

The OU Health Sciences Center CAH Student Computing Policies & Procedures 2021 - 2022 is a PDF document with embedded bookmarks. Simply click on the main heading or section number on the Table of Contents or Index.

Please note, the information contained in this handbook may change from time to time by action of appropriate segments of the University.

# CAH Student Computing Policies & Procedures 2021 - 2022

The University of Oklahoma  
Health Sciences Center

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UNIVERSITY OF OKLAHOMA HEALTH SCIENCES CENTER

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# 1 - THE BASICS

## 1.1 - Computers

All College of Allied Health students admitted for the academic year 2021-2022 shall possess a laptop computer for access to a wide variety of educational materials and resources. Please see our Laptop Recommendations in section 4 or you may inquire at the Student Union IT service desk, (405) 271-2203 or toll-free (888) 435-7486 for more assistance.

## 1.2 - Network Access

All COAH students have OUHSC domain accounts and therefore have access to a variety of campus computing resources. Any student who does not have an OUHSC domain account should have one created by completing a [New User Account Request form](#). This [form](#) can be printed from the IT service desk web site. Fill out the [form](#) and submit it to the Office of Academic and Student Services (OKC AHB 1009; Tulsa 2J12) for account sponsor signature and forwarding to Information Technology. A new OUHSC domain user account will be created with a pre-expired password and will be forwarded to the account sponsor and/or IT service desk in 24-72 hours. A pre-expired password is one that will expire after being used the first time. The student will be presented with a screen to change their password. Passwords must conform to password complexity rules as outlined in section 5.1.

### HSC-Student Wi-Fi

Students can connect to HSC-STUDENT, OU-GUEST or @OUWIFI with their OUHSC credentials. The HSC-STUDENT is the preferred network for students.

### What HSC applications require two-factor authentication?

- Employee self-service access from off-campus
- Student self-service access from off-campus
- VPN (connect2.ouhsc.edu)
- Direct deposit from either off-campus or on campus

### How does two-factor authentication work?

Once you've enrolled in OUHSC's two-factor authentication system, you will login to protected applications as usual with your HSC User ID and password. If you are off-campus (or on campus for some services), you will be prompted to send a request for authentication to the smartphone or tablet you registered [here](#). Approve the login from the smartphone or tablet, and the webpage on your computer will automatically refresh to the location you are attempting to reach.

### What is considered off-campus?

Off-campus would include your home internet connection, public internet locations, connectivity via the [HSC connect2.ouhsc.edu VPN service](#), or even cellular data connectivity regardless of physical location. Only dedicated HSC wired and wireless networks are considered to be on-campus for two-factor authentication.

### Student Virtual Desktop – MYdesk.ou.edu

Your instructor or coordinator will instruct you when you need to use this service. This service allows you to access secure resources usually used in clinical rotations or when other special software your degree program may require.

[Student Virtual Desktop](#) Sign Up.

For help, check out the [MyDesk Knowledge Base Article](#)

## 1.3 - E-mail

The University's electronic mail system allows faculty, staff and students to write, send and receive email communications. The email system is owned by the University and maintained to facilitate business communications. **Students should keep in mind that personal views, opinions, and philosophies expressed in personal email should be identified as such to avoid**

**the perception they are speaking on behalf of the University.** It is not proper use of general or mass mailings to send messages with content that is political, religious, commercial, chain letters, hoaxes, editorials, poetry, etc.... **for example, just as it is prohibited for a University employee or student to use University facilities, equipment or letterhead to engage in political activities, it is equally improper and strictly prohibited to use the campus email system for political purposes. Communication of unauthorized, confidential or copyrighted material is also strictly prohibited without prior approval.** For additional information please review the document entitled "Acceptable Use of Information Systems at The University of Oklahoma Health Sciences Center" located [here](#).

\*\*\* It is not permitted to auto-forward your OUHSC email address to your personal private email.

