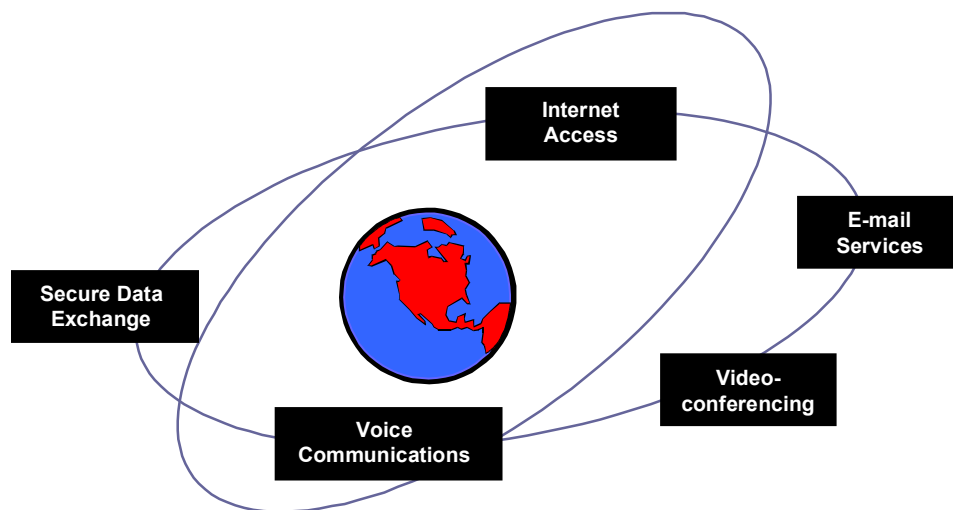




# Guidebook

2003-2004



EDLINK12 Telecommunications Network

# **EDLINK12 Guidebook**

## **Table of Contents**

### **ESC Region 12 Support Team for EDLINK12**

#### **EDLINK12 Roles and Responsibilities**

##### **I. Policies and Guidelines**

- A. Introduction
- B. Membership and Partnership
- C. Services
- D. Privileges
- E. Responsibilities (Acceptable Use Policies)
- F. Etiquette
- G. Copyright

##### **II. Infrastructure**

- A. Network Overview
- B. Network Member Information
- C. Network Maps

##### **III. Content & Services**

- A. Internet
  - 1. Resources
  - 2. Training
  - 3. Filtering
- B. Video
  - 1. Student Courses
  - 2. Training
  - 3. Collaborative Projects
  - 4. Curriculum Enrichment
- C. Voice
  - 1. Service Description
  - 2. Implementation Diagram
  - 3. Phone Directory
- D. Data

##### **IV. Reference**

- A. Advisory Board Members
- B. EDLINK12 Members
- B. Site Manager Information
- C. Phone Directory
- D. Voice Port Diagram
- D. Network Map
- E. Network Diagram
- F. Connected Networks Diagram
- G. Videoconferencing Priority Ranking
- H. Scheduling Request Forms (2)
- I. Videoconference Checklist
- J. Helpdesk Information

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## **EDLINK12 Roles and Responsibilities**

**The success of EDLINK12 is ultimately dependent upon the performance of member entities. The responsibilities of each member are as follows.**

**It is the responsibility of ESC Region 12 to perform the following:**

- Serve as the fiscal agent for the network with duties including managing the budget and maintaining contracts with network providers
- Maintain a technical support Help Desk for the network
- Provide technical support for the network equipment
- Designate a staff member to manage scheduling of conferences on the network
- Provide a staff member to manage Email accounts
- Provide a web server for display of content and services available over the network
- Provide Site Manager Training for at least one staff member per EDLINK12 site at no charge
- Provide Videoconferencing Instructor Training on a charge per person basis
- Monitor the usage of the network and make recommendations for expansion as needed
- Contribute to the enhancement of EDLINK12 by identifying and submitting suggestions on a continuing basis and as requested

**It is the responsibility of EDLINK12 to perform the following:**

- Fund the interlata and intralata line costs for connecting hub sites to the Core with the following exception:
  - Each hubsite district will pay for their local loop line charge and for any additional bandwidth needed by that district to the Core.
- Provide direct-connect, unlimited access to the Internet

**It is the responsibility of each member entity to perform the following:**

- Pay for T-1 line charges to connect to the network via a hubsite or by direct connection to the Core
- Designate an employee as the entity Videoconferencing Site Manager to serve as the primary point of contact for the site for scheduling and management of the videoconferencing classroom. The Videoconferencing Site Manager is responsible for district support, promotion of integration, and routine maintenance.
- Designate at least one employee as the entity Technical Contact
- Designate at least one employee as the entity Instructional Contact
- Require entity Site Manager to participate in Videoconferencing Site Manager Training
- Strongly encourage Instructional Contact to participate in Videoconferencing Instructor Training
- Assist the network in obtaining content for delivery over the network
- Contribute to the enhancement of EDLINK12 by identifying and submitting suggestions on a continuing basis and as requested.



