

# JACKSON COMMUNITY COLLEGE

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## *INFORMATION TECHNOLOGY ELECTRONIC ACCOUNTS POLICY*

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## ***ALL ACCOUNT SERVICE REQUESTS***

- Account activation and deactivation service requests entered at the JCC Solution Center are given a Priority One. A Priority One means that the account service activation target is eighteen (18) business hours from the time the request was entered at the Solution Center. This target completion depends upon accurate information.
- The Human Resource Department can request deactivation of any account if it considers this action will be beneficial to the institution.

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## ***NETWORK SERVICE***

Access to Network Services (printing, file storage, employee Groupware) requires a Network Service account.

### **JCC STUDENTS**

*Persons registered for classes.*

Activation: All JCC students are given a Network Service account. Network Service accounts are an automatic function of enrollment; if a person is registered by nine (9) p.m. on a business day, then the account is activated by noon the following business day. NOTE: Use of JCC's labs is restricted to currently enrolled students whose classes are in session.

Deactivation: The network account (printing and file storage) is deactivated thirty (30) days past the end of your last successful class. Students are responsible for preserving any data after the class ends.

Incomplete Grade: Previously enrolled students finishing an incomplete grade under the direction of an instructor will be given an account when the instructor makes a request to the JCC Solution Center. The request must include student's first name, middle initial, last name and the student ID number. The account will be removed at the end of the next semester.

### **CO-OP STUDENTS**

*Students receiving credit from another institution for completion of a JCC course (e.g., Spring Arbor University).*

Activation: The program director submits a written request to the JCC Solution Center including a list of student names (first name, middle initial, last name) and the corresponding Student ID from their institution.

Deactivation: The network account is deactivated thirty (30) days past the end of the last successful class. Students are responsible for preserving any data they wish to keep after the class ends.

### **NON-JCC STUDENTS**

*Students registered at another institution and using JCC facilities (e.g., Siena Heights).*

Activation: Refer to **CO-OP STUDENTS** above.

Deactivation: Refer to **CO-OP STUDENTS** above

**Non-JCC Students** (Persons attending classes at JCC through another institution, e.g. Sienna Heights) Accounts for Non-JCC students will be available four business days after the JCC Solution Center receives student information. The program director is responsible for supplying this information.

Non-JCC student accounts are disabled after your classes end and students are responsible for preserving any data they wish to keep after the class ends.

The user name for Non-JCC student accounts **only** is the first seven letters of the last name, the first seven letters of the first name, and **NO** middle initial. The default password for non-JCC student accounts is the student ID number **from their institution**. For security reasons, students should not leave this default password in place. The default password needs to be changed.

## **JCC EMPLOYEES**

*Persons currently employed by JCC.*

Activation: The Human Resource Department enters the appropriate information into Colleague for activation of employee Network Service accounts. The target for activation of new employee network accounts is fifteen (15) days prior to employment start date. This target activation only applies to employees hired that far in advance of the start date. Employee accounts can be activated anytime after the Colleague entry date in Colleague; the Human Resource Department will contact the JCC Solution Center in special circumstances. NOTE: The Human Resource Department also enters a request at the Solution Center for all other new employee needs including location, phone, and computer hardware.

Deactivation: The Human Resource Department enters the appropriate information into Colleague for deactivation of employee Network Service accounts or the Human Resource Department submits a written request to the JCC Solution Center. Currently, the Human Resource Department has indicated that forty-five (45) days after deactivation, Information Technology may delete the account. Human Resources will contact all administrators concerning the 45 day window.

**Emergency Account Deactivation:** Please refer to Emergency Account Deactivation on file with the Human Resource Department.

### NOTES:

1. If a supervisor needs to access the account of an employee whose account is deactivated, the supervisor requests that access through the Human Resource Department; the Human Resource Department will notify the JCC Solution Center.
2. The employee network account expiration process is not yet complete.

## **JCC RETIRED PERSONNEL**

*Persons retired from employment at JCC.*

Retired personnel continue to have access to Outlook Web Access (OWA).

## **JCC VOLUNTEERS**

*Persons working on an authorized JCC program without monetary compensation.*

Activation: Refer to **JCC EMPLOYEES** above but in addition, the Human Resource Department submits an email request to the JCC Solution Center including the Start Date and the End Date.

Deactivation: Refer to **JCC EMPLOYEES** above.

## **COMMUNITY PARTNERS**

*Persons involved in a community effort authorized by JCC.*

Activation: The Human Resource Department submits a written request to the JCC Solution Center including a list of partner names (first name, middle initial, last name), a corresponding institutional identifier, and the Start Date and the End Date.

Deactivation: Refer to **JCC EMPLOYEES** above.

