

UNIVERSITY OF THE
FREE STATE
UNIVERSITEIT VAN DIE
VRYSTAAT
YUNIVESITHI YA
FREISTATA



Student Lab Management Procedure and Rules and Regulations for the Use of Computer Labs (Managed by ICT Services)

PROCEDURE STATEMENT	
1. Preamble/ background	1.1 There are several ICT Services computer labs on the UFS campuses. These lab spaces are used for scheduled UFS classes and exams, as well as UFS students' learning activities, workshops, and printing and scanning.
2. Purpose	2.1 The purpose of this procedure is to describe the rules and regulations for lab use to ensure a controlled environment that is optimal for effective teaching and learning.
3. Scope	3.1 This procedure applies to all staff, students and visitors requiring access to ICT Services-managed computer labs.
4. Definitions and abbreviations	<p>“Must” or “will” These terms denote a mandatory requirement that must be adhered to by everyone. The only permissible deviation is through a formal exception waiver.</p> <p>“Should” This term denotes a highly suggested, but not mandatory, recommendation.</p> <p>“May” This term denotes non-mandatory recommendations.</p> <p>“Must not” This phrase refers to an action that is not permitted.</p> <p>“UFS” or “University” Refers to the “University of the Free State”.</p> <p>“UMC” Refers to the “University Management Committee”.</p> <p>“ICT Services” or “UFS ICTS” or “ICTS” Refers to the “Information and Communication Technology Services” Department of the University of the Free State.</p> <p>“ManCo” Refers to the ICT Services “Management Committee”.</p> <p>“Information” Refers to any information or data, whether in written/printed, verbal or electronic form.</p> <p>“Users” Refers to any person using the computer lab.</p> <p>“ICTS resources/facilities” Refers to all UFS-owned or related digital infrastructure.</p> <p>“CUADS” Refers to Centre for Universal Access and Disability Support</p>

	“GEADO” Refers to Gender Equity and Anti-Discrimination Office
5. Guiding principles	<p>5.1 Any student or staff member, or any other person acting on behalf of the UFS, has an ethical responsibility to the University.</p> <p>5.2 When acting on behalf of the UFS, a user must do so in good faith and in the best interest of the UFS. UFS ICTS resources/facilities must be used for UFS business only.</p> <p>5.3 The UFS strongly supports the right to academic freedom, but this must be aligned with the rules, regulations and policies of the UFS, as well as South African legislation. Users of ICTS resources/facilities must acquaint themselves with UFS policies. Users are responsible for exercising good judgement regarding appropriate use.</p>
6. Policy/procedure	<p>6.1 All rules and regulations, as set out in Annexure A for the Use of ICT Services-Managed Computer Labs at the University of the Free State must be adhered to.</p>
7. Responsibility	<p>7.1 It is the user’s responsibility to read, understand, and adhere to this and other related policies.</p> <p>7.2 Where a user is unclear about any guidelines within this or any related policies, they should seek guidance from the relevant technical experts within ICT Services.</p> <p>7.3 It is the responsibility of ICT Services to update and review this and any relevant policies on an annual basis (ICTS cycle) to ensure the correctness, relevance, and alignment of UFS general policies.</p> <p>7.4 UFS ICT Services to annually send out communication to all UFS users as reminder to UFS staff to refresh their understanding and adherence to the procedure.</p>

8. Accountability and Authority:

8.1 Implementation:	ICT Services
8.2 Compliance:	<p>8.2.1 Every user is responsible for their actions as far as the acceptable use of UFS ICTS resources/facilities is concerned. Formal disciplinary steps (as prescribed) may be taken against UFS staff members or students who do not comply with the regulations stipulated in this procedure.</p> <p>8.2.2 Failure to comply with this procedure or other relevant policies may result in the withdrawal of the right to use UFS systems and resources, and/or disciplinary action, depending on the severity of the incident and the individual’s relationship with the UFS (i.e., staff, student, or visitor).</p> <p>8.2.3 All users are responsible for adhering to and remaining updated with the relevant policies and procedures.</p> <p>8.2.4 Any person found violating the policies may lose their lab privileges and may be subjected to a temporary or full suspension of their UFS account.</p> <p>8.2.5. A student must comply with the rules laid down for the use of any student computer lab.</p> <p>8.2.6. A user may request a reference copy of the stored policies and procedures.</p>