**Policies**

**And**

**Guidelines**



# Policies and Guidelines

- I. Introduction
- II. Membership and Partnership
- III. Service
- IV. Your Privileges
- V. Your Responsibilities (Acceptable Use Policies)
- VI. Etiquette
- VII. Copyright

- I. Introduction** The vision of the Region 12 Telecommunications Network, EDLINK12 is to provide students and educators in the Region with a world class educational environment that removes barriers of distance and time and provides sharing of resources and collaboration between educational entities and other supporting organizations. The mission of EDLINK12 is to contribute to improved student achievement and the overall educational development of the Region.

The Education Service Center Region 12 developed this telecommunications network in accordance with the Commissioner's Public Access Initiative to offer educators in all Region 12 districts:

- Internet access
- e-mail services
- videoconferencing
- voice communications
- and secure data exchange

...so that educators will have access to:

- distance learning providers
- professional development opportunities
- community services
- and other educational tools

***...in order to improve student achievement.***

Technology enables access to new opportunities beyond the regular classroom walls for instruction and learning. With these opportunities come responsibilities to protect the integrity of the technology systems and the safety of our children. This document outlines your responsibilities as a member of or partner in the EDLINK12 Telecommunications Network.

## **II. Membership And Partnership**

**Membership** in the EDLINK12 Telecommunications Network is open to all public school districts and campuses, charter schools, and private schools in the area served by the ESC Region 12. This area includes the following counties: Bell, Bosque, Coryell, Falls, Freestone, Hamilton, Hill, Lampasas, Limestone, McLennan, Mills and Navarro. Districts may elect to receive all or only part of the services available from EDLINK12. When a district or campus commits to joining EDLINK12, all educators (administrators, specialists, teachers, paraprofessionals and staff) employed at the district or campus are considered members. Members may use all EDLINK12 services for which their district has contracted according to the guidelines in this document. For each service a member wishes to use, the member must agree to abide by the guidelines for that service as defined in this document by signing, dating, and returning the appropriate Acknowledgement Form.

**Partnership** in the EDLINK12 Telecommunications Network is open to all entities offering educational services, pending the approval of the Executive Director of the ESC Region 12 and a contract between EDLINK12 and the partnership organization. Partners have limited access to EDLINK12 services for a specific purpose explained in partnership contracts with the individual partner organization. In addition to the partnership contract, EDLINK12 partners are expected to abide by the guidelines in this document.

## **III. Services**

**The following services are available through the EDLINK12 Telecommunications Network. Each member district/site will determine the service(s) for which they would like to participate.**

### **A. Internet Access**

EDLINK12 is a conduit for direct, unlimited Internet access to members at the discretion of the administration of the members' districts or schools. The contract for EDLINK12 Internet service is bid and negotiated with Internet Service Providers annually. Districts/sites contracting for Internet access through EDLINK12 have access to a content filtering service through an e86 X-STOP R2000 filtering server installed at the EDLINK12 Core in Waco at the rate stated on the Internet Filtering Interlocal Agreement.

### **B. E-mail Services**

E-mail accounts are offered to educators employed by Region 12 districts/schools at an annual rate that is subject to change. E-mail service is provided directly by the ESC Region 12 and is subject to monitoring. Accounts are not currently available for students or parents.

E-mail addresses conform to the first initial and last name of the member, followed by “esc12.net.” For example: [jdoe@esc12.net](mailto:jdoe@esc12.net). If two members have the same first initial and last name, a second or third initial will be added.

E-mail accounts are limited in size to 2 megabytes on the ESC Region12 e-mail server.

