

Policy Title:  <b>College of Education &amp; Human Ecology (EHE) Survey System Use Policy</b>		Policy Number: <b>OTEL-A-002</b>  Policy Type: <b>College</b>
Category: <b>Administrative</b> Policy Applicable for: <b>All College-Wide Faculty, Staff, and Students</b>	Effective Date: <b>7/22/2011</b> Last Review Date: <b>7/22/2011</b>	Policy Owner: <b>OTEL Web Services Manager</b>

**Definitions:**

- **EHE Survey System:** The Internet-accessible survey creation, delivery, and management system hosted at <https://surveys.ehe.osu.edu/> and available for use by EHE faculty, staff, and students.
- **Administrative (Admin) Privileges:** A role granted to users of the EHE survey system that allows for full control of the system.
- **Create Privileges:** A role granted to users of the EHE survey system that allows for survey creation and basic maintenance.

**Overview:**

EHE and the Office of Technology & Enhanced Learning (OTEL) recognize the importance of using data-collection and survey tools to advance the college's mission of teaching, research, and service. EHE makes an Internet-accessible survey creation, delivery, and management system available at <https://surveys.ehe.osu.edu/>. This policy is issued to prevent the unauthorized access to and improper use of this system.

**Note:** This system is the only survey system offered and supported by OTEL.

**Access Privileges:**

The EHE survey system supports anonymous user access for survey respondents. To create and maintain surveys, however, users must have (1) an EHE username and password and (2) Create or Admin access privileges within the system.

- **OTEL Staff:** Access privileges will be granted within the scope of the staff members' area of responsibility. Only OTEL staff members are granted

Admin privileges when necessary for them to accomplish their assigned job duties.

- **Faculty, Students, and Non-OTEL Staff:** OTEL will provide Create privileges to these individuals following a mandatory training session. Additionally, student users must arrange a faculty or staff sponsor.

### Student Sponsorship:

To ensure oversight of a student's activities within the EHE survey system, all graduate and undergraduate student users of the system (including student employees), must secure a faculty or staff sponsor. This sponsorship remains in effect for **up to** one (1) year. During this period, the sponsor assumes responsibility for the student's activities within the system.

To sponsor a student, faculty and staff members must complete the "EHE Survey System Student Sponsorship Form" available within the OTEL Service Desk's (<https://otelservicedesk.service-now.com/>) Service Catalog feature.

### Access Request Process:

To initiate the access process and arrange training, EHE faculty, staff, and students interested in using the EHE survey system must contact the OTEL Service Desk (via email at [servicedesk@ehe.osu.edu](mailto:servicedesk@ehe.osu.edu) or via telephone at 614.247.8324). OTEL will respond to the request within five (5) business days. Urgent requests should be noted along with the rationale for the exception.

### Privilege Revocation:

Users may request revocation of their privileges at any time by contacting the OTEL Service Desk. In addition, access privileges may be revoked for any users of the EHE survey system for the following reasons:

- The user no longer serves in a role that requires privileges.
- The user is involved in a data breach that is identified as being directly related to their access or use of the EHE survey system.
- The user fails to comply with the Acceptable Use section of this policy.

Decisions to revoke privileges will be made collaboratively by the Manager of Web Services, the EHE Chief Information Officer (CIO), Director of IT Services, and the department director/chair based on documentation of any of the above conditions. Revocation of privileges will be communicated in writing to the user(s) upon execution.

### Appeal Process:

Users may request reinstatement of their access privileges by contacting the OTEL Service Desk. A panel consisting of the Web Services Manager, the CIO, and the Associate Dean of Academic Affairs will consider the request. The decision process will consider the documentation and decision that led to the revocation in the restoration decision. The Web Services Manager will respond to appeal requests in writing to the requestor within ten (10) business days. The decision of the panel is considered final.

### Document Posting and Review:

All College policies, guidelines and procedures are posted for review at <http://ehe.osu.edu/otel/>. Documents have been reviewed and approved, and will be subject to local review and updates on an annual basis based upon the date of last review.

### ACCEPTABLE USE:

#### General:

Users of the EHE survey system must comply with The Ohio State University's Web Policy and Guidelines (<http://www.osu.edu/resources/webpolicy.html>). This includes the distribution of any material that includes, but is not limited to, any material that is unlawful, obscene, pornographic, threatening, abusive, libelous, or encourages conduct that would constitute a criminal offense, give rise to civil liability, or otherwise violates any local, state, federal or international law.

The transmission, distribution, or storage of any information, data or material in violation of federal or state regulation or law (including common law) is prohibited. Such data or material includes, but is not limited to, material protected by copyright, trademark, trade secret, or any other statute, as to which transmission or use is unauthorized or constitutes an infringement of property rights. **Users must not request or store credit card details or Social Security numbers.**

### Email Deployment:

The survey system offers a mass email deployment option to users. Because misuse of this option can affect email delivery throughout EHE, all users that wish to send email notifications to 500 or more **total** recipients must notify the OTEL Service Desk at least two (2) business days in advance. Following notification, OTEL will work with the user to arrange a convenient time for deployment.