

# **OAKWOOD UNIVERSITY**

## **ADMINISTRATIVE POLICY MANUAL**

**2010**



**ADVANCEMENT/DEVELOPMENT  
DIVISION**

## ADVANCEMENT AND DEVELOPMENT TABLE OF CONTENTS

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**Document Title:** CODE OF ETHICS AND CONDUCT: DONOR AND PROSPECT INFORMATION  
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Oakwood University will operate its development initiative in accordance with the ethical standards set forth by the Council for Advancement and Support of Education.

### **BASIC PRINCIPLES RELATED TO DONOR INFORMATION AND PROSPECT RESEARCH**

1. **Right to Privacy.** Every individual shall have the right to the protection of personal information not available through public sources. Personnel connected with the Development program at Oakwood University will not divulge this kind of information.
2. **The Need for Information.** Only information about the capacity or inclination of an individual or institution to make a gift to the University will be researched.
3. **Individual Ethical Responsibility.** All employees connected with the fund raising program at Oakwood University, those inside the University—including Development officers, support personnel, researchers gift solicitors—and outside consultants in their capacities as aids to the University, are responsible for the ethical ramifications of their acts.
4. **Protection of Confidential Material.** Records about individuals and organizations will be kept confidential and will be used only by those staff members who need to use them to further the mission of the University.

### **RECORDS AND PROSPECT RESEARCH**

1. **Non-public Records.** Information derived on donors or prospects from non-public sources will only be used to benefit the University.
2. **Work with Consultants.** Development staff working with outside fund raising consultants must share this policy statement with such consultants, and insist that the principles and guidelines outlined therein govern their activities on behalf of the University.
3. **Use of Information.** Development staff members shall not sell, barter, or give information (other than routine directory information) that is gleaned through their work for Oakwood University to any other institution or person.
4. **Relevance of Information.** Research and other staff affiliated with Oakwood University will record only the kinds of prospect information that is relevant to and institutionally approved fund raising effort.
5. **Honesty.** When obtaining information on donors or prospects, Oakwood University staff shall be honest in identifying themselves and the University in the course of their work.
6. **Confidentiality.** Confidential information that pertains to donors or gift prospects shall be scrupulously protected. This shall be done to uphold the trust established between a donor

(or prospect) and Oakwood University, and to foster the highest professional standards expected in institutional advancement.

7. **Accuracy.** Information gathered on donors and prospects shall be recorded accurately. Such information must be verified by and attributable to its source.
8. **Potential Disciplinary Action.** Inappropriate use of donor or prospect records by the Development staff or other personnel of Oakwood University will be grounds for disciplinary action.

## **DATA COLLECTION**

1. The collection and use of information shall be done lawfully.
2. Information sought and recorded may include all public records.
3. University stationary will be used when requesting public information. Payment for public records will be made through Oakwood University.
4. Individuals who request information in person or by telephone must clearly identify himself/herself. Oakwood University will also be identified as the institution making the request.

## **RECORDING OF DONOR AND PROSPECT INFORMATION**

1. Development personnel, including prospect researchers, shall record and state donor and prospect information in an objective and accurate manner.
2. Donor and prospect information shall be permanently destroyed (e.g. by shredding) when no longer needed.

## **OWNERSHIP AND USE OF DONOR AND PROSPECT INFORMATION**

1. Non-public information gathered on donors and prospects is the property of Oakwood University. This information shall only be made available to those persons who are involved in the performance of fund raising functions (e.g., cultivation, solicitation for funds) on behalf of the University. Such information shall not be shared with any other institution.
2. As a professional courtesy, only public information on donors or prospects can be shared with colleagues at other institutions.
3. Donor and prospect information shall be stored securely to preclude access by unauthorized persons.
4. Should sensitive information on donors or prospects be used outside of the Development office, such information shall be clearly labeled "confidential."
5. Special protection will be given to the gift information of donors who have requested anonymity for such data.
6. Should cases arise that require interpretations of this policy statement and guidelines, final authority for decisions to be made in such cases will rest with the President or Vice President for Development.

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## **GIFTS**

A gift shall include all types of support to the University, such as cash, securities, real estate, testamentary legacies, equipment, supplies, artifacts, vehicles, etc., for the benefit of any of the academic programs or services of the University.

### **Solicitation of Gifts**

The solicitation of gifts, either current or deferred, may be done only by persons authorized by the President of the University.

### **Acceptance of Gifts**

1. The Vice President for Development is to be notified when a gift is offered to any employee of the University.
2. If acceptance of a gift carries a variety of obligations, the Vice President for Development will check with the proper authorities to determine whether the gift should be accepted. Special attention is given to writing the letters of appreciation so that the tax position of the institution is not jeopardized.
3. Gifts are unacceptable if there is an implied obligation for acceptance of application for admission to Oakwood University.
4. Questions of legality and ethics pertaining to the offer of a gift are to be resolved by the Vice President for Development. He/she will work with the appropriate administrative officers and will seek the counsel of legal and tax personnel.

### **Administration of Gifts**

1. The donor's wishes for the use of his/her gift will be meticulously carried out. If the purpose is not a legitimate one, the gift will not be accepted and the reason will be made clear to the prospective donor. If the gift is unrestricted, its use will be determined by the University's officers.
2. The administration of a gift will be in accord with directives established on the Tender of Gift form filed in the Gift Records Office.
3. Departments who receive a gift must send the check immediately to the University Gift Records Office. A receipt and letter of acknowledgment and thanks will be sent to the donor.

4. No person or entity may administer gifts independently. This will invalidate the donor's charitable tax deduction.
5. Gifts are made to Oakwood University rather than to a segment of the University.
6. The restriction for benefiting the designated segment is established on the Tender of Gift form.
7. Gifts made to the University through the Alumni Associations and their subsidiaries will be receipted, acknowledged and recognized by the Alumni Chapter involved. Each Alumni Chapter will be responsible for sending gift information to the University Gift Records Office so that donor information can be available in one central location.

### **Processing of Gifts**

All gifts made to Oakwood University will be processed in the University's Gift Records Office under the Vice President for Development as follows:

### **Acknowledgment and Recognition**

1. A specified scale will be used in acknowledging gifts.
2. Acknowledgment and recognition of gifts will be made at the time the gift is receipted. For donors whose cumulative giving or the University has reached a total of \$50,000 or more, recognition will be made by placing the name of the donor on the Donor Recognition Wall in the University Administration Building in one of the following categories:
  - ***President's Honorary Associates***: Cumulative current and/or irrevocable deferred gifts of \$50,000 or more.
  - ***University Associates***: Cumulative current and/or irrevocable deferred gifts of \$100,000 or more.
  - ***University Founders***: Cumulative current and/or irrevocable deferred gifts of \$500,000 or more.
  - ***University Benefactors***: Cumulative current and/or irrevocable deferred gifts of \$1,000,000 or more.
  - ***University Regents***: Cumulative current and/or irrevocable deferred gifts of \$5,000,000 or more.
3. Acknowledgment and recognition of other gifts to the University will also be recognized by placing the names of donors on the Wall of Honor located in the Blake Center Administration building at one of seven levels:
  - ***Society of friends***: Donors who give \$250 or more during the current fiscal year (July - June)
  - ***The Oak Society***: Donors who contribute a minimum of \$500.

- ***Bell Tower Society***: Donors who contribute a minimum of \$1,000
- ***President's Society***: Donors who contribute a minimum of \$5,000
- ***Benefactors of Merit***: Those who contribute \$25,000 either outright or cumulatively, over a period of ten years or less. This includes donors giving \$25,000 in a deferred gift.
- ***Benefactors of Honor***: Those who provide exceptional support of \$100,000 in outright or cumulative giving, or those who make a deferred gift of \$250,000 or more, payable by bequest, trust agreement, life insurance, gift annuity, or other acceptable method.
- ***Benefactors of Distinction***: A distinction reserved for outstanding generosity of \$500,000 in outright or cumulative giving, or those who make a deferred gift of \$1,000,000 or more, payable by bequest, trust agreement, life insurance, gift annuity, or other acceptable method.

## **ENDOWMENTS**

1. Endowed chairs may be established by those giving \$500,000 or more.
2. Those who give \$1,000,000 may establish a named chair.
3. Those who through their outstanding generosity donate \$2,500,000 or more may name an academic department.
4. Endowed scholarships will be established at \$25,000 or more.
  - These scholarships will begin to accumulate at the \$3,000 amount.
  - The scholarship will only be dispersed after it has accumulated \$25,000. The principal remains intact and the interest will fund the scholarship.

## **WILLS AND TRUSTS**

1. Oakwood University seeks to maintain an “A” rating with the Trust Services department of the General Conference of Seventh-day Adventists. This means that the University will always have in its employment a certified trust service executive.
2. The Trust Acceptance Committee will meet regularly to review the planned giving portfolio pursuant to accepting wills, trusts, and deferred gifts.

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Gifts given to Oakwood University to establish an endowment fund become the property of the University and are not refundable to donor or transferable to any other designated party or entity.

An endowment fund can be established with a minimum \$5,000 gift; however, the fund will not be activated until the corpus reaches \$25, 000. Until such time, all earnings shall become part of the corpus and no earnings shall be distributed. Distributions for the earnings of the corpus shall be per contractual agreement made with the donor at the time the fund was initiated, and an annual report of the activity of the fund will be presented to the donor.