### C. **Videoconferencing**

The ESC Region 12 acts as the scheduling administrator for the EDLINK12 Telecommunications Network. ESC Region 12 will train a person (a Site Manager) at each EDLINK12 member site to serve as the point of contact for disseminating videoconference related information, submitting scheduling requests for the site, and providing technical support to district/site staff. ESC Region 12 staff will configure and maintain the video-bridge equipment and provide technical Help Desk support to all members.

As an EDLINK12 member, you may request videoconferences with other members. You may also request videoconference “field trips” with third parties. If there is a fee associated with the conference to a third party, the costs will be divided evenly among all the districts/sites participating in that conference. **If you wish to hold a videoconference with a non-member/participant, that participant must complete an EDLINK12 Non-Member Registration Form prior to the conference.** The participant may submit the request electronically via the Region 12 Web site at <http://www.esc12.net/technology/EDLINK12/reffiles.html>.

All requests for the scheduling of videoconferences will be made through your Site Manager. The Site Manager may submit your request electronically via the Region 12 Web site to the EDLINK 12 Videoconference Scheduling Manager. The submission of a request does not provide a guarantee that the videoconference will be conducted at the date and time scheduled.

Site Managers and the EDLINK12 Videoconference Scheduling Manager will coordinate videoconferencing.

### D. **Voice Communications**

EDLINK12 provides a voice communications service that provides member sites four telephone extensions that allow calls to be made to any district/site in the EDLINK12 network without incurring long distance charges. This voice communications network will allow calls between the EDLINK12 districts/sites only. It will not allow for calls to be dialed off the network. A dialing directory is provided for easy access to member phone extensions.

#### **E. Secure Data Exchange**

EDLINK12 utilizes a Cisco Pix Firewall at the CORE in Waco to support efficient, secure access to information and resources related to educational content. Through this firewall, student records, financial transactions, PEIMS data, and other information may be transmitted across the network using secured direct connections. In addition, access is restricted to content of an educational nature. All services will be evaluated on a case-by-case basis.

#### **IV. Your Privileges**

Access to the EDLINK12 telecommunications system is a privilege, not a right. All members shall be required to acknowledge receipt and understanding of all administrative regulations governing use of the system services and shall agree in writing to allow monitoring of their use and to comply with such regulations and guidelines. Noncompliance with applicable regulations may result in suspension of access or termination of privileges and other disciplinary action consistent with EDLINK12, ESC Region 12, or member districts or schools.

As a member, **right to privacy is limited** in your electronic communication and work. Anything sent through electronic means is susceptible to access by others. In addition, EDLINK12 reserves the right to periodically monitor system activities to ensure proper use of the EDLINK12 services.

All EDLINK12 members have the **right to equal access** to services. Some uses, however, will be given priority over other uses. For example, videoconferencing traffic will be given higher priority than Internet browsing traffic. In addition, videoconferences will be given different priorities based on a number of factors, including but not limited to partnerships involved, number of sites affected, urgency, availability, and student involvement.

You have the **right to freedom from harassment**. If you ever feel harassed or threatened by someone on the network, please bring it to the attention of the EDLINK12 network managers, your Site Manager, or your district/site's computer network administrators.

As in any educational community, there will be **intellectual freedom** on the EDLINK12 network. No viewpoint will be unfairly restricted. However, unorthodox viewpoints must take responsibility for the consequences of their words and opinions. In addition, members will be expected to abide by their district or school's policies regarding opinions, vulgarity, pornography, and other issues of professionalism. The network's objective is to provide an encouraging learning environment for students and educators, similar to a classroom setting.

## V. Your Responsibilities (Acceptable Use Policies)

Modeled after  
TASB Electronic  
Communication and  
Data Management  
CQ (Local)

**Limited personal use** of the EDLINK12 network will be permitted if the use imposes no tangible cost to ESC Region 12, does not unduly burden the EDLINK12 network resources, and adheres to the following member responsibilities.

When EDLINK12 network members agree to abide by these responsibilities, the members also agree that they will ensure that the students under their supervision will adhere to these responsibilities. In addition, members understand they will be held responsible for the actions of students, parents or community members while using EDLINK12 services.

To register your commitment to comply with the following acceptable use policies, you are required to submit the EDLINK12 Acceptable Use Agreement form that matches the services for which you have contracted. This acknowledgement indicates your agreement with the General policies, as well as the specific policies for each particular service for yourself, staff members, and students in your district/site.