## 1.4 - Prohibiting Forwarding of OUHSC Email

**Auto-forwarding, forwarding, re-directing, or sending, receiving confidential or sensitive OUHSC information from OUHSC accounts to external, private email accounts is strictly prohibited. In addition, the auto-forwarding function will be disabled.**

### Transmission of Confidential or Sensitive Email

If confidential or sensitive OUHSC information, including but not limited to PHI, must be transmitted to a non-University email account or over an external network (e.g., the Internet), the message must be encrypted. Encryption options include typing [secure] in the email subject line, using the Proofpoint Secure Email plug-in for Outlook, and sending via a patient portal. (For sending PHI via email, refer to HIPAA Privacy Safeguards policy.)

Users may send confidential or sensitive University information via encrypted email only from their ouhsc.edu account and only to authorized recipients. For example, PHI may be sent only for treatment, payment, or operations purposes and to third parties with whom the University has a Business Associate agreement in place (contact Purchasing or the Office of Research Administration to confirm).

Individuals must not send, forward, auto-forward, re-direct, or receive confidential or sensitive OUHSC information through non-OUHSC email accounts. Examples of non-OUHSC email accounts include, but are not limited to, Gmail, Cox mail, Hotmail, Yahoo mail, AOL mail, and email provided by other Internet Service Providers (ISP).

Emails that contain confidential or sensitive OUHSC information, such as PHI or regulated data, must include a confidentiality notice at the end of the correspondence, such as: *Confidentiality Notice: The information contained in this message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure, distribution, or retention is strictly prohibited. If you are not the intended recipient, or believe that you have received this message in error, please notify the sender immediately by reply email and delete the original message.*

Please be advised that monitoring of your computer system, email accounts, domains and servers may be necessary to detect, prevent and eradicate illegal or otherwise damaging use by internal and external users of the University computer network in order to protect the security and integrity of the University computer system. Such monitoring efforts could lead to the imposition of criminal and civil penalties to those users whose actions are illegal, unlawful, damaging, or threatening to the University computer systems. If you need additional information on OU's security efforts/policies, please visit the [Information Technology website](#).

## 1.5 - Free Microsoft Office 365 Subscription - File Sharing & Storage - Including Large File Transfers

### Microsoft Office 365 Availability

\*\*\* The university provides the Office 365 platform to all students for use. Here you will be able to edit create, edit and save your course work. It is approved and secure alternative to Google Drive, Dropbox and One Drive. For more information and to sign up for the service, please visit [here](#).

\*\*\*Office 365 is NOT approved for storing or sharing regulated data. Review the [Storage and Data Sharing Standard](#) to identify the best option for working with regulated data.

### Large File Transfers:

Are available using the "Secure File Transfer" service located at <https://sft.ouhsc.edu>. If you do not have access to compose a message please call or email the service desk at 405-271-2203/service@ouhsc.edu

## 1.6 - Student Access to Secure College Resources

### Student Virtual Desktop – Mydesk.ou.edu

Your instructor or coordinator will instruct you when you need to use this service. This service allows you to access secure resources usually used in clinical rotations or when other special software your degree program may require.

[Student Virtual Desktop](#) Sign Up.

For help, check out the [MyDesk Knowledge Base Article](#)

## 2 - COMPUTER REQUIREMENTS FOR STUDENTS ENTERING THE COLLEGE OF ALLIED HEALTH

All College of Allied Health students admitted for the academic year 2020-2021 shall possess a laptop computer for access to a wide variety of educational materials and resources.

### Rationale for computer requirements

The trend in health care is more computer usage in daily practice and the trend in education is to require more computer and technology usage in instruction and in the classroom. The need for proficiency in the use of computers in research is well established. Demands of the clinician, educator and researcher brought about by the explosion in technology and information of the 1990's necessitates computer literacy to increase the personal and professional effectiveness of the College of Allied Health graduates. **Effective starting the fall 2007 semester, the College instituted a laptop computer requirement upon admission.**

Our campus provides a broad distribution of wireless internet network coverage for campus users and guests compatible. Therefore, students should not use an internal or external mobile broadband card (these devices act like cell phones and require an activation plan) to establish a wireless connection. In fact, broadband wireless cards interfere with microphones in our videoconferencing classrooms. Therefore they must be turned off during class, just like cell phones.