If conditions should change in the future that do not require the income from this fund, the trustees of the University are authorized to use this income for such purposes as nearly as possible that are akin to the original purpose and which will serve to honor the memory or dedication of donor.

**GUIDELINES:**

1. Endowment fund must be established with an initial gift of no less than \$5000.00
2. At least one report annually must be provided to donor relative to growth of fund and distributions/uses. The report will be issued by the Office of Advancement and Development at the end of each calendar year (January-December with report distributed by January 31 of the following year).
3. A contract must be signed by donor, President of the University, and Board Chairman that outlines the permanent transfer of ownership of the gift to the University and the mutually acceptable designation of the earnings from the fund.
4. Additionally, the contract must indicate the dollar amount, when reached, that will qualify the fund to make distributions.
5. In the event that the endowment fails to reach the \$25,000 threshold (within a ten-year period), the corpus will revert into the general fund of Oakwood University.



**Document Title:** ESTABLISHING ENDOWED CHAIRS AND FUNDS  
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## A. DEFINITIONS

### **Endowed Professorial Chair**

An endowed professorial chair, in any department of the University, is a perpetual fund—the income of which is expendable for the support of a specifically related and designated professor for a specified period of time subject to review. Endowment earnings may be utilized for salary, pensions, overhead, research, secretarial expenses, and other purposes related to or connected with the work of the professorship.

### **Endowed Fund**

An endowed fund, in any part of the University or one of its departments, is a perpetual fund—the income of which may provide salaries, fringe benefits, supplies, general operating and equipment for educational, investigation, or clinical projects of a department, center, or program of the University.

### **Endowed Scholarship**

An endowed scholarship for any educational program of the University is a perpetual fund—the income of which may be expendable for tuition, books, supplies, equipment, and living support by the designated recipient.

## B. POLICIES REGARDING USE OF THE EARNINGS

1. A percentage of the money will be used and the remainder retained to protect the principal.
2. Expenditures in any given year will not exceed 70 percent of the previous year's income (dividends and interest) or, in the event that the current year's income falls below what is needed to meet this budgeted payout, then up to 100 percent of the current income may be expended. All earnings in excess of the amount paid out will be added to the principal of the fund.
3. In a situation where a program or department of the University has exceptional needs, up to 90 percent of the previous year's income may be used, following approval by the Vice President of Academic Affairs, the department chair or program director, and foundation management. In the event that current income falls below what is needed to meet this budgeted payout, then 100 percent of the current income may be expended.

4. If this still does not provide sufficient funds to meet the 90 percent payout budgeted, then previous year's undistributed earnings (interest, dividends, and capital gains) may be used. In no case will the corpus of the endowment be expended.

### **Distribution of Earnings**

On an annual basis the amount to be distributed from endowment earnings will be considered during the University budget process. The distribution will be transferred to a designated operation or research account monthly, quarterly, yearly or as requested by the department chair or program/center director in conjunction with the Vice President of Academic Affairs of the University and the foundation manager.

The amount to be transferred will be determined annually based on the twelve months ending December 31 of each year and will be available for the next fiscal year beginning in July.

### **Usage of Earnings**

For endowed chairs and endowed funds, the usage will be determined by the President of the University, in conjunction with the Vice President for Academic Affairs, the department chair, or program/center director.

Endowed scholarship recipients will be selected under guidelines suggested by the donor of the fund and policies established University or school administration.

## **C. ESTABLISHING AN ENDOWMENT**

### **1. Endowed Chair:**

The University will only accept and commit to an endowed chair via cash, a binding pledge, or an irrevocable trust that immediately or within a reasonable length of time will create a corpus that meets the institutional requirements for the funding level of a chair.

The endowed chair will be established by the Board of Trustees upon receipt in cash of 50 percent of the funding level of a chair. Once the endowed chair has been established by the Board of Trustees, it may be listed in official University publications. Until such time as 100 percent of the funding is in hand for the chair, all earnings will be added to the principal of the endowed chair.

The funding level will be set by the President of the University in consultation with the President's Council. It is suggested that the minimum funding level should be an amount equivalent to the salary for the position based upon a 6 percent return on the endowment fund balance. (Annually revised tables are available from the Vice President for Development.)

### **2. Endowed Fund:**

A named endowed fund may be established with an initial funding of \$3,000 and currently must achieve a minimum funding level of \$25,000 within a reasonable length of time. Until

the endowment is fully funded, only one half of the income as calculated according to the preceding section will be distributed annually. (Annually revised tables are available from the Vice President for Development.)

3. Endowed Scholarship:

A named endowed scholarship may be established with an initial funding of \$3,000 and currently must achieve a minimum funding of \$25,000 within a reasonable length of time. Until the scholarship is fully funded, only one half of the income as calculated according to the previous section will be distributed annually unless it is further restricted by the endowment document. (Annually revised tables are available from the Vice President for Development.)

**D. INVESTMENT PRINCIPLES**

The corpus of the endowment shall be held inviolate by the Oakwood University Foundation in perpetuity and invested by the foundation following prudent, sound practices. Only the income from such investment shall be expendable for the purposes stated in Section B.

The investment policies of the foundation with regard to endowments will be established and modified from time to time by consultation between the University administration and the chairs of departments and upon approval of the Board of Trustees.

**Document Title:** FACILITY NAMING POLICY  
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The rich history of Oakwood University testifies to benefactors who have contributed years of distinguished service and who have given significant contributions to help build and develop this institution. Oakwood University is known for its beauty and charm, and the legacy of pioneers and contributors are notably listed on the institution's buildings, donor boards, and other naming venues. Such naming opportunities are integral to the campus development process and exemplary benefactors. Further, naming opportunities provide a way to express appreciation and to set an example for future generations. This practice is based on the biblical principle found in Joshua 4:1-8 dealing with establishing memorials.

This policy outlines the features that facilitate naming guidelines for campus facilities.

#### **A. FACILITY NAMING OPPORTUNITY**

Due to its importance, longevity, and influence, the naming of campus facilities is deliberately methodical and thorough in its research, review, and execution. Naming opportunities at Oakwood University will be given on the basis of Distinguished Service and/or Significant Financial Contribution. The facility naming process should be in accordance with the following guidelines:

##### **1. Distinguished Service**

A person with a record of distinguished service or ministry to Oakwood University and the Seventh-day Adventist Church may be nominated for a facility naming opportunity. In this category a nominee may not have tendered a gift of cash, or other real estate property. However, his/her service should have materially and profoundly contributed to the overall advancement and spiritual progress of Oakwood University. The nominee should be a person who has a noted or upstanding reputation and should be known to be one who has supported the mission and goals of Oakwood University. The person making the nomination should supply the nominee's curricula vitae, letters of reference, and other relevant background information, as appropriate. The request for the facility naming opportunity should be made to the Office of Advancement and Development which will review the request, and in turn, refer it to the Office of the President to be appropriately processed according to the guidelines in Section- B.

##### **2. Significant Contribution**

The national benchmark for a naming opportunity for a facility is typically one-half the cost of the project. At Oakwood University a documented, bonafide contribution or pledge of \$1 million or more may qualify such a person, family, entity, or designee to be nominated

for the naming of an available campus facility. While a duly noted and documented bona fide pledge will obligate or hold the desired naming opportunity, fifty (50) percent of the gift must be received by the institution before the physical installation of the name will be accomplished. The request for the facility naming opportunity should be made to the Office of Advancement and Development, which will review and research the request, and in turn, refer it to the Office of the President to be appropriately processed according to the guidelines in Section B.

## **B. NAMING OPPORTUNITY PROCESS**

Following appropriate research of the nominee for a facility naming opportunity by the Office of Advancement and Development, request for consideration is made to the Oakwood University President with a documented receipt of the contribution of the facility-naming signed commitment pledge. In the case of Distinguished Service Nomination, the appropriate documents should be included as noted in Section A-1.

The following procedures should be followed:

1. The naming request with appropriate documentation is received by the President from the Office of Advancement and Development.
2. The President reviews the nomination, and if supported, presents the request for action to the President's Council and subsequently to the faculty business session and staff business session.
3. If the President's Council and faculty and staff business sessions support the nomination, the President's Council, in turn, will make the recommendation to the Board of Trustees.
4. Prior to final Board of Trustees action, the naming recommendation should be processed through the Board of Trustees Executive Committee, Finance Committee, and the Advancement and Development Committee. If approved, the respective committees will recommend the name to the full Board of Trustees for action.
5. A vote of two-thirds (2/3) of the Board of Trustees will verify acceptance of the naming opportunity.

## **C. NAMING OCCASION**

If approved at the different respective institutional levels, a special service will be arranged by University Administration in honor of the selected individual, family, entity, or designee. At this time the unveiling of the physical placement of the facility naming will take place.

**Document Title:** OAKWOOD UNIVERSITY PRESIDENTIAL HONOR SCHOLARSHIP  
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The purpose of the Presidential Honor Scholarship is 1) to honor former presidents of Oakwood College and Oakwood University in the form of an honor scholarship; 2) to facilitate the establishment of scholarship endowments on behalf of Oakwood students, and 3) to encourage examples of service and commitment among the Oakwood University community. In order to activate the Presidential Honor Scholarship, the family of a deceased Oakwood College or University president may make a request to honor a president of Oakwood College or University in the form of such a scholarship. Upon activation, a \$10,000 scholarship appropriation may be granted by the University in the name of the president's account as institutional budget allows. The following stipulations should apply.