These Acceptable Use Policies are subject to change. As EDLINK12 services are added and changed, you may be asked to submit new compliance forms. An updated Acceptable Use Policy is available at <http://www.esc12.net/technology/EDLINK12/docs/aup02-03.pdf>.

### General

**(These policies apply to all EDLINK12 members.)**

- 1) The purpose of the EDLINK12 network is for education and research. The main use of the network must be in support of education and research and consistent with the EDLINK12 vision. Other uses of the network must comply with the rules and guidelines as defined herein.
- 2) Members shall not use the EDLINK12 network for any unlawful purposes, such as the illegal copying or installation of software. All members must respect the legal protection provided by copyright license to software programs, web sites, books, magazine articles, music, video, film and data. The copying of EDLINK12 software or files is prohibited.
- 3) Use of EDLINK12 network systems to attempt to gain access to remote systems is prohibited. Intentional attempts to “crash” EDLINK12 network systems or any other network system will

be reported to the proper authorities and the district superintendent and/or campus administrator.

- 4) Members shall not write, produce, generate, copy, propagate, or attempt to introduce any computer code designed to self-replicate, damage, or otherwise hinder the performance of any computer's memory, file system or software. Such code is often called a bug, virus, worm, Trojan Horse, or similar name. Attempts to introduce viruses into the EDLINK12 network will be reported to the proper authorities and the district superintendent and/or campus administrator.
- 5) Members shall not use network services to annoy or harass others with language, images or threats. Members must respect the rights of others by not using language that is abusive, profane, or sexually offensive
- 6) Members shall not deliberately access or create any obscene or objectionable information, language or images.
- 7) Members shall not intentionally damage EDLINK12 network equipment, damage information belonging to others, misuse network resources, or allow others to misuse network resources.
- 8) Members shall not physically tamper with computers, networks or other EDLINK12 equipment, except as directed by EDLINK12 network managers or district/school Site Managers.
- 9) Members shall not remove EDLINK12 equipment from its location at the district or school without permission of an EDLINK12 network manager or a district/school Site Manager.
- 10) Members shall not distribute or post advertising for profit, for campaigns for political office, or for lobbying purposes on the EDLINK12 network.
- 11) Members shall not distribute chain letters of any kind over the network.
- 12) Members will not attempt to hold EDLINK12 or ESC Region 12 responsible for any legal claim arising from use of EDLINK12 services, including but not limited to claims of defamation, slander, libel, and invasion of privacy. Moreover, members agree to indemnify EDLINK12 and ESC Region 12 from any costs or losses incurred arising from such claims and/or copyright infringement claims made by third parties, including participants in videoconferencing sessions.

- 13) Members understand that neither EDLINK12 nor ESC Region 12 is held responsible for the content or accuracy of any information transmitted over the Internet, through e-mail, or on the videoconferencing system.
- 14) Any EDLINK12 traffic that traverses another network may be subject to that network's acceptable use policy.

**A. Internet**

**(These policies only apply to districts/sites who have contracted for Internet services.)**

- 1) Members shall be responsible for any information submitted on or downloaded from the Internet. EDLINK12 will not guarantee the security of any Social Security number, credit card number, bank account number, or other financial or personal information submitted on the Internet.
- 2) Members understand EDLINK12 will not guarantee the privacy of Internet browsing or other Internet communications.
- 3) Members will ensure compliance with the following for staff use of the Internet: Staff shall not use/access material that is obscene or is child pornography.
- 4) Members will ensure compliance with the following for student use of the Internet:
  - Students shall not access material that is obscene, pornographic, child pornography, "harmful to minors", or otherwise inappropriate for educational uses.
  - Students shall not use school resources to engage in "hacking" or attempts to otherwise compromise system security.
  - Students shall not engage in any illegal activities on the Internet.
  - Students shall only use electronic mail, chat rooms, and other forms of direct electronic communications for school-related purposes.
  - Students shall not disclose personal information, such as name, school, address, and telephone number outside of the school network.

- 5) Any violation of school policy may result in loss of school-provided access to the Internet. Additional disciplinary action may be determined in keeping with existing procedures and practices. When and where applicable, law enforcement agencies may be involved.