	<p>8.2.7 Procedure violations:</p> <p>8.2.7.1 Should a user contravene the rules in this procedure, the Lab Manager or their nominee may refer the incident to the Executive Director: Student Affairs or the Human Resources Department.</p> <p>8.2.7.2 Users may appeal in writing against the decision of a Lab Manager or their nominee. The appeal must be directed to the Executive Director: Student Affairs or the Human Resources Department.</p> <p>8.2.7.3 The Executive Director or their nominee, or the Human Resources Department, may revoke a student's authorisation to use a student computer lab and invoke disciplinary action.</p> <p>8.2.7.4 The Lab Manager / Supervisor may also contact Protection Services in cases where disruption is caused.</p> <p>The ICT Services Management Committee (ManCo) must approve any deviations from the Computer Lab Use Procedure, and ICT Services must ensure appropriate recording, tracking, and reviewing of these deviations. Deviations with high risk levels should be submitted to the Rectorate for approval.</p>
<p>8.3 Monitoring and evaluation:</p>	<p>8.3.1 All users will be monitored and evaluated according to the Lab Procedure and Lab Rules. ICT Services is responsible for monitoring this procedure.</p>
<p>8.4 Development / review:</p>	<p>The procedure must be reviewed at least every three years, or when significant environmental, operational, or technical changes arise that may have an impact on the confidentiality, integrity, or availability of UFS ICTS facilities.</p> <p>These changes include:</p> <p>8.4.1 External factors (e.g. UFS strategic alignment);</p> <p>8.4.2 Changes to UFS policies and government regulations (e.g. UFS rules, regulations, guidelines, etc.);</p> <p>8.4.3 Changes to the university's organisational or technical infrastructure that may have an impact on ICTS facilities;</p> <p>8.4.4 Changes to South African legislation.</p> <p>The ICTS ManCo is responsible for initiating the procedure review process and reviewing the content of the procedure.</p> <p>When changes have been made to the procedure, the revised procedure must be submitted to the University Management Committee for approval.</p> <p>Once the revised procedure has been approved, the procedure record must be updated (i.e., version number, last amendment date, etc.) and the document published on the UFS website. Details of the changes must be communicated to the relevant stakeholders.</p>

8.5 Approval authority:	8.5.1 University Management Committee
8.6 Interpretation and advice:	8.6.1 ICT Services

9. Who should know this procedure?
All lab users (e.g, UFS personnel, service providers and students)

10. Policy/procedure implementation plan	<p>10.1 The ManCo is responsible for the administration and enforcement of this procedure.</p> <p>10.2 ICTS ManCo and the Executive Director: Student Affairs must approve all rules, regulations, and changes before implementation</p>
11. Resources required	<p>The following resources are required to ensure successful implementation of this procedure:</p> <p>11.1 Human resources.</p> <p>11.2 The office of the Executive Director: Student Affairs</p> <p>11.3 Processes and procedures: Detailed guidance on how to execute the procedure.</p> <p>11.4 Technology: Including information security software and hardware to facilitate information security processes.</p> <p>11.5 Financial: Budget to procure the abovementioned resources</p>
12. Answers to FAQs	

EFFECTIVENESS OF THE PROCEDURE	
Performance Indicator(s):	Implementation Plan (Template 2)

Last updated: 17 July 2023 ICTS

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Rules and Regulations for the use of Computer Labs Managed by ICT Services

Rules and Regulations for the use of ICT Services managed labs (Annexure A)

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Rules and Regulations for the use of ICT Services managed labs (Annexure A)

1. DEFINITIONS

For the purposes of these rules, the following words will have the meaning listed unless otherwise stated:

“Bicycle”	refers to and includes devices that are human-powered or electrically or mechanically propelled and are used for the transporting of persons or objects
“Bicycle Part”	refers to any part that enables, or is required for, the use of a Bicycle
“Computer lab(s)”	refers to any computer lab, media lab, or other lab controlled by ICT Services on any of the UFS campuses
“Day”	refers to business or working day(s) excluding Saturday, Sunday, and Public Holidays
“General Rules”	refers to the General Rules for undergraduate qualifications, postgraduate diplomas, honours degrees, master’s degrees, doctoral degrees, higher doctorates, honorary degrees and the convocation of the UFS, as amended from time to time
“ICT”	refers to the Department of Information and Communication Technology Services of the UFS
“ManCo”	refers to the Management Committee of the Department of Information and Communication Technology Services of the UFS
“SLP”	refers to Short Learning Programmes
“Student”	refers to a Student and SLP participants as defined in the General Rules of the UFS, as amended from time to time
“Student Card(s)”	refers to the plastic card with a chip and/or magnetic strip issued to each student upon registration, allowing access to UFS campuses and/or certain restricted areas on the UFS campuses;
“Protection Services”	refers to the main security service of the UFS
“Student discipline and Mediation Unit(SDMU)”	refers to the unit that deals with all disciplinary matters relating to students of the UFS
“UFS”	refers to the University of the Free State, including all buildings, employees, students and agents of the UFS
“User(s)”	refers to any student(s) making use of the computer lab(s)

Rules and Regulations for the use of ICT Services managed labs (Annexure A)

2. APPLICATION

These rules and regulations apply to all staff and students of the UFS, as from the date of approval thereof.