## **LIBRARY PATRONS**

*Persons with a Rosebud Library card wishing to use computers in JCC's library.*

A temporary Network Service account is available by asking JCC's library personnel.

## **SPECIAL ACCOUNTS**

A variety of special accounts exist to serve specific employee/student populations. These include accounts for non-JCC students taking placement tests, Rosebud patrons in the library, adjunct instructors, and Extension Centers. If you need additional information on these accounts, contact the JCC Solution Center, extension 8639.

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## ***EDUCATOR SERVICE***

Educator Service offers instructors and students a web based learning environment.

## **STUDENTS AND FACULTY**

Contact Distance Learning at [distancelearning@jccmi.edu](mailto:distancelearning@jccmi.edu) or call 1-888-522-8744 for information and account management.

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## ***e- SERVICES***

e-Services offers students a web environment to register, review schedules, obtain transcripts, etc. and employees a web environment to view leave plan information, enter timesheets, view budget information, etc.

### **JCC STUDENTS**

Activation: Access to e-Services is an automatic function of enrollment and employment.

NOTE: If there is a hold on your account, contact Student Services.

Deactivation: Access to e-Services, in a limited capacity, is maintained for two years after the last successful class.

### **JCC EMPLOYEES**

Activation: Access to e-Services is an automatic function of employment.

Deactivation: Access ceases on the End Date of employment.

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## ***STUDENT EMAIL SERVICE***

JCC students have two Email Service accounts.

### **EDUCATOR EMAIL**

Automatically provided as a function of access to Educator. Contact Distance Learning at [distancelearning@jccmi.edu](mailto:distancelearning@jccmi.edu) or call 1-888-522-8744 for information.

### **STUDENT EMAIL**

Automatically provided as a function of enrollment in a class. This email account provides internal-only email access and is the primary communication for essential JCC information to students. The Student Email account is deactivated 110 days after the last successful class. Students are responsible for preserving any data after the class ends.

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## ***GROUPWARE SERVICE (EMPLOYEE EMAIL)***

JCC email accounts offer access to JCC's institutional email system, worldwide mail, calendaring, and task management.

### **EMPLOYEES – STUDENT EMPLOYEES - COMMUNITY PARTNERS - JCC VOLUNTEERS**

Activation: Refer to ***NETWORK SERVICE, JCC EMPLOYEES*** above.

Deactivation: Refer to ***NETWORK SERVICE, JCC EMPLOYEES*** above.

**NOTE:** To establish permissions for special folders in Groupware, contact the JCC Solution Center.

User Name and Password for all network accounts, unless otherwise noted (e.g., NON-JCC STUDENTS), is in the following format:

The user name is the first seven letters of your last name, the first seven letters of your first name, and your middle initial followed by @jccmi.edu.

EXAMPLE: If your name is Jane M. Dove, then your user name is [dovejanem@jccmi.edu](mailto:dovejanem@jccmi.edu)

The default password is the first letter of your first and last name, 2 digits of your day of birth, the last two digits of your birth year, and the last four digits of your employee I.D. number, all in lower case. So if your name is Ellemena Smith, born on 5/1/1950 with an employee I.D. of 0222222, then your initial password will be es01502222

## ***COLLEAGUE SERVICE***

Colleague Service accounts offer access to JCC's administrative database.

### **JCC STAFF - ADMINISTRATORS - FACULTY**

Activation - JCC employees: Employees Human Resources will place an account request to the JCC Solution Center for Colleague access if their position requires the use of this system. Colleague permissions are also based upon the position / employee use of this system. IT Administrative Systems will contact the employee's supervisor to determine what access / permissions an employee needs.

Activation - JCC student employees: The Legal Services / Human Resource position responsible for student employees will place an account request to the JCC Solution Center for Colleague access if their position requires the use of this system. IT Administrative Systems will contact the employee's supervisor to determine what access / permissions an employee needs.

Deactivation: Deactivation of Colleague accounts is at the request of Human Resources to the JCC Solution Center and is assigned a Priority One.

**Emergency Account Deactivation:** Please refer to Emergency Account Deactivation on file with the Human Resource Department.

### **STUDENT EMPLOYEES**

Activation: Colleague Service accounts are built at the request of the supervisor to the JCC Solution Center. Colleague permissions should be specified by the supervisor when the account is requested.

Deactivation: Deactivation of Colleague accounts is at the request of Human Resources to the JCC Solution Center and is assigned a Priority One.

The user name and password for Colleague accounts will be issued to you when your Colleague account is activated.

JCC RESERVES THE RIGHT TO AMEND ACCOUNT PROCEDURES WITHOUT PRIOR NOTICE.