Some students entering the College may already have a laptop computer. There may be an instance where a laptop may be too old to accommodate required software. If a student finds some software runs too slowly or not at all, a new laptop purchase should be considered.

### 2.1 - Optional peripheral devices to consider

- Printer/scanner
- Surge protection power strip (UL 1449 rating, 330-400v suppression, Protection LED indicator)
- External DVD drive (if the computer does not have one built in)

Additional instructions, account usernames, and passwords will be distributed prior to Orientation.

## 3 - FUNCTIONAL SOFTWARE EXPECTATIONS FOR ALLIED HEALTH STUDENTS

Students come to the College of Allied Health with varying degrees of depth and breadth of computing knowledge, abilities, and experience. Given this, we ask that you as a new member of the College familiarize yourself with our functional software expectations and assure that you meet or exceed our minimal standards. Moreover, please recognize that technology in its various forms is a powerful tool that can both enhance and detract from your learning. As such, please consider the professional responsibility you have to your academic success by using technology in thoughtful and positive ways. Just as you will grow as a practitioner in your chosen profession, so should your use of computing technology reflect this maturation process.

### 3.1 - Required Software

Students entering the College will need certain software installed and functioning on their computers in order to satisfy requirements of their respective programs.

Some educational programs required additional specific software programs such as SAS (a statistical analysis program). SAS does not run on a Mac computer, but can be loaded if virtual-PC software is installed on a Mac. Regardless of your computer hardware, each student needs to realize that they may need to purchase and install additional software during their educational program. The IT Service Desk is available to assist with software installation and configuration, but is not staffed to provide "instant" service.

#### Desire2Learn course management software

- [Test your Browser](#). This test will check all required components and optional components for your computer. Visit this link for a direct testing of your browser
- Recommended browsers for D2L:
  - [Chrome](#)
  - [Firefox](#)
  - [Safari for Mac](#)

#### VLC Media Player

#### Adobe PDF Reader

To review PDF documents

#### **Make sure you have installed ALL computer updates.**

This will ensure that your computer is running the necessary components needed for all required programs.

#### Zoom Video Conferencing Software

Follow the instruction found at the above link

#### **Lockdown Browser for Exams**

- Link can be found at the top of D2L (make sure you are logged into system)
- Please make sure the application is working prior to exams. Please check for updates!
- Updates for lockdown browser sometimes are pushed automatically. If prompted, please update
- If you need more assistance, please contact the ISS Dept (Office 3154)
- Note: Please check Lockdown Browser before exams to make sure software is working correctly.

#### **Encryption Recommendations:**

We recommend all students to encrypt their laptops. Encryption helps protect the data on your device so it can only be accessed by people who have authorization. This helps protect your private data should your laptop get stolen!

- For Windows Computers please follow these instructions: [Windows laptop encryption instruction](#).
- For Mac Computers please follow these instructions: [Mac laptop encryption instruction](#)
- For questions and help please contact the IT Service Desk for your campus.

## 4 - LAPTOP HARDWARE REQUIREMENTS / RECOMMENDATIONS

Recommended Laptops: The University strongly recommends the purchase of a new laptop computer, if possible, or the use of an existing computer no more than 1-2 years old in order to have the best possible experience with the required security tools and your academic, clinical, or research activities. Please check with HSC Office of Financial Aid about the applicability of available financial aid funds for a computer purchase. It is your responsibility to ensure that your laptop is compatible with the required security tools in order to participate in your program's curriculum.