3. COMPUTER LAB RULES AND REGULATIONS

All computer lab equipment is the property of the UFS and is governed by the UFS Official Asset Guidelines and the ICT Services-Managed Computer Lab Use Procedure, as amended from time to time. Due to the large number of users accessing computer labs, the rules and regulations in this document must be complied with to ensure a quality experience for all.

3.1 GENERAL

- 3.1.1 No food or drinks may be consumed in the computer labs.
- 3.1.2 No littering is allowed.
- 3.1.3 Animals, with the exception of support animals, are not allowed in student computer labs.
- 3.1.4 Bicycles or bicycle parts, with the exception of lab vehicles and devices used by disabled persons, are not allowed in the computer labs.
- 3.1.5 Personal laptops and/or desktop computers of users may not be connected to the UFS wired network, unless the wired point is designated for such purpose.
- 3.1.6 The labs are for use by UFS students, staff, and authorised UFS visitors only. The UFS reserves the right to check student cards. A user must, at all times, have in their possession an applicable and valid UFS student identification card. The identification card must be shown upon request by any authorised UFS staff member.
- 3.1.7 Users may not grant access to or allow any other person(s) to use their student cards.
- 3.1.8 Only registered staff/student user accounts are valid.
- 3.1.9 Users are responsible for all costs incurred and actions performed by their usernames and passwords, which must be kept secure.
- 3.1.10 The Lab Manager cannot create user accounts. Staff and students must therefore enable their user accounts well in advance of their lab sessions.

Rules and Regulations for the use of ICT Services managed labs (Annexure A)

3.2 ICT SERVICES EQUIPMENT AND COMPUTER LABS

- 3.2.1 Lab equipment and/or cables that are the property of the UFS may not be moved around in the labs.
- 3.2.2 Lab equipment and/or cables that are the property of the UFS may not be removed from the labs.
- 3.2.3 Tampering with lab facilities and/or equipment is not permitted.
- 3.2.4 Software that is required must be approved and installed by ICT Services.
- 3.2.5 Students must have credits available on their student cards to use the printing facilities.
- 3.2.6 Student cards must be used to pay for printing. No other payment facilities are permitted.

3.3 STAFF/STUDENT CONDUCT IN COMPUTER LABS

- 3.3.1 The unauthorised copying, downloading and/or sharing of any material is prohibited.
- 3.3.2 Users may not copy or install any software or games (licensed or unlicensed) onto lab computers.
- 3.3.3 Users must comply with any reasonable instructions from lab assistants, or any other authorised UFS staff members.
- 3.3.4 Users are not allowed to send broadcast messages.
- 3.3.5 Users are not allowed to send unsolicited or spam email.
- 3.3.6 The use of computer facilities for financial gain, whether directly or indirectly, is prohibited.
- 3.3.7 On-line gaming on a lab computer and/or gaming on a personal computer while making use of the computer labs is not permitted, as the user is taking up space in a facility that is designated for academic work. In instances where gaming supports/enables academic curricula, prior arrangement must be put in place with ICT Services for the loading and running of such software.
- 3.3.8 Users must create backup copies of their own data and ensure that old files are deleted.

Rules and Regulations for the use of ICT Services managed labs (Annexure A)

The UFS is not responsible or liable for loss of data or damage thereto, or for any consequences resulting from the loss of or damage to any data, whether directly or indirectly.

3.3.9 Users must immediately report suspected misuse of their accounts to Protection Services. Any distribution of usernames and passwords will be seen as a contravention of these rules and may result in disciplinary steps being taken by the UFS.

3.3.10 Users are responsible for the safekeeping of their personal possessions while using the computer lab(s). The UFS is not responsible or liable for the loss of any personal possession, damage thereto or destruction thereof, whether directly or indirectly, or for any consequences resulting from the loss of or damage to any personal possession, whether directly or indirectly.

3.3.11 Stolen or lost items must immediately be reported to Protection Services.

3.3.12 Users must log off prior to leaving the lab.

3.3.13 In silent labs, users must keep sound levels to a minimum. Users are not allowed to cause a disturbance or to negatively affect study and research activities in such labs in any way.

3.3.14 Group-forming at workstations is not permitted in silent labs. Only one person is allowed per workstation.

3.3.15 Computer labs exist to facilitate teaching and learning activities, and these activities always enjoy priority over any other activity.

3.4 UNLAWFUL/PROHIBITED CONDUCT

3.4.1 A user may not produce, distribute, reproduce, copy, or use any copyrighted material without the permission of the author or owner thereof. Included in this definition of copyrighted material are teaching materials, computer software, printed materials, and audio or video recordings. The illegal copying, downloading, and/or sharing of any material is prohibited.

