and negative) on social media sites (Facebook, Twitter, Instagram, Tumblr, Pinterest, Google+). Doing so may violate the Health Insurance Portability and Accountability Act (HIPAA). Potential and actual HIPAA violations put both the College and the student at risk of liability.

The only exception is when the College solicits student comments and/or photos ("selfies") for the **SJVC** blog. In these situations, an **SJVC** employee will provide explicit information and guidelines for submissions.

- Students are highly discouraged from posting unprofessional or negative comments about classmates or instructors on the **SJVC** and/or their personal social media accounts. As mentioned above, this type of behavior is viewed as unprofessional and may tarnish the student's reputation, and, ultimately, jeopardize future employment prospects. Students should use the established **SJVC** protocols for addressing complaints. (See **SJVC** Student Handbook, "Student Complaints & Grievances")
- Students may not use social media during class or clinical time - no exceptions!

Students who have questions or concerns about how these guidelines might apply to them or a specific situation, should discuss the matter with their instructor. Willful disregard of these guidelines may result in the full range of disciplinary action as set forth in the **SJVC** Student Code of Conduct (See Student Handbook).

### Recording

Students may not record any portion of a scheduled educational activity (e.g. class, lab, clinical/externship, or field trip) without the express permission of the instructor.

### Computer Use

**SJVC's** computers, software, and any files stored on the computer or network are College property. All hardware and software are to be used primarily for educational purposes. Although students have passwords that restrict access to their computer accounts, **SJVC** may access personal e-mail accounts and any files stored or deleted from the computer system, at any time.

All software that resides on any of **SJVC's** computers must be licensed. **SJVC** prohibits the installation or removal of any software, unless directly related to a specific assignment approved and under the direction of an instructor. Users are also forbidden from altering or copying licensed software.

**SJVC** will not tolerate destruction or vandalism of any of its computer equipment. It also forbids the deliberate waste of computer resources. Disciplinary penalties, as outlined in the **Student Code of Conduct**, may be imposed upon any student who has been found in violation of this policy.

When leaving a computer terminal, students must either log off or shut the computer down in order to preserve and maintain the security of the network.

**SJVC** provides students with access to the internet for the purpose of enriching their educational experience. Although it is the College's intent that the internet will be used for achievement of educational goals and course objectives, every student should be aware that some material accessible via the internet could contain items that are illegal, defamatory, inaccurate, or potentially offensive. Each individual user is strongly cautioned to exercise prudent judgment in what materials are viewed, stored, or routed to others.

Students are solely responsible for using this resource in an educationally effective, efficient, ethical, non-discriminatory, and lawful manner. The following list, while not exhaustive, describes the acceptable and unacceptable usage of the internet through the **SJVC** network.

### Acceptable Use

- Using the internet to conduct research related to the course(s) in which a student is enrolled.
- Using a current and valid **SJVC** user account.
- Using the internet to engage in electronic communication with **SJVC** instructors, administration, staff, or fellow students through email and discussion boards.
- Any purpose that supports the educational mission of **SJVC** and is in keeping with the laws of the State and Federal government.

### Prohibited Use

- Using the internet for commercial purposes and/or private enterprises that are not College related.
- Creating, displaying, or transmitting threatening, racist, sexist, discriminatory, pornographic, obscene or harassing language and/or material.
- Using the College's computer network to engage in illegal downloading and/or unauthorized distribution of copyrighted material, including peer-to-peer file sharing.
- Misrepresenting oneself as another user.
- Providing, assisting in, or attempting to modify or gain access to files, passwords, and data belonging to other users.
- Attempting to access restricted areas of the computer network belonging to **SJVC**.
- Attempting to undermine or compromise the security of the College's computer network or any other computer network or workstation.
- Destruction of or damage to the equipment, software, or data belonging to the College or other users.
- Activities that interfere with the ability of others to use resources effectively.
- Activities that result in the loss of another user's work or unauthorized access to another user's work.