**B. E-mail**

**(These policies only apply to districts/sites who have contracted for E-mail services.)**

- 1) Members will contract with ESC Region 12 for e-mail services for a period of one year at the rate of \$12/account/year. Advanced payments for multiple years will not be accepted. The member's district will be invoiced at renewal time.
- 2) Members who contract for e-mail services must have a direct relationship to a K-12 district or school in Texas.
- 3) Members shall not impersonate other educators. Applying for an e-mail user ID under false pretenses will be reported to the district superintendent or school administrator, and current EDLINK12 privileges will be revoked.
- 4) E-mail accounts are intended for educators only. E-mail accounts may not be initiated for parents or students.
- 5) Decryption of the EDLINK12 e-mail system or member e-mail passwords is prohibited.
- 6) Members understand EDLINK12 will not guarantee the privacy of e-mail messages.
- 7) Members understand that e-mail accounts not used within three months of their expiration date will be deleted.
- 8) Members understand that EDLINK12 and the ESC Region 12 reserve the right to review any material on member accounts and to monitor fileservers space. When possible, permission will be requested in advance.

- 9) In monitoring, EDLINK12 network managers will respect the privacy of members' e-mail accounts. EDLINK12 network managers may request permission to view your e-mail files. Note that network managers may access your files **as part of normal maintenance**. This maintenance may include spot checks to ensure that inappropriate or copyrighted materials are not being kept in private folders.

**C. Videoconferencing**

**(These policies only apply to districts/sites who have contracted for videoconferencing services.)**

- 1) Members shall not connect additional equipment to the EDLINK12 equipment which requires installation of software without prior approval of the ESC Region 12 technical team.
- 2) Members shall not use the videoconferencing systems for critical medical situations or any other time-critical business transactions.
- 3) Members are responsible for securing appropriate releases for all videoconference participants, including adult parent/guardian consent for releases for participants under 18 years of age.
- 4) Members understand that audio or video copies of the videoconferences may be available to the public and the media under the Texas Public Information Act.
- 5) Members shall not hold EDLINK12, ESC Region 12, or any of their agents or employees responsible for costs incurred on inconveniences in the event of a videoconference that is delayed or canceled due to technical difficulties
- 6) EDLINK12 will not guarantee the privacy of videoconferences.

## VI. Enforcement of policy

- 1) The EDLINK12 member will use a technology protection measure that blocks or filters Internet access to block access to some Internet sites that are not in accordance with the policy of that member district/school.
- 2) The technology protection measure that blocks or filters Internet access may be disabled by staff member of an EDLINK12 district/school for bona fide research purposes by an adult.
- 3) A staff member of the member district/school may override the technology protection measure that blocks or filters Internet access for a student to access a site with legitimate educational value that is wrongly blocked by the technology protection measure that blocks or filters Internet access.
- 4) A staff member of an EDLINK12 district/school will monitor students' use of the Internet, through either direct supervision, or by monitoring Internet use history, to ensure enforcement of the policy.

## VII. Etiquette

**(The following guidelines identified for each service are included for districts/sites who have contracted for that service. These guidelines are however widely accepted by most telecommunications networks.)**

### A. General

- 1) **Be polite.** Do not become abusive in your e-mail messages to others. When videoconferencing, remember that you may be seen and heard as soon as you enter the videoconferencing room.
- 2) **Use appropriate language.** Do not swear, use vulgarities or any other inappropriate language, even in a joking manner.
- 3) **Do not reveal any personal information,** including your home address, your home phone number, or that of any students or colleagues.
- 4) All communications and information accessible via the EDLINK12 network should be assumed to be private property and subject to **copyright** laws.

### B. E-mail

- 1) **Keep paragraphs and messages short** and to the point. One-sentence paragraphs are fine. Focus on one subject per message.
- 2) **Abbreviate** when possible, but make sure your recipient knows what the abbreviations stand for. Some examples are: FYI (for your information); IMHO (in my humble opinion); BTW (by the way); and ;- ) (wink for humor).
- 3) Include your **signature file** at the bottom of e-mail messages. The signature file should include your name, position, district/school/employer, e-mail address, and Web site. Update the signature file regularly.
- 4) If you post to multiple groups or individuals, **specify all groups in a single message.**