### 4.1 - PC Laptop Hardware Requirements / Recommendations

Laptop Hardware Requirements / Recommendations – Updated 04/12/2021

Component	Minimum Requirements	COAH IT Recommended
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Processor (CPU)	Intel Core i5/i7 - 8 <sup>th</sup> Generation or newer (Ex: Intel Core i7-8500u)	Intel Core i5/i7th – 11 <sup>th</sup> Generation (Ex: i5-1135G7 Processor)
(Search and open “System Information” on your laptop. See Processor Info)	AMD Ryzen 2 <sup>nd</sup> “Zen” Generation (Ex: AMD Ryzen 5 2500U)	AMD Ryzen 3 <sup>rd</sup> “Zen2” Generation (Ex: AMD Ryzen 5 4600U)
Memory (RAM)	8GB+	16GB+
(Search and open “System Information” on your laptop. See Total Physical Memory)		
Internal Storage	Solid State Storage (SSD)	Solid State Storage (SSD) (Pcie M.2)
Wireless Network	802.11ac	802.11ac
Operating System	Windows 10 Pro/Education  (Win 10 Education edition is available from OUHSC for free which enables laptop encryption that is strongly recommended).	Windows 10 Pro/Education  Win 10 Education edition is available from OUHSC for free which enables laptop encryption that is strongly recommended).
External Storage	USB 3.1 Flash or External Disk Drive	USB 3.1 Flash or External Disk Drive
Cameras	Working web camera to be utilized for virtual meetings and video exam proctoring	Working web camera to be utilized for virtual meetings and video exam proctoring

## 4.2 - Mac Hardware Requirements / Recommendations

### Mac Hardware Requirements / Recommendations

Component	Minimum Requirements?	COAH IT Recommended
Date of Manufacturer (Use <a href="#">About this Mac</a> )	Mac Book/Air/Pro, 2018+**	MacBook Pro, 2021**
Processor (CPU)	N/A	N/A
Memory (RAM)	8GB+	16GB

Internal Storage	Solid State Storage (SSD)	Solid State Storage (SSD)
Wireless Network Adapter	802.11ac	802.11ac
Operating System	High Sierra (10.13) or Mojave (10.14)	Catalina (11.2)
External Storage	USB 3.1 Flash or External Disk Drive	USB 3.1 Flash or External Disk Drive
Cameras	Working web camera to be utilized for virtual meetings and video exam proctoring	Working web camera to be utilized for virtual meetings and video exam proctoring

## 5 - STUDENT PRINTING SERVICES (WEB PRINT)

[Student Printing Services \(PaperCut Web Print\)](#) | [PaperCut Web Printing \(FAQs\)](#)

[Poster Printing Information](#)

### 5.1 - College PaperCut Printing Services in Oklahoma City

The “PaperCut” system (similar to the system in use in the Student Union) is the printing solution in AHB 2040. This pay-to-print system offers only monochrome (black and white) printing. Specific printing instructions are provided at the PaperCut release station (AHB 2040). **Students will be required to pay for print jobs at \$.05 per page.** Printing is available via the web. This web interface also allows for adding funds to your PaperCut account. To print via the web, follow these steps:

1. Connect to the HSCSTUDENT Wi-Fi network.
2. [Browse to this website](#)
3. Login with your OUHSC credentials.
4. Select Web Print from the left hand menu.
5. Select “AHB2040-Dell5210n\_papercut ” printer.
6. Click next to choose how many copies. Then click Next.
7. Select your document and click Upload & Complete!
8. Go to the Papercut release station in room 2040 to login and release your documents to print.

### 5.2 - Printing Services at OU-Tulsa

Printers in the OU-Tulsa Student Computing Lab, room 1C65, are available for use by students.

## 6 - TRAINING AND SUPPORT

### 6.1 - Expectations

Students are expected to learn to use software applicable to their program of study. The College provides some user-education seminars and computer-related periodicals. User education seminars are available on campus each semester, some are free and others are fee-based. Some departments also have user manuals available for a variety of software. Students are expected to utilize on-line help resources provided with applications whenever possible. All College computers have Internet access to accommodate searches for specific problem resolution. If a student suspects a malfunction or misconfiguration in any software, they should immediately contact the system administrator [Derek Teague](#) at 405.271.2288 or 405.271.8001 ext. 43412. The University maintains an IT Service Desk available to all users to answer many questions relating to the specific operation of most major office software. The IT Service Desk phone number in OKC is 405.271.2203. Toll-free number for the IT Service Desk is 888.435.7486. Please refer to the IT Service Desk webpage for hours of operation.