1. The source of the \$10,000 University share be indicated as the Honors Scholarship Fund
2. The \$10,000 may not be used until \$15,000 is raised and/or donated by the family, bringing the total to at least the minimum amount of \$25,000 for an Oakwood University endowment. After \$25,000 is reached, the principal will remain intact; however the interest for the \$25,000 and all other funds raised may be used for scholarships according to the criteria as outlined by the family.
3. If the family takes the initiative and sets up the scholarship, the family will be informed in writing by the President and/or the Office of Advancement and Development.

**Document Title:** STANDARDS OF PROFESSIONAL PRACTICE  
**Category:** Advancement and Development  
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Oakwood University has incorporated the following Association of Fundraising Professionals (AFP) Standards of Professional Practice established by the Office of Development as listed below:

1. Members shall act in accordance with the high standards and visions of the institution, profession, and conscience.
2. Members shall avoid even the appearance of any criminal offense or professional misconduct.
3. Members shall be responsible for advocating within their own organizations, adherence to all applicable laws and regulations.
4. Members shall work for a salary or fee and not on a percentage-based compensation or commission.
5. Members may accept performance-based compensation (e.g. bonuses) provided that such bonuses are in accord with prevailing practices within the members' own organizations and are not based on percentage of philanthropic funds raised.
6. Members shall neither seek nor accept finder's fees and shall, to the best of their ability, discourage their organizations from paying such fees.
7. Members shall effectively disclose all conflicts of interest; such disclosure does not preclude or imply ethical impropriety.
8. Members shall accurately state their professional experience, qualifications, and expertise.
9. Members shall adhere to the principle that all donor and prospect information created by, or on behalf of, an institution is the property of that institution and shall not be transferred or utilized except on behalf of that institution.
10. Members shall, on a scheduled basis, give donors the opportunity to have their names removed from lists which are sold to, rented to, or exchanged with other institutions.
11. Members shall not disclose privileged information to unauthorized parties.
12. Members shall keep constituent information confidential.
13. Members shall take care to ensure that all solicitation materials are accurate and correctly reflect the organization's mission and use of solicited funds.

14. Members shall, to the best of their ability, ensure that contributions are used in accordance with donors' intentions.
15. Members shall ensure, to the best of their ability, proper stewardship of charitable contributions, including timely reporting on the use and management of funds and explicit consent by the donor before altering the conditions of a gift.
16. Members shall ensure, to the best of their ability, that donors receive informed and ethical advice about the value and tax implications of potential gifts.
17. Members' actions shall reflect concern for the interests and well-being of individuals affected by those actions. Members shall not exploit any relationship with a donor, prospect, volunteer, or employee to the benefit of the member or the members' organization.
18. In stating fundraising results, members shall use accurate and consistent accounting methods that conform to the appropriate guidelines adopted by the American Institute of Certified Public Accountants (AICPA) for the type of institution involved. In countries outside of the United States, comparable authority shall be utilized.
19. All of the above notwithstanding, members shall comply with all applicable local, state, and federal civil and criminal laws.



**Document Title:** UNCF/OU – NATIONAL AND LOCAL  
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## **UNCF/OU**

The College Fund/UNCF (United Negro College Fund) is related to Oakwood University as a local community committee for the purposes of raising a specified goal each year in an effort to qualify for funding from the national office of the College Fund/UNCF.

## **LOCAL**

The Office of Development, to raise funds, forms a local community committee each year. The committee uses various methods to raise funds including but not limited to:

1. An annual banquet
2. Golf tournaments
3. Student based fund raising (Pre-Alumni)

These funds are then routed to the regional office of the UNCF to fulfill the commitment of the local committee. The regional office sends the funds to the national office as part of their goal resulting in a major allocation of funds to the University for operations.

## **THE UNCF COMMITTEE**

The College Fund/UNCF local committee is comprised of local volunteers from the University, city and surrounding areas. The committee has bylaws set up by the national office of the College Fund/UNCF.

**Document Title:** ALUMNI ASSOCIATION  
**Category:** Alumni Relations  
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The Alumni Association is an independent non-profit organization loosely affiliated with the University. Its role and purpose are defined by the association and as a result the University has very little input into their activities and structure.

The University provides a venue and programming for annual Alumni Weekend activities that are co-sponsored by the Alumni Association and the University.

The Director for Alumni Relations coordinates all activities between the association and the University. These activities include the setting up of new chapters, revitalizing chapters and offering planned giving seminars for the current alumni.

**Document Title:** OVERVIEW OF COMPUTER USER  
**Category:** Information Technology  
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This document details the acceptable use and ethics policies covering the proper utilization of the computers, networks, and related services at Oakwood University. These policies have been developed to ensure a quality computing environment at Oakwood University that furthers the academic, research, and service mission of the University. This environment requires equitable resource distribution, computer and network availability, personal privacy, and data integrity. Achieving these goals requires that everyone in the University community cooperate and adhere to these policies.

Computing resources are valuable, and their abuse can have a far-reaching negative impact. Computer abuse affects everyone who uses computing facilities. The same moral and ethical behavior that applies in the non-computing environment applies in the computing environment.

In providing computing resources to its users (faculty, staff and students), Oakwood University has outlined the following policies regarding usage. In addition to these policies, many departments and computer labs have their own policies regarding access, eligibility for using computing resources, and other matters.

Computer users are expected to familiarize themselves with all policies regarding computer usage.

**Document Title:** COPYRIGHT AND COMPLIANCE  
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## **COPYRIGHT AND COMPLIANCE POLICIES**

These policies apply to all Oakwood University faculty, staff, and student users of commercial software and documentation which is available through Oakwood University. This includes all computer software, regardless of how the software licenses are acquired (lease, purchase, etc.).

1. The software in use by Oakwood University contains proprietary and confidential information. Proprietary information includes, but is not limited to trade secrets, programs, technical know-how, formulas, specifications, methods and procedures of operation and licensed documentation.
2. Users shall not copy, modify, trade, unlock, reverse, compile, redistribute, or remove any software, in whole or in part, available at Oakwood University which has a copyright protection clause associated with the licensed software, except to the extent permitted by the terms of the license agreement.
3. According to the United States Copyright Law, illegal reproduction of software can be subject to civil damages of \$100,000 and criminal penalties, including fines and imprisonment. Unauthorized copying is by law theft. Therefore, Oakwood University does not condone the unauthorized copying of software, including programs, applications, and databases.
4. Computer software available at Oakwood University may not be used, copied, or adapted in any way for the purpose of personal gain or for use in any illegal activities. The willful damage, alteration, redistribution, or removal of any software licensed by Oakwood University shall be treated as an act of theft.
5. Failure to observe the above copyright policies and/or license agreements may result in loss of computer privileges and/or possible legal action by the software owner.

**Document Title:** INDIVIDUAL RIGHTS  
**Category:** Information Technology  
**Number:**  
**Effective Date:** April 5, 1999  
**Authority:** Assistant V.P. for Information Technology  
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## **INDIVIDUAL RIGHTS**

Freedom of expression is a constitutional right afforded to all members of the community, and existing University policies apply equally to computerized expression, subject to the policy "Authorized User" in this section of the Administrative Policy Manual. While Oakwood University has taken steps to halt potentially offensive material or material which is considered unacceptable by University standards, computer and network users should realize that there are services available on the Internet which may be considered offensive to some. With this in mind, users take responsibility for their own navigation of the network.

## **SAFETY AND FREEDOM FROM HARASSMENT**

While Oakwood University cannot control harassment or unsolicited contact on the network, those who believe they have been harassed should follow standard University procedures and bring such violations to the attention of the University departmental heads or vice presidents.

**Document Title:** INDIVIDUAL RESPONSIBILITIES  
**Category:** Information Technology  
**Number:**  
**Effective Date:** April 5, 1999  
**Authority:** Assistant V.P. for Information Technology  
**Document Status:** [12/2009] [ ] [ ] [ ] Revision Dates [ ] Replacement [ ] Addition

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Users of Oakwood University computer equipment are expected to understand these policies and abide by them. These policies are widely distributed and easily accessible, so lack of knowledge is not an excuse for failure to observe. Questions regarding these policies can be directed to the info@oakwood.edu link on the University's Web site. Disregard for these policies may result in disciplinary actions as set forth in the policy "Sanctions" in this section of the *Policy Manual*.

#### ***Morals and Ethics***

Users are expected to respect the right to privacy of other individuals on the network. Users should not go browsing around in someone's files even if security permissions permit. This is analogous to condoning someone rifling around in another's house simply because the person forgot to lock the door. It is expected that explicit permission from the owner of the files is obtained before they are accessed. Users are expected to respect the right of freedom of expression of other individuals on the network.

#### ***Expected Behaviors***

This section details some guidelines relating to computer-based activities. Oakwood University computer users are expected to read sign-on messages and system news for specific information such as system changes, policies, and scheduled downtime. Additionally, valuable information is available in the Oakwood University's Website. System and network administrators may find it necessary to contact users regarding policy issues. If repeated attempts to contact an individual are unsuccessful, the system or network administrator may be forced to temporarily deactivate the account simply to compel the owner to make return contact.