- 5) **Use the “Subject” line.** Tell people what the message is about before they read it.
- 6) **Do not quote personal communications** in a public forum without the original author’s consent.
- 7) Capitalize words only to highlight an important point or to distinguish a title or heading. TYPING IN ALL CAPS IS HARD TO READ AND APPEARS AS THOUGH YOU ARE SHOUTING.
- 8) **Forgive** spelling and grammar errors of others.
- 9) **Remember that e-mail is not private.** Do not e-mail anything you would not want to see in a court of law.
- 10) **If what you are communicating is very important, controversial, confidential, or easily misunderstood, use another communication method instead of e-mail.**
- 11) **Be careful with humor and sarcasm.** E-mail can best be described as a cross between talking and writing. However, when you are talking, you also use silent communications, such as tone of voice and facial expressions. These do not translate to e-mail.
- 12) **Just because you sent it quickly does not mean the answer will come back quickly.** E-mail is similar to leaving a message on a phone answering machine. You have to wait until someone checks for messages. If the message is extremely urgent, choose another form of communication.
- 13) **When sending an attachment file** on an e-mail message, be sure to share in the body of the message the program that was used to create the attached file and the file type. Example: The attached file is a Microsoft Word 97 document for Windows 98.
- 14) **E-mail messages can be forwarded to other recipients. However, attachments will not forward.** If you receive an attached file and wish to send the file to someone else, you must first download the file to your computer hard drive, and then send the file as a new attachment in a new message.

### C. Internet

- 1) **When an inappropriate or obscene Web site is accessed, quit or exit the browser program immediately. Shut down the program. Restart the browser and then clear the history, location bar, and cache. Teach your students to do the same.** In the past, you could just hit the “Back” button to stop loading the site and to go back to the previous site/page. New obscene Web sites prevent this “Back” action, or send you to a new, even worse site.
- 2) **Use extreme caution when accessing new Web sites, especially when you are guessing about the site address.** One example is the address for the White House. The real White House is <http://www.whitehouse.gov> but if you type <http://www.whitehouse.com> you will get an obscene site.

- 3) **Explain copyright to your students and police it.** Your students may be learning how to build Web pages in their classes. The students will want to display their interests on their own Web page. Links to other pages are legal, but copied pages, graphics, photos, or type are illegal (see Section VI. Copyright for an overview of copyright guidelines).
- 4) **Beware if a site asks you to download a cookie.** Cookies may be useful and necessary, but they can be harmful. Cookies contain information sent by a server to your computer. This information can cause harm to your computer. It is strongly recommended to set your browser's cookie preference to warn you when cookies are coming and to accept only cookies that get sent back to the originating server. In this way, if a bad cookie comes to you, it will also infect the origin computer it is coming from. Visit <http://www.dell.com/policy/cookie.htm> for more information about cookies.

#### D. Videoconferences

- 1) **Assume that you may be seen and/or heard by other sites at any time as soon as you enter the videoconferencing room.** Treat all videoconferences as if you were on live national network television. Be on your best behavior, and expect your students to be on their best behavior. Because there is no personal contact on a videoconference, participants are tempted to act inappropriately. For the equipment to function properly, people must take turns speaking and listening. As an educational leader and example, you are responsible to enforce excellent behavior in the videoconference, beyond standard classroom behavior.
- 2) **In case of a behavior problem** or other unexpected interruption, “mute” the videoconference and turn off the camera. Do not hesitate to remove participants from the room. Explain to other videoconference sites that there was a problem **after** order is restored and you reestablish the connection.
- 3) **Understand that there may be technical difficulties.** In the event of rescheduling, an EDLINK12 technician will notify the Site Manager of the need to reschedule and the Site Manager will work with you to reschedule the conference. **DO NOT** call EDLINK12 directly without permission of your Site Manager. If the conference cannot be rescheduled and fees were associated with that conference those fees will not be assessed.
- 4) **Keep all microphones muted** unless you are involved in a discussion or asking questions. As soon as you make a sound, the camera will focus on your site, even if that sound is a cough in the back of the room.
- 5) **Be aware of the delay in switching from one site to another.** Give people a chance to reply.

- 6) **Do not zoom in too close on people's faces.** Maintain a comfortable view of the participants shown on camera.
- 7) **Arrive early** to set up the room for the videoconference, including preset camera positions. You don't want to be playing with the system while a videoconference is going on.

## VII. Copyright

To protect yourself, **obtain parent/guardian permission releases** for any students under the age of 18 to participate in videoconferences. EDLINK12 network videoconferences may be taped for future use by the network or participating sites. If you cannot obtain a permission release, it is best for that student not to participate.

Having the technological capability to copy or reproduce a product does not give you the right to do it. Easy copying and distribution systems created by computers, e-mail, the Internet, and videoconferencing may give the impression that you may copy anything without penalty. This perception is false.