### 6.2 - Course Management Systems

Campus faculty, staff and students, are increasingly using course management systems. Each College has personnel assigned to provide faculty, staff and students with assistance getting started using course management systems (as listed in [Appendix](#)

V):

- [OUHSC Desire2Learn](#)
- [College of Medicine Hippocrates](#)

## 6.3 - Contact Information

### Instructional Support Services and Information Technology

#### Pam Farmer

Director, Instructional Support Services  
405.271.8001 Ext. 47112

#### Joey Rodriguez

LAN Specialist  
405.271.-2288

#### Derek Teague

IT Manager  
405.271.2288  
405.271.8001 Ext. 43412

#### Gina Vile

Instructional Designer  
405.271.8001 Ext. 41171

IT Service Desk phone number in OKC is 405.271.2203. Toll-free number for the IT Service Desk is 888.435.7486. Please refer to the [IT Service Desk webpage](#) for hours of operation.

## 7 - VIRUS PROTECTION

### Antivirus and Malware Software

All computers used for University Business, regardless of ownership, must use anti-virus or anti-malware software to prevent infection from malware.

The University provides anti-virus and/or anti-malware products for most University owned computers. Contact your department tier one or the IT Service Desk for information about the current university provided anti-virus products that are appropriate for a university owned computer.

For personally-owned computers, owners should utilize one of the many free or paid anti-virus and anti-malware tools available for your operating system.

Here are links to some of those solutions, but users should consult their device manufacturer or system documentation for compatibility. Also, users are advised to update the software frequently and perform virus/maleware scans often to further ensure your computer is protected!

#### **MacOS**

See recommendations at <https://www.apple.com/macOS/security/>.

Some third-party software is also available:

- [Avast](#) (Click For Home > Mac > Free Mac Security)
- [Bitdefender](#) (Home > Free Antivirus (under TOOLBOX) > Mac OS)
- Kaspersky (download from the App Store)
- [Sophos](#)

#### **Windows OS**

See recommendations at <https://www.microsoft.com/en-us/security/default.aspx>

Some third-party software is also available:

- [Avast](#)
- [AVG](#)
- [Avira](#) (click Free > Antivirus > Windows)
- [Bitdefender](#) (Home > Free Antivirus (under TOOLBOX) > Windows PC)

In addition to these applications, a good anti-malware solution like [SuperAntiSpyware](#) is offered for the PC and [MalwareBytes](#) is offered for the Mac.

Note: You can only use *one* (1) anti-virus application at a time (remove the current application before installing a new one). However, you can have an anti-virus *plus* an anti-malware application installed together. These two will work in concert to offer you better protection for your system.

Whichever application you choose, understand that none of them can completely safeguard your data. It's up to *you* to keep your system protected by being wary of any suspicious emails or downloads. Also, routinely backup your data!

For more information: <https://it.ouhsc.edu/services/desktopmgmt/antivirussoftware.asp>

## 8 - DISASTER RECOVERY

Disasters, which can threaten property and data, include but are not limited to fire, flood, vandalism, theft, hardware failure, software failure, electrical surges and power outages. This section defines additional features of the Colleges computer network that minimize the loss of data in the event of such a disaster. No disaster recovery plan can account for every situation that may arise. Common sense plays an important role in this regard. **The most critical part of disaster recovery is not the physical machine but the data created by the user.** Machines and associated hardware can be replaced assuming availability of funds or spare components on-hand. Data that is lost is lost forever and cannot be replaced unless there is a plan in place to account for recovery of data. This is why it is imperative that students back up their data on external encrypted devices (i.e. flash drive, external hard drive, etc.).

## 9 - SUMMARY

Due to the myriad of circumstances no single policy document may account for every aspect of computer usage. **These policies and procedures are designed to assist the student in maintaining a consistent degree of productivity in the use of computers as a tool in meeting their needs and responsibilities.** They also serve to minimize financial loss in time and materials to the University. Through compliance, each user reduces the likelihood of data or property loss and contributes to a safe and productive working environment.