#### ***Unauthorized Monitoring***

Users are not permitted to use computers and networks to monitor or attempt to monitor electronic transmissions.

#### ***Disruption of Service***

Deliberate attempts to disrupt the operation or degrade the performance of computers or networks are prohibited.

#### ***Distribution of Resources***

Users should not circumvent or attempt to circumvent any policies or procedures that have been established to ensure equitable resource distribution in the University's shared computing environment. For example, users must not deliberately circumvent the modem inactivity timer.

#### ***Mass Electronic Mailings***

Mass electronic mailings are not permitted from the campus. All campus-wide announcements must be sent to the Public Relations Dept. or the Technology Department for approval, after which the announcement(s) will be sent out. Due to high demands on the e-mail resources, use of the University's e-mail system for mass mailing is discouraged.

***Game Playing***

The policy regarding game playing on Oakwood University computers and networks is established by the department responsible for the computers and networks in question. However, no department should permit game playing to interfere with normal University business.

***Business use***

There is to be no use of Oakwood University computers or networks for non-Oakwood University business purposes or non-Oakwood University related employment.

***Individual Rights***

Most of the labs, computer workstations, and software are available for use on a first-come, first-served basis unless reserved for a class or workshop.

***Computer hardware and software***

Users should not tamper with, alter the settings, move, or reconfigure the hardware (computers, printers, terminals, etc.) or software of any equipment, whether connected to the network or stand-alone. Users should not attempt to perform any procedure that may crash the system(s).

**Document Title:** SANCTIONS  
**Category:** Information Technology  
**Number:**  
**Effective Date:** April 5, 1999  
**Authority:** Assistant V.P. for Information Technology  
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Violators of this policy may be subject to one or more of the following sanctions which can be imposed by the department responsible for the computers and networks on which the violation occurred:

- Admonition
- Temporary or permanent suspension of computer privileges
- Temporary or permanent suspension of lab privileges

Additional sanctions, such as University suspension and employee action, may also apply as outlined in the *Student Handbook and the Staff Handbook*.

#### ***Legal Restraints***

Users of Oakwood University computing facilities are expected to abide by state and federal laws that apply to the usage of computers. These laws exist to "establish certain acts involving computer fraud or abuse as crimes punishable by defined fines or imprisonment or both".

#### ***Appeals***

Appeals to sanctions should be handled through the existing University grievance and appeals policy for both employees and students.



**Document Title:** LOCAL AREA NETWORK & WIRELESS ACCESS  
**Category:** Information Technology  
**Number:**  
**Effective Date:** November 19, 2009  
**Authority:** Assistant V.P. for Information Technology  
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## **APPROPRIATE COMPUTER ACCOUNT USAGE**

### **Accounts General**

Accounts are provided for academic research and instruction, electronic mail, Internet access, and for activities related to the mission of Oakwood University. Each account represents an allocation of a scarce computing resource and as such is monitored by Oakwood University administrators for appropriate use. Each account is assigned for the sole use of a single user. Sharing of accounts is prohibited. The user for whom the account was created is responsible for the security of the account and all actions associated with the use of the account. Accounts may be revoked if the account is found to have been used for activities that violate any portion of this policy, the owner of the account has been found violating any portion of this policy, or the owner of the account is no longer enrolled or employed by Oakwood University. Activation of an account on an Oakwood University Host computer constitutes an agreement stating that the user understands and will abide by all policies regarding the use of the Oakwood University network.

### **Inactive Accounts**

Active accounts are changed to the inactive state prior to deletion. The inactive state is an intermediate step between an active account and a deleted account. In the inactive state, all host access is denied and electronic mail addressed to the account is returned to the sender. Some files may be archived and deleted. An account may be reactivated from the inactive state up until the time that it is actually deleted. When an account is deleted, the username is considered unused and all files in the user's home directory are deleted. Electronic mail sent to the user is rejected.

### **Restricted Accounts**

On occasion an account may be temporarily restricted. There are many reasons why this may occur ranging from misuse of network resources, to important information that needs to be given to the user before they attempt to login again. Upon attempting to log in, the user sees a short message to the effect of "Please see the System Administrator" and the user is immediately logged out. In most cases, once a meeting with the System Administrator is completed, the account is reinstated.

### **Sharing Accounts**

Any abusive activities initiated from an account are traced back to the account owner and the account owner is held accountable. The behavior of someone with whom you have shared your account becomes your responsibility. If the abuse is such that network privileges are terminated, it is the account owner (you) who suffers. Therefore, it is the policy of Oakwood University that User Names are not to be shared. Each Oakwood University User Name has only one Oakwood University authorized user. If users

wish to share information or otherwise collaborate in a group, then the users shall use appropriate file permissions combined with appropriate group membership to share data.

### **SELECTING A PASSWORD**

Perhaps the most vulnerable part of any computer system is the account password. Any computer system, no matter how secure it is from network or dial-up attack, Trojan horse programs, and so on, can be fully exploited by intruders who can gain access via a poorly chosen password. It is important to select a password that is not easily guessed and to not share the password with ANYONE.

### **ABUSE OF COMPUTING RESOURCES**

#### **Theft and Vandalism**

Oakwood University computing resources are shared by all network users on a fair and equitable basis. It is the responsibility of Oakwood University not only to provide these computing resources but also to insure that the rights of users are not infringed upon by the abuse of another. Therefore, Oakwood University utilizes every means available to detect, restrict and/or prosecute individuals responsible for the abuse of computing resources. This section serves to provide specific examples of the types of abuse not tolerated. This list is by no means complete and is subject to change without notice as new ways of abusing resources are discovered. Penalties for abuse of network resources include but are not limited to temporary restriction of network privileges, permanent restriction of network privileges, and criminal prosecution.

The appropriate Oakwood University authorities handle theft and vandalism of Oakwood University Computing resources. Oakwood University pursues and supports criminal prosecution of individuals suspected of theft and/or vandalism.

#### **Worms and Viruses**

Anyone attempting to write ftp or knowingly proliferate worms or viruses of any size, shape, or form will be remanded for criminal prosecution (and will lose their computing privileges).

#### **Use of .rhosts Files**

Through the use of .rhosts files users can allow others access to their account without the knowledge of a password. This is not only a breach of security but violates the policy on account sharing as well. Use of .rhosts files is prohibited. When found, they will be deleted. Repeat offenders will lose their computing privileges.

#### **Transferring Files**

Using ftp to transfer files to or from remote sites, which violate the policies of the remote site, is prohibited. In particular, transferring files which are large, contain material offensive to either site, contain information to be used for the financial gain of any party, or contain monetary or sexual solicitations is prohibited. Restrictions pertaining to the duplication of copyrighted materials also apply.

#### **Games Network Games Policy**

A computer network like Oakwood University's is a powerful tool, for both recreational and non-recreational applications. For the purposes of this document, all recreational uses of the network,

including but not limited to network strategy games, action games, and chat programs, are described as "games".

In general, most games are permitted on the Oakwood University network. Games played on the network must comply with the same rules as all other network applications and must pose no risk of interference with other network operations. They must also comply with all other Oakwood University policies, including ethics policies.

Non-game network traffic has priority at all times. Games that interfere with non-game traffic, even if run within network bandwidth limitations, are prohibited from the Oakwood University network.

Some games are banned from the Oakwood University network because they have already been found to interfere with network operations.

In the event of a conflict between this policy and the policies of individual offices, labs, and computing facilities on campus, the most restrictive takes precedence. For example, if a lab says, "no games", no games are allowed in that lab.

**Document Title:** SOCIAL NETWORK ON THE INTERNET  
**Category:** Information Technology  
**Number:**  
**Effective Date:** December 1, 2009  
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## GENERAL

Social networking Web sites or on-line communities, such as My Space, Facebook, and Flickr are being used increasingly by students to communicate with each other, and by universities to post events and profiles to reach students.

As part of the Oakwood University commitment to building a community in which all persons can work together in an atmosphere free of all forms of harassment, exploitation, or intimidation, when using University electronic resources to access on-line social networks, University community members (faculty, staff, students and others) are expected to act with honesty, integrity, and respect for the rights, privileges, privacy, sensibilities, and property of others. By doing so, individuals will be abiding by applicable laws, including copyright law, University policy, and the University's Statement of Ethical Values.

## POSTING

### University Business Use

Only University employees authorized by their departments may use social networking Web sites to conduct University business. If authorized and in keeping with University policy, an employee may post on a social network profile: the University's name, a University email address or University telephone number for contact purposes, or post official department information, resources, calendars, and events. For example a faculty or staff is charged with student outreach and education within their job description. The department may authorize these employees to use an on-line social network site to communicate with students and post University resources.

### Personal Use

Consistent with the Oakwood University policy on Electronic Communications, personal use of University electronic resources to access social networking sites is to be limited to incidental use. Incidental use must not interfere with an individual's performance of his/her assigned job responsibilities or someone else's job performance or compromise the functionality of the department or campus network.

