Student ICT Account Policy

Policy number	TEC 1.08
Policy name	Student ICT Account Policy (Issue One)
Applicability	All Bond University students
Contact person	Director, Information Technology Services
Policy status	Approved Policy
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Date last exposed	
Date of next review	20 August 2015
Related policies	Student Acceptable Use of ICT Facilities Policy

1. Overview

Bond University provides ICT services to Bond University Students ('Students') in order to assist students in their studies. In order to access these services, all students are allocated a Student Network Account once they are admitted to a program.

This policy outlines the University's requirements for the creation of Student Network Accounts, limitations on the storage of data using these accounts, and the removal of these accounts when they are no longer required.

2. Definitions

Account disabled	Account temporarily unavailable for use by the student.
Account deleted	Account removed entirely.
Generic account	A temporary account with a defined finish date, created for use by single or multiple users.
Bond University Student	Any student admitted into an approved study program at Bond University including • Undergraduate Programs • Post Graduate Programs • Bond College • BUELI • Bond BBT • Study Abroad or Exchange Programs

3. The Policy

3.1 Creation of Student Accounts

All Students are entitled to a Student Network Account that provides access to the following ICT Services:

- Email;
- Internet;
- iLearn;
- Campus ICT infrastructure (eg Computer Lab Desktop PC's); and
- Electronic Library Databases.

Student Network Accounts are automatically created when the student is admitted to an approved study program of the University.

It is the responsibility of the student to activate their Student Network Account through an activation portal supported by Information Technology Services. The details of the activation portal are included in the enrolment information sent to students prior to the commencement of the semester. Information and assistance are also available from Information Services.

3.2 Storage quotas

3.2.1 Personal Home Drive Storage

Students are allocated a personal home (H) drive with a storage capacity of 250MB.

Students will receive automated alerts when usage of the H Drive approaches and exceeds 95% of the storage limits. If usage of the H Drive reaches 100% of the storage limits, the affected student(s) will no longer be able to save data to the H Drive.

3.2.2 Email Storage

Students are allocated an email account that also has a storage capacity of 250MB.

Students will receive automated alerts when usage of the email storage approaches and exceeds 95% of the storage limit. As the usage of the email storage reaches 95%, students will not be able to send email, but will continue to receive email. As the usage reaches 100%, students will not be able to receive or send email.

Students should contact Information Services for advice and assistance with archiving their H drive data or email data.

3.3 Password Resets

Students should contact Information Services if they require their Student Network Account password to be reset.

3.4 Account disablement and deletion

3.4.1 Continuing Students

Student accounts may be disabled for any of the following reasons:

- Non payment of fees or charges, on advice from Financial Services or the Pro Vice-Chancellor (Student & Academic Support).
- Breach of the 'Student Acceptable Use of ICT Facilities Agreement'.

3.4.2 Students no longer admitted

Once a student is no longer considered admitted in an approved study program, their account will be disabled. The account will remain disabled for a semester and then will be deleted.

All accounts that are not activated by week 3 of the student's starting semester will also be disabled.

4. Related procedures

Nil

5. Related forms and guidelines

Student Acceptable Use of ICT Facilities Agreement