- Disclosure of user identification and/or password to another individual; using another individual's computer account for any purpose.
- Any other activity conducted through the College's computer network, including personal e-mail accounts, or use of the internet deemed by the College to be in violation of the **Student Code of Conduct**, College rules, and State or Federal laws.

Any misuse of the internet through the **SJVC** network constitutes a breach of the **Student Code of Conduct**. **SJVC** is the sole judge of what constitutes a breach. If the College determines that a student has engaged in unacceptable use of its technological resources, the student may be subject to the full range of disciplinary actions set forth in the **Student Code of Conduct**.

### Copyright Infringement

Students, faculty and staff are prohibited from using the **SJVC** computer network to illegally download or share music, videos, or other copyrighted materials. **SJVC** supports the Higher Education Opportunity Act (HEOA) and Digital Millennium Copyright Act, including efforts to eliminate the illegal distribution of copyrighted material. Under the law, the College may be obligated to provide copyright holders and law enforcement officials information about **SJVC** network users who have violated the law.

**SJVC** network users should be aware that illegal forms of downloading and file sharing as well as the unauthorized distribution of copyrighted materials are violations of the College's **Technology Policies** and may subject student offenders to the full range of disciplinary actions set forth in the **Student Code of Conduct**. In addition to violating college policy, offenders may also be subject to various penalties under civil and criminal copyright law, including monetary damages and prison time.

Network users are responsible to ensure that any file that they are downloading is not a copyrighted work, unless they have prior, written permission from the copyright holder.

To protect their intellectual property, companies have licensed hundreds of digital partners who offer a range of legal downloading options, including download and subscription services, legitimate peer-to-peer services, video-on-demand, podcasts and CD kiosks. For a list of sources that offer legal downloading sites, visit the RIAA website at [www.riaa.com](http://www.riaa.com). Questions pertaining to copyright issues should be directed to an instructor.

### Email Use

**SJVC** provides an email account for every student with a current network account and valid password. Students may use the email system for the primary purpose of communicating with their instructors, College administration and staff, and fellow students concerning their coursework or College related business. The College reserves the right, if circumstances warrant, to access, inspect and disclose the

contents of messages created, sent, or received using the email system.

It is the responsibility of all email account holders to manage the use, message content, and size of their email accounts. Reading e-mail daily, removing old messages, and deleting messages and attachments of unknown origin are among the most common practices that help ensure an efficient email system.

Unacceptable use of the email system puts both the user and the College at risk. Unacceptable use of the email system includes, but is not limited to:

- Unauthorized attempts to access another's email account.
- Sharing email account passwords.
- Violation of Federal, State or local laws or statutes pertaining to electronic communications.
- Sending harassing, threatening, abusive, or obscene messages.
- Broadcasting excessively large amounts of data (chain letters, graphic presentations, etc.) in such a way as to cause network congestion and failure

Any misuse of the College's email system may result in the imposition of disciplinary actions as outlined in the **Student Code of Conduct**.

### Monitoring

In addition to College staff supervision during computer lab sessions, the classroom, the Student Center, or in the LLRC, **SJVC** reserves the right to audit or randomly audit student computer user accounts. Upon discovery of a possible violation of the policies stated herein, a student's computer privileges may be suspended immediately. Such suspected violations will be reported to the appropriate member(s) of the Campus Management.

Violations of these policies will be addressed in a manner consistent with violations of other College policies or State and/or Federal law and may result in the College taking disciplinary action against the student as well as possible legal action. In such review, the full range of disciplinary sanctions is available including the loss of computer privileges, termination from **SJVC**, and legal action.

### Reporting Suspected Violations

Any suspected violations of the **Computer, Internet, or Email Use Policies** should be immediately reported to Campus Management. Questions concerning this section should be directed to the Campus Management.

## STANDARDS FOR PROFESSIONAL DRESS

**SJVC** believes that it is important for each student to appear well groomed and professionally dressed while on campus or situations in which students are representing the College. As such, **SJVC** has established standards for professional dress to which all students are expected to adhere. The standards