Individuals or groups within the University community are not permitted to present personal opinions in ways that imply endorsement by the University. If posted material may reasonably be construed as implying the support, endorsement, or opposition of the University with regard to any personal statements, including opinions or views on any issue, the material shall be accompanied by a disclaimer: an explicit statement that the individual is speaking for himself or herself and not as a representative of the University or any of its offices or units. An example of a disclaimer is as follows:

- *The contents, including all opinions and views expressed, in my profile [or on my page] are entirely personal and do not necessarily represent the opinions or views of anyone else, including other employees in my department or at the Oakwood University. My department and the Oakwood University have not approved and are not responsible for the material contained in this profile [or on this page].*

The University's name, University telephone numbers, University email addresses, and University images are not to be posted on social network profiles for academic and staff employees for personal purposes. However, a faculty or staff employee, or student government officer, or registered campus organization may use their University title for identification purposes. If the use of the title might imply endorsement, support or opposition of the University with regard to any personal statements, including opinions or views on any issue, an explicit disclaimer must appear proximate to the material. See disclaimer above.

### **Malevolent**

The malicious use of online social networks, including derogatory language; demeaning statements about or threats to any third party; incriminating photos or statements depicting hazing, sexual harassment, vandalism, stalking, underage drinking, illegal drug use, or any other inappropriate behavior, will be subject to disciplinary actions.

### **RISKS – SPAM, SPYWARE, AND VIRUSES**

Many social networking sites collect profile information for advertising (SPAM) targeted at individuals with particular affiliations and interests. Use of the sites may increase SPAM to your email account. In addition, from the social networking sites or links on social networking sites, your machine or network may be exposed to spyware and viruses that may damage your operating system, capture data, or otherwise compromise your privacy, your computer and the campus network, as well as affect others with whom you communicate.

### **MONITORING**

Oakwood University doesn't routinely monitor social networking sites, however, as with other electronic resources, University systems administrators may perform activities necessary to ensure the integrity, functionality and security of the University's electronic resources. (UC Electronic Communications Policy, Section IV) However, other employers, organizations, and individuals do monitor and share information they find on social networking Web sites. Posted information is public information.

### **INVESTIGATIONS**

In response to concerns or complaints or information provided by individuals, University administrators may look up profiles on social networking sites and may use the information in informal or formal proceedings. In addition, the University has no control over how other employers, organizations, or individuals may use information they find on social networking Web sites.

**Document Title:** AUTHORIZED USE OF ADMINISTRATIVE SYSTEMS  
**Category:** Information Technology  
**Number:**  
**Effective Date:** April 05, 1999  
**Authority:** Assistant V.P. for Information Technology  
**Document Status:** [12/2009] Revision Dates [ ] Replacement [ ] Addition

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## **AUTHORIZED USERS**

Individuals who have been granted and hold an active and authorized administrative account on an Oakwood University computer or network and abide by this policy are considered authorized users.

## **AUTHORIZED USE**

Authorized use is predicated on access by an authorized user. Authorized use is that which is consistent with the academic, research, and service goals of this institution and falls within the guidelines of this policy and the policy of the Board of Trustees, which states that property owned by the institution shall be used only for institutional purposes. The following are guidelines regarding authorized use.

1. Computer accounts are for the sole use of the person to whom they are issued. The owner assumes all responsibility for the usage of the account. Sharing of accounts is prohibited.
2. It is recommended that student workers who use the computers use an account with a generic username (e. g., ADMSTUDENT for admissions student; REGSTUDENT for records student; FINSTU for financial aid student; FISSTUDENT for fiscal student, etc.).
3. Students should work only in the assigned account as stated above and not in the accounts of their supervisor or any other user.
4. Users should not attempt to access the administrative system outside of the office in which they work and should not access the system at all upon termination, resignation, or transfer to another department.
5. It is the responsibility of the user's supervisor to notify the director of the Administrative Systems when an employee resigns or is transferred or terminated so that appropriate precautions can be taken for protection of the department's data. The account of the user will be immediately disabled to protect against tampering and/or sabotage.
6. Users should not access or attempt to access another department's data on the administrative system when they are no longer employed by that department without proper prior authorization from the department.
7. No institutionally owned computing resource should be used for commercial purposes or personal gain.
8. Microsoft Office Suite have been identified as the preferred software packages for support by the Administrative Systems

**Document Title:** PASSWORD  
**Category:** Information Technology  
**Number:**  
**Effective Date:** April 5, 1999  
**Authority:** Assistant V.P. for Information Technology  
**Document Status:** [12/2009] [ ] [ ] [ ] Revision Dates [ ] Replacement [ ] Addition

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## PRIVACY

The computing professionals at Oakwood University are committed to preserving the privacy of each authorized user of the computer systems and exercise every effort to ensure that computers and electronic devices are not used to circumvent this. However, it is impossible to guarantee such privacy, and there are several specific issues that users must be aware of. Electronic mail messages are not secure and therefore should not be assumed to be private. Also, despite best efforts to prevent it, a determined person could gain unauthorized access to stored data and thus violate users' privacy. Finally, in the process of performing normal systems/network management and auditing functions, it may be necessary to view user's files or confidential information. However, system, network, and application administrators are bound by both professional ethics as well as job requirements to respect the privacy of those involved and not disclosure of information obtained in this manner.

## GUIDELINES FOR PASSWORD SELECTION AND USAGE

Users should

1. Choose passwords that contain at least eight characters, with a minimum of 4 complex characters (e.g. Uu#&). Adequate length makes passwords more secure. Users should include both letters and numbers for an even more secure password.
2. Not share passwords with anyone, and not log on while someone can observe the password being entered. Users should not write or display a password where it can be seen.
3. Contact the Computer Center if they forget their password or suspect that a breach of security has occurred.

For administrative users:

1. The system will notify users of the number of tailed log-in attempts after they log on to the system. If this number seems excessive, users should report it to the Computer Center. The system allows for three unsuccessful log-in attempts within a specified amount of time. After that the username under suspicion will not be allowed to log in until a specified amount of time set by the system has expired.
2. The system will prompt administrative users to change their password every semester. The system will guide the user through the process. The system will not accept previously used passwords.
4. All **MyOakwood** users must use an oakwood.edu email to receive their forgotten password.
5. All Administrative Systems support must be entered into the Track-It system.

**Document Title:** WEBSITE  
**Category:** Information Technology  
**Number:**  
**Effective Date:** May 1, 2000  
**Authority:** Assistant V.P. for Information Technology  
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## WEBSITE POLICIES AND PROCEDURES

### Purpose

The Oakwood University's website serves three major purposes. The first is to attract prospective students to Oakwood University. The second is to give students at Oakwood access to information about courses, financial aid, schedules, the registrar, and other areas to assist students with important questions they might have during their University career at Oakwood. The third purpose is to provide information to faculty, staff, students, parents, benefactors, alumni, and friends to keep them up to date on events and information happening at the University.

### Scope

The scope of this policy covers the website that can be found at <http://www.oakwood.edu>. This would include all sub-domains including: my.oakwood.edu, d2l.oakwood.edu, etc.

### Policies

1. The information on the website will not violate any individual's rights to privacy. The University will not place any private information about faculty, staff or students on the website.
2. Personal E-mail addresses, phone numbers, personal data, addresses, and the like should not be placed on the web site unless an individual submits a written request to have this information published and signs a waiver.
3. The Webmaster will hold waivers and request forms until the information is permanently removed from the website. At any time the individual may submit a written request to the Webmaster to have his/her information removed from the web site. All federal, state, and local laws regarding privacy will be followed.
4. The use of images, recorded sounds, recorded video, copyrighted materials, trade secrets and trade markets is subject to legal restriction.
5. No one may use photographs, video clips, sound clips, or material which may be subject to copyright, trademark or trade secret restrictions without written permission of all parties involved.
6. No faculty, staff, or students of the University may use the University seal, pictures, or any other copyright materials without permission of the University. Anyone violating copyrighting laws may be punished in accordance with federal, state, and local laws.
7. Any website that violates the University's web site policies will be removed from the server immediately.



8. Any person violating federal, state, or local laws will be held responsible for their actions.
9. Anyone violating the University's rules of conduct or ethics, located in the University Handbook, is subject to disciplinary action in accordance with University policy.

### **Procedures**

1. The official method of submitting written request for all web functionality must be submitted through Track-It. (Oakwood's Ticket/solution management system)
2. To get a site on the server, a faculty, staff, and/or student must complete and sign a request form and submit it to the Webmaster.
3. Users must also submit a sample web site that demonstrates the faculty, staff, or student's competence in using HTML and in web design. This may be submitting on a CD, DVD, and USB drive or by indicating a website containing the faculty, staff, or student's work.
4. If the faculty, staff or student does not know how to create their own site, a meeting will be scheduled with a web consultant from the Oakwood University web team who will provide assistance in the design the site.
5. To request a site on the Oakwood University's web server, the faculty, staff, or student must agree to the following policies and procedures:
  - The faculty, staff, student's web site must be created with one of the templates maintained by the Webmaster.
  - Templates will have embedded office links and graphics to maintain institutional consistency.
  - The respective faculty, staff, or student must insure that pages are updated and current.
  - The faculty, staff or students website must be University related.
  - Web sites may not contain personal material or links to personal sites on the web.
  - The web sites may not be used for personal or financial gain.
  - No CGI, Perl or plug-in will be permitted.
  - Images used on the web site are to be jpegs (use only at low compression), Gifs (used only at 72 dpi and saved at 8 bit), or PNGs (used at 8 bit or 24 bit).
  - The faculty, staff, or student must make sure that all pages work with Internet Explorer.