Rules and Regulations for the use of ICT Services managed labs (Annexure A)

- 3.4.2 Users may not utilise the computer labs and/or equipment for phishing, hacking, spamming, and/or any other related unlawful/prohibited conduct.
- 3.4.3 Aggressive or confrontational behaviour towards lab assistants, other UFS staff members, or fellow students may result in the removal of the offender(s) from the lab, followed by disciplinary action.
- 3.4.4 Users may not use any facilities managed by ICT Services for illegal purposes, to commit any criminal acts and/or for purposes that are detrimental to the UFS.
- 3.4.5 Users may not act or threaten to act in a manner that interferes with the work or academic activities of any student or staff member in general, and specifically with regard to the person's race, gender, beliefs, or sexual orientation.
- 3.4.6 Users may not abuse or otherwise interfere with any member of the UFS community in a manner that contributes to the creation of an intimidating, hostile, or demeaning environment.

4. IMPLEMENTATION OF RULES AND REGULATIONS

- 4.1 The ICT Services ManCo is responsible for the implementation of these rules and regulations.
- 4.2 Protection Services, with the assistance of the Student Discipline and Mediation Unit, is responsible for the enforcement of these rules and regulations.
- 4.3 The Student Discipline and Mediation Unit, with the assistance of Protection Services, is responsible for the administration of these rules and regulations.

5. CONTRAVENTION OF RULES

- 5.1 Any student who contravenes these rules is liable to:

Rules and Regulations for the use of ICT Services managed labs (Annexure A)

- 5.1.1 A fine, in the prescribed form, as attached hereto and as amended from time to time, and/or
- 5.1.2 Disciplinary action in terms Annexure B to the UFS General Rules of the UFS.
- 5.2 Upon confirmation of a complaint by ICT Services, a staff member of Protection Services may issue a student with a fine as referred to in 5.1.1.
- 5.3 A fine is payable within 30 days of being issued. Should a student fail to pay the fine, it will be added to their tuition account.
- 5.4 Upon confirmation of a serious complaint by ICT Services, a staff member of Protection Services may assist in the removal of the student from the computer lab.

6. APPEAL AGAINST FINE

- 6.1 A student may appeal against a fine issued in terms of paragraph 5 of these rules by making a representation to the Manager: The Student Discipline and Mediation Unit within 10 days of receipt of the fine.
- 6.2 The representation must include the following:
 - 6.2.1 A copy of the original fine issued.
 - 6.2.2 Reasons explaining grounds for appeal against the fine and/or amount.
- 6.3 The Student Discipline and Mediation Unit can:
 - 6.3.1 uphold the fine issued;
 - 6.3.2 revoke the fine issued;
 - 6.3.3 reduce the fine amount if appropriate.
- 6.4 The Student Discipline and Mediation Unit will provide the outcome of the appeal within 10

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days of receiving the representation.

7. DOCUMENT RECORD

Document name	Rules and Regulations for the Use of ICT Services-Managed Computer Labs at the University of the Free State
Coordinating UMC member	Senior Director: ICT Services
Contact person	Student Discipline and Mediation Unit
Status	Approved
Approved by	University Management Committee
Date finally approved	20 February 2023
Date for next review	Annually
Person responsible for review	Student Discipline and Mediation Unit ICT Services Management Committee
Monitoring by	Student Discipline and Mediation Unit; ICT Services Management Committee; Director: Protection Services
Related documents	Procedure on the Use of ICT Services-Managed Computer Labs at the University of the Free State
Effective date	20 February 2023

Rules and Regulations for the use of ICT Services managed labs (Annexure A)

Spot Fines

Determination of Spot Fines in terms of Section 2(6) of Annexure B to the UFS General Rules for Students.

Approved on 19 June 2019 in consultation with the Rectorate of the UFS.

Rule	First Contravention	Second Contravention	Third Contravention*
3.1.1 3.1.2 3.1.3 3.1.4 3.1.6	R50 fine	R100 fine	Disciplinary action in terms of Annexure B to the UFS General Rules
3.1.5 3.2.1 3.3.3 3.3.7 3.3.13 3.3.14	R100 fine	R200 fine	Disciplinary action in terms of Annexure B to the UFS General Rules
3.1.7 3.3.2 3.3.9	R200 fine	R400 fine	Disciplinary action in terms of Annexure B to the UFS General Rules
3.2.2 3.2.3 3.3.1 3.3.4 3.3.5 3.3.6 3.4.1 3.4.2 3.4.3 3.4.4 3.4.5 3.4.6	Disciplinary action in terms of Annexure B to the UFS General Rules.	Disciplinary action in terms of Annexure B to the UFS General Rules.	Disciplinary action in terms of Annexure B to the UFS General Rules

* In cases of fourth or further contraventions by a student, the student will be dealt with in accordance with the stipulation for a third contravention.