

# **OUR LADY OF THE LAKE UNIVERSITY**

## **WEB POLICY**

### **GENERAL STATEMENT**

The Web at OLLU represents a commitment from a wide range of university departments and offices that are interested in utilizing the World Wide Web to favorably present the university to a growing worldwide audience. Managing the information and presentation on the Web is essential to our image as an educational and technological leader.

OLLU shall own and administer one official World Wide Web (www) site. This site is an electronic publication and, like other forms of University publications and/or advertising, it is primarily a marketing and communications tool. Other uses may include educational programs and curricula, features, and other approved applications.

The OLLU Web Information Group has been designated to coordinate and oversee the implementation and development of the web pages found at <http://www.ollusa.edu/>. The role of the OLLU Web Information Group includes the following:

1. Development of evolving standards, policies and guidelines in terms of consistent graphic design, writing styles, accuracy and timeliness of official information, etc.
2. Providing a forum for addressing and resolving web-related disputes
3. Ensuring campus-wide representation for web-related interests
4. Ensuring web pages comply with accessibility requirements for the disabled
5. Maintenance of files of university-approved general information
6. Approval and linking of pages produced by other departments and offices located on campus.
7. Monitoring of existing pages.

### **WEB MISSION STATEMENT**

The mission of the OLLU Web Site is to provide access to quality informational resources in an atmosphere that encourages creativity and intellectual freedom, and to provide timely, helpful, and accurate information about the university; including classes, programs, individuals, events, and services while showcasing OLLU as an innovative leader in quality educational opportunities.

Our Lady of the Lake University recognizes the value and potential of Web-enabled technology as a tool in support of its mission of teaching, research, and service. Therefore, faculty, staff, students, and academic and administrative units are encouraged to take full advantage of the technology available in assisting the university to accomplish that mission.

## GUIDELINES

1. **Information freedom & Intellectual Property** - OLLU will provide Web services in an intellectual environment that encourages the free and open exchange of information and ideas for administration, faculty, staff, and students who wish to create a web presence using the university's web resources. The University encourages an atmosphere of intellectual respect and responsibility to ensure everyone enjoys creative freedom without fear that their intellectual efforts will be violated, altered, destroyed, or plagiarized.
2. **Responsible Use** - To ensure an atmosphere of intellectual freedom and respect, the University requires that all members of OLLU online community (including but not limited to administration, faculty and students) accept responsibility to protect and respect the rights of others. Any member of the University online community who, without authorization, accesses, uses, alters, or destroys the intellectual property of others or who accesses, uses, alters, destroys, or denies access to University information resources will be subject to disciplinary action and possible criminal prosecution. Activity that threatens the security of the University web site and information resources, unreasonably taxes system resources, or interferes with the efficiency of system resources will be considered a violation of this policy.

Additionally, use of information resources or technology, networks, or other computing resources that violate general University policies or procedures or violate the ethical or legal use of software or administrative data will be considered a violation of this policy.

3. **Legal Use** - Use of the University web or information resources that violate penal or civil law, including but not limited to intellectual property, trademark, or computing resources, libel, or other civil rights violations, will be considered a violation of this policy.
4. **Offensive Material** - While the University encourages the free and open access to information resources and exchange of ideas, all users of University information resources should have the right to choose which information to access and view. Users of University information resources should therefore take responsible and reasonable care to neither knowingly nor deliberately expose others to material that might be considered offensive. Since the web site is the world's window to OLLU, the University encourages all members of its online community to exhibit high ethical and intellectual standards.

## TECHNICAL STANDARDS & REQUIREMENTS

OLLU Library, Instructional and Technology Services (LITS) is responsible for administration of Internet services. LITS recognizes the growing desire and need for administration, faculty, staff, and various university services and programs, as well as student clubs and organizations to create a web presence. At the same time, LITS is also responsible for ensuring the safety and security of university technology and the security of confidential information and other real and virtual assets. LITS will use the following guidelines to fulfill these responsibilities.