**Document Title:** ELECTRONIC MAIL  
**Category:** Information Technology  
**Number:**  
**Effective Date:** April 5, 1999  
**Authority:** Assistant V.P. for Information Technology  
**Document Status:** [12/2009][ ][ ] Revision Dates [ ] Replacement [ ] Addition

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## **ELECTRONIC MAIL POLICIES**

1. E-mail accounts are for the sole use of the person to whom they are issued. The owner assumes all responsibility for the usage of the account. Sharing of accounts is prohibited.
2. E-mail username and password should never be given out to anyone, not even to the email administrator.
3. Users should not fill-out forms requesting for confidential information such as username, password, social security number, etc. via the e-mail.
4. It is important that users follow the procedures outlined for selection of passwords because e-mail accounts have the potential of being accessed from anywhere in the world.
5. E-mail accounts are provided as a benefit to faculty, staff and students of Oakwood University. Therefore, accounts are canceled upon termination or resignation.
6. Users should read and delete unwanted e-mail messages on a regular basis.
7. Users should not send viruses and threatening, abusive or objectionable e-mail messages from Oakwood University's e-mail system. Neither should users generate or send SPAM mail using the system.
8. Users should remember that e-mail is being transmitted over a medium that may not be private. Therefore, users should not send or keep any e-mail message that may be potentially embarrassing.
9. Users should keep the number of e-mail messages at a minimum, since disk quotas are strictly enforced.
10. Users should not read, alter, copy, attempt to intercept, or destroy e-mail messages which belong to another user. E-mail received in error should be returned to the sender as soon as the error is discovered.

**Document Title:** TECHNICAL SERVICE AND SUPPORT  
**Category:** Information Technology  
**Number:**  
**Effective Date:** May 1, 2000  
**Authority:** Assistant V.P. for Information Technology  
**Document Status:** [12/2009] [ ] [ ] [ ] Revision Dates [ ] Replacement [ ] Addition

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## **SERVICE REQUEST**

The Administrative Systems Dept., Technology Dept., and Tele-Communications Dept. provide technical service and support for faculty & staff of Oakwood University in the areas of hardware, software, and networking. All service requests must be made using "Track-It".

### **Numara® Track-It!®**

Track-It is designed to help the Information Technology Division build better processes, manage organizational knowledge and quickly solve problems in order to keep issues from falling through the cracks and efficiently manage help desk requests, as well as, other processes that require request management:

- Departments are assigned Track-It user(s) accounts to enter the work order request via Self Service, an end-user web portal on Oakwood University's website or the Track-It users can call Help Desk to enter the work order.
- Automatic alerts and notifications are sent to keep both users and technicians continually informed.

### **Track-It offers on-line service submission in these areas:**

- Jenzabar CARS support
- Telephone support
- OU Website/Media support
- Multi-Media Support
- Computer repair requests
- Software installations
- E-mail account support
- Campus-wide Internet/Network support
- Campus-wide CATV support
- Electronic Time Clock support
- Other computer related issues
- Check the status of work orders

## **SERVICE RESERVATIONS**

1. All computer equipment must be approved by Information Technology prior to purchasing.
2. The Technology Department reserves the right not to service any equipment purchased without Information Technology recommendations.
3. The individual departments are responsible for all out-of-warranty repair cost including parts and labor.

**Document Title:** COMPUTER PURCHASE AND REPLACEMENT  
**Category:** Information Technology  
**Number:**  
**Effective Date:** April 5, 1999  
**Authority:** Assistant V.P. for Information Technology  
**Document Status:** [07/2007][ ] [ ] [ ] Revision Dates [ ] Replacement [ ] Addition

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One of the institution's goals is to "develop a plan for replacing faculty, staff and administrator computers on a regular cycle". This will ensure all technology on campus is kept up-to-date, and the funding for this plan is clearly established across multiple years. Previously, only computers in academic labs and a small portion of exception areas were updated on a regular cycle. Faculty and staff computers on campus were not under any formal replacement plan. The result was a wide variance in the capabilities of computers across the campus and a time consuming cascading process for the Information Technology staff.

To address these issues, all computers across the campus will be placed on a regularly scheduled replacement cycle based upon our current information technology standards. There are separate responsibilities and processes to maintain and replace technology equipment campus-wide.

#### **GOALS**

1. Centralize resource and financial planning and forecast the funding requirements to implement a four year replacement cycle for computers.
2. Assure that appropriate computing resources are available in department/division facilities, classrooms, and offices to support the mission of the University.
3. Implement high quality standards for computing equipment on campus and promote uniformity of technology.
4. Assure that each faculty and staff member who uses computing resources in his or her position has a computer of sufficient capability to fulfill their job related duties.
5. Support the use of technology by faculty, administration, and staff in using computers to promote student success.
6. Provide for the cost effective and timely purchasing and installation of new equipment while decreasing the deployment time.
7. Maintain the latest operating system from Microsoft.
8. Replace all CRTs with LCD monitors to maximize electricity and air conditioning benefits/savings, understanding that there will be a few exceptions based upon needs

#### **ALLOCATION RESPONSIBILITIES**

- The Academic Affairs Division is responsible for all academic department technology equipment hardware and software purchases including replacements.
- Information Technology Division is responsible for all non-academic division technology equipment hardware and software purchases including replacements.

## **REPLACEMENT PROCESSES**

- Employee Computer Replacement Process
- Classrooms/labs Computer Replacement Process
- Server Replacement Process

### *EMPLOYEE COMPUTER REPLACEMENT PROCESS*

The Employee Replacement Process covers all faculty, staff, and administrative computers, and notebooks. It includes workstations for faculty, staff and administrators as well as general use computers shared in an area or used by substitute or part-time workers. Areas which are funded on a specific grant may not be covered under this replacement plan.

The plan is executed as follows:

- Identify, prioritize, and define four distinct geographic areas
- Create a worksheet identifying 1/4 of the computers to be replaced within each cycle
- Remove and store the existing computers and monitors from the identified areas
- Replace all computers with a new PC computer and a minimum 17" LCD monitor
- Cascade the old equipment into the geographic area starting with the areas that are last on the priority list.

This process calls for the replacement of all employee computers every four years. To accomplish this goal, the campus has been divided geographically into four equal parts, based on the number of employee computers in each area. Each year, new computers will be provided to all employee users in each of these designated areas. PCs for new positions will also be funded by this plan. During the first cycles of this plan, if the new position will be located in an area that has yet to be fully replaced, then a recycled computer will be made available. The schedule begins with the fiscal year and details subsequent years including estimated costs.

### **CLASSROOM/LAB COMPUTER REPLACEMENT PROCESS**

The Classroom/Lab Computer Replacement Process covers student and instructor workstations in computer labs, technology enhanced classrooms, traditional classrooms, laboratories, and the library. The process covers monitors, workstations, notebooks, and Macintosh computers. Areas which are funded on a specific grant may not be covered under this replacement plan.

The process calls for the replacement of PCs and Macintoshes every four years. To accomplish this goal, the University has created a lab replacement schedule for the academic computer labs. The schedule begins with the fiscal year and details subsequent years including estimated costs.

### *SERVER REPLACEMENT PROCESS*

This process calls for the replacement of all Information Technology servers every four years. To accomplish this goal, new servers will be purchased. The schedule begins with the fiscal year and details subsequent years including estimated costs.

### *REQUEST FOR EXCEPTIONS TO THE COMPUTER REPLACEMENT PROCESS*

In some situations users may be required to run special software or perform unique tasks as part of their assigned job duties, and may need a computer with more memory, a faster processor, a larger monitor, or a larger hard disk than the one they are using or will be assigned. Users in this situation may request that their workstation be evaluated to determine an appropriate upgrade path. Information Technology may recommend additional memory, a larger hard drive, or possibly a newer workstation. The user's division/department may be required to fund these upgrades if there are not adequate funds within the replacement budget.

### *INSTALLATION PROCESS*

Prior to the start of the installations, a communication will be sent to the departments to announce the timeframe for replacements. Through Track-It work order system, appropriate department must validate and provide information Technology with room locations for each computer installation. Information Technology staff will set up specific installation dates with each area as they are ready to be installed into the labs/classrooms. The department lab manager should enter with details about the software that is required to be installed into the labs.

- For classrooms/labs, installations will be scheduled to ensure minimal impact on instruction and that the technology is implemented as quickly as is feasible.
- Information Technology staff will need approximately 2 hour per workstation for standard setup.
- The recommended software will be installed on all new workstations. Non-standard software will not be replaced without proof of a license and the original installation media. Please be aware that older software may not be certified to run within our current standard, which usually occurs after significant operating system upgrades. You may need to purchase new non-standard applications that have been designed and tested to meet the current trends.
- Users with 15 inch or smaller monitors will receive a 17-inch monitor. Monitors that are 17-inches or larger, and are in good working condition, may or may not be replaced, based upon the replacement budget and/or the age of their existing monitor.
- Information Technology will remove the older or "good" workstations for reassignment as determined.

Near the conclusion of the new computer installations, the installation of cascaded computers will begin. The pool of cascaded computers will be installed into the areas or locations that fall at the bottom of the priority list. We will work from the bottom of the priority list toward the top. Cascaded computers will be assigned based on need and availability.

### **NEW PRINTERS & REPLACEMENT GUIDELINES**

- The printer replacement budget will be responsible for new printer purchase and replacement of existing local/individual or networked printers.
- When a printer is not functioning, Information Technology or an outside vendor evaluates the problem and provides an estimate of the repair cost to the department. The department is responsible for the cost of repairs. Based on the cost and the severity of the problem, a replacement printer may be purchased rather than repairing the existing printer.
- If a printer is to be replaced, the replacement printer to be purchased will be based on the needs of the area and if the replacement printer is networked, it will be based on network printer statistics.
- Departments are responsible for the cost of printer toner cartridges, printer ink cartridges, and paper.

**Document Title:** TELEPHONE SERVICES  
**Category:** Information Technology  
**Number:**  
**Effective Date:** May 1, 2000  
**Authority:** Assistant V.P. for Information Technology  
**Document Status:** [12/2009] [ ] [ ] [ ] Revision Dates [ ] Replacement [ ] Addition

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The University provides state-of-the-art telephone equipment for local, long distance and toll free calling. The PBX telephone system is based on Nortel equipment supporting analog, digital, and VOIP phones. The Tele-Communications Department is responsible for the campus telephone services. Its mission is to provide campus wide voice communication, maintain these services, coordinate communications planning for personnel, and provide intra and intercampus communication and other needed services.

- In addition to the operations of the telephone systems, the staff is responsible for the maintenance, programming, departmental billing, and installation of the telephone equipment.

**Document Title:** VOICE MAIL SYSTEM  
**Category:** Information Technology  
**Number:**  
**Effective Date:** May 1, 2000  
**Authority:** Assistant V.P. for Information Technology  
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## Introduction

Voice Mail is an advanced voice messaging application. Designed to help campus users stay in touch and eliminate the tedious "telephone tag" often experienced in business communications. In its simplest form, Voice Mail is similar to an answering machine; each subscriber has a voice mailbox, which can receive messages from callers.

## Procedures for Operation

- To access your recorded messages:
1. Press your extension number.
  2. Press Message.
  3. Type in your extension number (mailbox).
  4. Type in your password
  5. After listening to the information, press 2.
  6. Repeat steps 5 and 6 until complete.
  7. To delete messages, press 76.

- To record a greeting:
1. Dial 7500, then enter your mailbox number, followed by your password
  2. Press 8\* for mailbox commands. I
  3. Press 2 for instructions on how to record various greetings, then press:  
1 for external greeting instructions  
2 for internal greeting instructions  
3 for temporary greeting instructions  
4 to exit.
  4. Press \* for more information

To send a campus-wide message:

1. Dial 7500
2. Dial mailbox number
3. Dial password
4. Press 75 to compose
5. Enter a list of mailboxes separated by number sign:  
79 for Department Heads  
24 for Secretaries  
21 for Faculty  
22 for Faculty  
23 for Staff
6. After entering the last number, press number sign twice.
7. To begin recording, press 5.
8. To end recording, press number sign.
9. To delete, press 76
10. To play, press 2
11. To send, press 7



## **CALLPILOT**

### **Overview**

CallPilot provides Voice/Fax Messaging as well as integrated Unified Messaging capabilities through the users' familiar desktop e-mail environment or Web based Unified Messaging and personal mailbox management with My CallPilot. CallPilot is available to faculty and staff upon request.

### **Key Features:**

- Provides access to e-mail, faxes, and voicemail from any touchtone phone, desktop PC e-mail client, browser-enabled PC, or mobile e-mail enabled device.
- Can be used in a variety of client environments, including Microsoft Outlook and Internet mail clients.

**Document Title:** TELEPHONE REPAIRS  
**Category:** Information Technology  
**Number:**  
**Effective Date:** May 1, 2000  
**Authority:** Assistant V.P. for Information Technology  
**Document Status:** [12/2009] [ ] [ ] [ ] Revision Dates [ ] Replacement [ ] Addition

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Tele-Communications is responsible for providing timely, expert repairs on the telephone equipment, wiring and wall "jacks". Most repairs will be handled within 24 hours. Work orders can be entered using Track-It or call in using the telephone repair procedures.

### Procedures

- Find a working phone and call the help desk "0" and report the problem.
- Send an e-mail message to Tele-Communications.
- Send a memo.
- Be prepared to provide the following information:
  - Name
  - Department
  - Telephone Number
  - Repair Symptoms.

**Document Title:**       **PROCEDURE FOR CHANGING TELEPHONE SERVICES**  
**Category:**           **Information Technology**  
**Number:**  
**Effective Date:**       **May 1, 2000**  
**Authority:**           **Assistant V.P. for Information Technology**  
**Document Status:**   **[12/2009][ ] [ ] [ ] Revision Dates [ ] Replacement [ ] Addition**

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## **PROCEDURE FOR CHANGING TELEPHONE NUMBERS AND OTHER SERVICES**

- Department /individual name, building, services requested.
- Department, name of person if moving from one office to another.
- Specifics on office renovation, services needed.

**Document Title:** TELEPHONE WIRING  
**Category:** Information Technology  
**Number:**  
**Effective Date:** May 1, 2000  
**Authority:** Assistant V.P. for Information Technology  
**Document Status:** [12/2009][ ] [ ] [ ] Revision Dates [ ] Replacement [ ] Addition

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The campus telephone PBX system is connected via fiber optics to the residence halls and buildings with high volume of telephone usage. Buildings with low volume of telephone usage are connected via copper wiring. Tele-Communications Dept. is responsible for all copper wiring services. The Technology Dept. is responsible for the campus fiber optics infrastructure.

Damaged wiring or system failures within a building or outside, the Tele-Communications Dept. will perform all repair work. All wiring within buildings must be installed or repaired in accordance with existing code and safety regulations, and must follow industry standards for attachments and terminations.

#### **Procedures**

- Contact the Tele-Communications help desk – 0
- Give name, department, and symptoms of the problem.

**Document Title:** LONG DISTANCE  
**Category:** Information Technology  
**Number:**  
**Effective Date:** May 1, 2000  
**Authority:** Assistant V.P. for Information Technology  
**Document Status:** [12/2009][ ][ ] [ ] Revision Dates [ ] Replacement [ ] Addition

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Long distance service for authorized school business is available to all faculty and staff with the use of an authorization code.

### **AUTHORIZATION CODES**

Authorization codes are available for individuals within departments needing to place long distance calls on a restricted telephone line. To inquire about an authorization code, contact the Director of Tele-Communications. You will be given the instructions on the authorization code. These instructions are confidential.

### **POLICIES**

1. Long distance use is to be used for University business only.
2. Charges will be sent out once a month to each department to detail all calls.
3. The charges reflect the entire department regardless of individuals making the calls.
4. The department/division head is responsible for examining the list, and questioning faculty and staff members in their respective areas about any suspect calls.
5. Department/division heads must report all personal calls, and the person from whose telephone the personal call was made is responsible for paying the bill promptly.
6. Individual employees are responsible for long-distance calls made from their telephones.
7. Personal telephone calls made from work should be charged to one's personal telephone card.
8. No collect calls are to be accepted by any person on campus.
9. When office reassignments occur, the person moving inherits the phone number of the new location.
10. Long distance or 800 number calling is available by request.

**Document Title:** TRAINING FOR TELEPHONE SERVICES  
**Category:** Information Technology  
**Number:**  
**Effective Date:** May 1, 2000  
**Authority:** Assistant V.P. for Information Technology  
**Document Status:** [12/2009][ ] [ ] [ ] Revisi0n Dates [ ] Replacement [ ] Addition

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Training on the proper use of the telephone equipment is available on an individual department level. Occasionally training classes are offered during the summer.

**Procedures**

- Contact the director of Tele-Communications to schedule training sessions.

**Document Title:** TECHNOLOGY TRAINING  
**Category:** Information Technology  
**Number:**  
**Effective Date:** May 1, 2000  
**Authority:** Assistant V.P. for Information Technology  
**Document Status:** [12/2009][ ][ ][ ] Revision Dates [ ] Replacement [ ] Addition

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## **Introduction**

The Oakwood University IT Certification & Training Program provides technology training services to the general public, local businesses, faculty, staff, and students. The main objectives of the program is to provide state-of-the-art technology training, an onsite technology testing center, and ensure that all of our patrons leave more efficient and competent in the usage technology.

Courses are offered to faculty and staff at least twice weekly in the following areas: Windows 7 (or the current Microsoft desktop operating system), Word 07, Excel 07, Access 07, PowerPoint 07, Outlook 07, QuickBooks, and Internet/E-mail. Other specialized courses are available on request.

## **Procedures**

Training for staff is secure in the following manner:

- Courses are scheduled twice a month
  - Courses offered reflect the demands and needs of staff based on campus wide survey
- Course offerings are advertised through email, OU Information Display System, and campus mail
- Requests for training are made by online registration form
- Certificate of completion is given to faculty and staff that have completed training

**Document Title:** MEDIA SERVICES  
**Category:** Information Technology  
**Number:**  
**Effective Date:** December 1, 2009  
**Authority:** Assistant V.P. for Information Technology  
**Document Status:** [ ] [ ] [ ] [ ] Revision Dates [ ] Replacement [ X ] Addition

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## GUIDELINES

All video submitted to the Technology Department for airing on the IDS (information display system) must adhere to the following guidelines:

### Copyright

- All video submitted the university will become the property of the university to use in anyway, form, or fashion in order to advertise, promote, or inform any persons about any event, news story, or anything else deemed suitable.