1. **Host Internet Services** - LITS is the official provider of connectivity and internet Services to all University academic and administrative programs and services. LITS will

provide content authors a reasonable but limited amount of space on the most applicable web server. Additional space may be granted to various administrative or academic programs and services upon request with LITS approval. University units are not permitted to setup and host their own web content on their own hardware without approval of special circumstances.

2. **Domain Name Services** – LITS is the official provider of domain name services (DNS) to all University academic and administrative programs and services. LITS will provide sub-domains; for example: unet.ollusa.edu.
3. **Links** - The information provided on Web page(s), and any links contained within (including links to sites outside the ollusa.edu domain), are directly related to the fulfillment of the unit’s mission at OLLU. External links should open a new browser window whenever possible to make it obvious that the resulting page is a separate website. External links may also be removed by the Web Information Group. Reasons for such removing these external links include but not limited to: unnecessary or confusing links, inappropriate links and/or the endorsement of another product or service.
4. **Support** - LITS will make every effort to provide timely web-related host and network administration support services for university administration, faculty, staff, institutional programs and services.
5. **Security** - LITS will provide all required User ID and password access to web services. To safeguard the security of the web host and integrity of the web site, access to the web host is granted only to authorized individuals and content authors. ITS will make every effort to provide an environment free from hostile, discriminatory, unethical, or illegal activity.
6. **Content** – Content should strive to be accurate, timely, relevant to the intended audience, and easily navigable. Questions regarding any of these issues can be directed to the Web Manager. Additionally, executable code, scripts or content requiring browser “plug-ins” should not be added to web content without the notification and approval of the Web Manager for security reasons.
7. **Publishing** – No content will be published to [www.ollusa.edu](http://www.ollusa.edu) without review and approval. In most cases this duty will be handled by the Web Manager. However, the Web Manager is not accountable for the published content that is contributed by a third party. If content is not approved, the web manager will notify the content owner of the cause of disapproval. Content may fail the review process for the following reasons: inappropriate content, dead links, poor design, poor usability, out-of-date content, incorrect information, needless duplication of information or significant typographical errors. Content being published to internal university web systems (such as UNet) will be subjected to less scrutiny and will not be subject to approval prior to publishing unless the content can be accessed by parties outside the university network. Disputes against the disapproval of content will follow the dispute and complaint procedures outlined below.

## **DISPUTE & COMPLAINT PROCEDURES**

All web content is subject to adherence to this web policy. Additionally, web content available via [www.ollusa.edu](http://www.ollusa.edu) or otherwise accessible outside the university network is subject to review prior to publishing. Reviews generally occur prior to the publishing of new content but may be conducted at any time by the Web manager.

Violations of these policies shall be reported to the Web manager via an email to [webmaster@lake.ollusa.edu](mailto:webmaster@lake.ollusa.edu) or by filling out a complaint form available at the Help Desk in Main 104 . Online complaint forms must include a valid email address. Printed complaint forms must contain a signature. Anonymous complaints or complaints with forged email addresses will not be reviewed.

Complaints about web pages should be submitted to the Web manager and must include the offending URL(web address), the reason(s) for the complaint and the specific item(s) within the web page which are considered to be in violation. Complaints that do not reference the specific item(s) will be disregarded.

Complaints will be submitted to the Web manager for initial review. If the Web manager determines the complaint valid, the Web manager will contact the appropriate "Content Owner" to discuss the complaint and explain the violations.

## **LEGAL REQUIREMENTS**

Content owners are responsible for ensuring web pages abide by all department, university, district, city, state, and federal policies, rules, and laws. These include, but are not limited to matters of copyright, trademark, registered trademark, obscenity, sexual harassment, and hate speech.

Content owners are cautioned to use licensed software, freeware, or shareware for which the required fee has been paid. In most cases, LITS can provide the necessary software or resources required for a web site.

Faculty members are advised to be particularly sensitive to copyright laws when posting copyrighted material to their web site.