### Content

- The content of the video cannot exceed the MPAA rating of PG nor oppose the establish doctor of the Seventh-day Adventist Church.
- The footage cannot contain any of the following material:
  - Excessive violence
  - Sex
  - Nudity
  - Offensive language
  - Secular rock, rap, R&B, or country music

### Video

- Must be summated on standard DVD/CD or a flash drive in one of the formats listed below:
  - .Wmv
  - .Avi
  - .Mpg
  - DVD
  - ***no other medium/format will be accepted***
- The video must be submitted 1 week before event.
- Must have the following items in the following order on the DVD:
  - 3 seconds of black
  - Title of piece and the department that it is associated with.
  - The video
  - End with 3 second of black
- The audio on the DVD cannot peak over -8db
- The DVD cannot advertise the selling of any merchandise for the purpose of making a profit.
- The contents of the DVD must promote/inform a school function or promote spiritual growth/life.
- This policy may change without notice.



**Document Title:** CATV SERVICES  
**Category:** Information Technology  
**Number:**  
**Effective Date:** December 1, 2009  
**Authority:** Assistant V.P. for Information Technology  
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**CATV**, which originally stood for *community antenna television* or *community access television*, is now the accepted acronym for **cable TV**. In conjunction with Knology, the university provides CATV service in all residence halls and academic buildings. To access CATV services, just connect a cable from your T.V. or computer connection to the wall outlet. The 80 Basic Service channels are listed on the Knology Cable. Oakwood University reserves the rights to remove or add channels to the line-up.

Cable television (CATV) service is available for educational, administrative and entertainment purposes. Departments located on campus must obtain CATV service from the Division of Information Technology. Departments will incur monthly charges for the services utilized and may incur one-time charges for installation or modification of services. Estimates for recurring and non-recurring charges will be provided upon request.

#### *Unauthorized Installations*

Departments other than the Division of Information Technology are not authorized to install CATV outlets or to extend CATV infrastructure beyond an individual outlet. Unauthorized modifications to the CATV system may have an adverse technical impact resulting in violations of FCC regulations or breach of contractual licensing arrangements between the University and commercial CATV service providers. Unauthorized installations will be disconnected and the offending department will be charged for time associated with disconnections and/or repairs.

#### *Resources*

For issues with your CATV service or cable, please use the Track-It system on OU website or contact Help Desk. This may include the lack of any signals, a damaged wall outlet, or poor reception. If a site visit is required, it will be scheduled using the Track-It Service Request. Technology Department Technicians are available until 4:00pm.

**Document Title:** SURPLUS PROPERTIES  
**Category:** Information Technology  
**Number:**  
**Effective Date:** May 1, 2000  
**Authority:** Assistant V.P. for Information Technology  
**Document Status:** [12/2009] [ ] [ ] [ ] Revision Dates [ ] Replacement [ ] Addition

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Outdated computer equipment will become surplus property and will be disposed of as follows:

- The Accounting Department fixed assets clerk will determine the depreciated value of the equipment.
- The Information Technology Department will ascertain the fair market value and determine if the equipment is capable of use in any other department or resale to individuals.
- All outdated and defective equipment will be disposed in accordance with the guidelines established by the Resource Conservation and Recovery Act (RCRA).
- To maintain compliance with Resource Conservation and Recovery Act (RCRA), a disposal company is used.

**Document Title:** HELP DESK  
**Category:** Information Technology  
**Number:**  
**Effective Date:** May 1, 2000  
**Authority:** Assistant V.P. for Information Technology  
**Document Status:** [12/2009] [ ] [ ] [ ] Revision Dates [ ] Replacement [ ] Addition

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The Technology Department operates the Help Desk which is available to the faculty, staff, and students of Oakwood University. The Help Desk uses Track-It to maintain its work orders and service requests.

The Help Desk will address hardware issues as required, and support software that is a part of the training curriculum in the department of Information Technology.

The Help Desk is available at a hotline number, during the hours of 9:00 a.m. until 5:00 p.m., Monday through Thursday, and 9:00 a.m. until 11:30 am. on Friday.

### **Procedures**

Individuals experiencing a computer problem should call the help desk # and give name, department, serial number of the computer if known and problematic symptoms. Three levels of service are available as follows:

- The Help Desk operator will attempt to provide answers over the phone.
- A Help Desk student worker will be dispatched to solve the problem.
- The machine may have to come in for repair or replacement.

**Document Title:** ACQUISITION OF DONATED/SURPLUS EQUIPMENT  
**Category:** Information Technology  
**Number:**  
**Effective Date:** May 1, 2000  
**Authority:** Assistant V.P. for Information Technology  
**Document Status:** [12/2009][ ][ ] Revision Dates [ ] Replacement [ ] Addition

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Oakwood University accepts equipment as gifts from outside entities. However, the Technology Department must approve all equipment acquired through gifts. Such equipment must be in good working condition, not more than two years old and not be a maintenance burden on the University.

### **Procedures**

- Individuals or organization desiring to donate used or surplus equipment should contact the Technology Department.
- The Technology staff will implement the action to receive or deny the gift.

**Document Title:** ADVERTISING  
**Category:** Public Relations  
**Number:**  
**Effective Date:** April 5, 1999  
**Authority:** VP for Advancement and Development  
**Document Status:** [ ] [ ] [ ] [ ] [ ] Revision Dates [ ] Replacement [ ] Addition

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The Director of Public Relations, working in conjunction with the specific department or unit, is responsible for the creation of all institutional electronic and print advertising.

**Document Title:** BUSINESS CARDS  
**Category:** Public Relations  
**Number:**  
**Effective Date:** April 5, 1999  
**Authority:** Office of the President  
**Document Status:** [ ] [ ] [ ] [ ] [ ] Revision Dates [ ] Replacement [ ] Addition

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The use of official business cards is limited to those who are representing the University as an official liaison to the external community. All requests for business cards must come through the head of one's respective department or unit.

The business card consist of the seal and the University name in the center, above which will come the person's name, with highest degree above the bachelor's level (or applicable degree, licensure, or certification) immediately following, if desired. Under the person's name is the official title. On the bottom panel is the street address, city, state, zip code, business telephone, fax number, and e-mail address.

**Document Title:** OPERATION  
**Category:** Public Relations  
**Number:**  
**Effective Date:** April 5, 1999  
**Authority:** VP for Advancement and Development  
**Document Status:** [ ] [ ] [ ] [ ] [ ] Revision Dates [ ] Replacement [ ] Addition

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The Office of Public Relations here at Oakwood University is its chief internal and external communications unit. It is the primary source of information about the University to both its internal constituents—trustees, administrators, faculty, staff, alumni and parents—as well as to such external constituents as governmental agencies, corporations, fellow educational entities and the electronic and print media.

**Document Title:** MEDIA RELATIONS  
**Category:** Public Relations  
**Number:**  
**Effective Date:** April 5, 1999  
**Authority:** VP for Advancement and Development  
**Document Status:** [ ] [ ] [ ] [ ] [ ] Revision Dates [ ] Replacement [ ] Addition

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Media Relations refers to the ongoing practice of supplying the University's current and accurate information to the outlets of print (newspapers, magazines, etc.) and electronic (television, radio, Internet, etc.)

The Director of Public Relations provides overall supervision of all statements for general publication or broadcast, in which the University's name is included. Included in the scope of this policy are articles, stories, and letters to the editors, in which the author is identified by his/her University relationship.

One of the most valuable assets of the Office of Public Relations is the confidence it generates from members of the media. Without this confidence, their value to the institution they represent is limited. The goal of the Office of Public Relations will be to cultivate not only good rapport with the media concerning information and stories about the University, but to serve also as a vital resource for non-University information. The needed respect and confidence for public relations is accomplished by its being candid, cooperative, and proactive wherever possible.



**Document Title:** PROACTIVE PUBLIC RELATIONS IN TRAGEDY, DEATH, OR  
CONTROVERSY  
**Category:** Public Relations  
**Number:**  
**Effective Date:** April 5 1999  
**Authority:** VP for Advancement and Development  
**Document Status:** [ ] [ ] [ ] [ ] [ ] Revision Dates [ ] Replacement [ ] Addition

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In the event of emergencies, crimes, or controversies, as well as in routine matters, the Office of Public Relations will make sure that the media gets the most accurate information as soon as possible. However, the office's first obligation is to make sure that the internal University community receives the complete information first.

Proactive public relations is the best weapon against misinformation and rumor mongering. Any attempt to suppress bad or unpopular news almost invariably leads to unhappy and unhealthy consequences. The rumors are generally far worse than the actual facts.

In most instances, transparent proactive public relations benefits both the University and the media in two ways. First, by seizing the initiative on a story, the Public Relations Office has an opportunity to emphasize or "spin" its positive points. As a result, such a practice enhances the University's credibility with both the media and the public. In organizations where their credibility is consistently questioned, the media will attempt to bypass the public relations unit in seeking the facts of the story. Such an effort renders the operation less effective.

Finally, all department or unit heads should work closely and consistently with the Director of Public Relations, keeping the office fully informed both factually and immediately.