The following is the definition of the subject matter of copyright, from Section 102(a) of Title 17 of the United States Code. Under this Copyright Act of 1976, copyright owners have the exclusive right to reproduce, prepare derivative works, distribute, perform, display, transfer ownership, rent or lend their creations. "Copyright protection [exists] in original works of authorship fixed in any tangible medium of expression, now known or later developed, from which they can be perceived, reproduced, or otherwise communicated, either directly or with the aid of a machine or device. Works of authorship include the following categories:

1. literary works;
2. musical works, including any accompanying words;
3. dramatic works, including any accompanying music;
4. pantomimes and choreographic works;
5. pictorial, graphic, and sculptural works;
6. motion pictures and other audiovisual works;
7. sound recordings; and
8. architectural works."

In short, the law states to not use any of the aforementioned works without express permission of the author. Portions of a copyrighted work may be used however without seeking authorization from copyright owners. according to the Fair Use limitations outlined in Section 107 of Title 17 of this same Act. Those limitations include purposes such as criticism, comment, news reporting, teaching (including multiple copies for classroom use), scholarship, or research. In determining whether the use of

a work in any particular case is a "fair use," the following factors shall be considered:

1. the purpose and character of the use, including whether such use is of a commercial nature or is for nonprofit educational purposes;
2. the nature of the copyrighted work;
3. the amount and substantiality of the portion used in relation to the copyrighted work as a whole; and
4. the effect of the use upon the potential market for or "value of" the copyrighted work."

Internet Web site content and e-mail messages that copy Internet Web page content are considered literary works under copyright law. You may not copy printouts of Internet Web pages and distribute them at will, and you may not copy others' Web pages onto your Web site. You must have permission. You cannot copy a photo from a Web site and reproduce it without permission.

You cannot digitize pictures from books, either by scanning into computers or displaying in videoconferencing, without permission. In addition, computer screens are considered audiovisual works. Electronic presentations (such as PowerPoint) with parts of Web pages or other photos or graphics in them also fall under copyright protection and Fair Use guidelines.

Under no circumstances should you show a "home use only" video during a videoconference. This is considered an unlicensed broadcast of an audiovisual work.

You may not play music during a videoconference or video training session as background music or part of a lesson or presentation UNLESS it is public domain, you have obtained written permission, or your school or district has purchased ownership of duplication/broadcast rights. To do so is considered an illegal broadcast.

This is not intended to be an exhaustive discussion of copyright law, but a guideline for you to consider as you prepare instructional materials. Remember – when in doubt, ask for permission. If you would not use the material in the classroom, do not use it in a videoconference or in Web site or e-mail content.

For more information about copyright law and fair use guidelines, access the following website:

<http://www.libraries.psu.edu/mtss/fairuse/guidelinedoc.html>

This website contains the Fair Use Guidelines For Educational Multimedia developed by the Consortium of College and University Media Centers. These guidelines represent an agreed upon interpretation of the fair use provisions of the Copyright Act by an overwhelming majority of institutions and organizations affected by educational multimedia. In addition, the Copyright Office and the U.S. Patent and Trademark Office have written letters of endorsement for these guidelines.



## Acceptable Use Agreement

I have read the EDLINK12 Telecommunications Network Policies and Guidelines and agree to abide by the General policies for all EDLINK12 members as well as the policies defined for the services for which my district/site is contracting. I furthermore agree to ensure that every staff member in our district/site will read and abide by the General policies and the policies applicable to the services for which my district/site is contracting (as marked below). I will be responsible for keeping a signed acknowledgement on file for each staff member.

- |   |   |
|---|---|
| <input type="checkbox"/> A. Internet Access | <input type="checkbox"/> C. Videoconferencing |
| <input type="checkbox"/> B. E-mail Services | <input type="checkbox"/> D. All Services      |

In consideration for the privilege of using the EDLINK12 telecommunications system, and in consideration for having access to public electronic communications networks, I hereby release the Education Service Center Region 12, EDLINK12 operators, and any institutions with which they are affiliated from any and all claims and damages of any nature arising from my use of, or inability to use, the EDLINK12 system services, including, and without limitation, the types of damages identified in my district's policy and administrative regulations.

I understand that noncompliance with the EDLINK12 Acceptable Use Policies may result in suspension of access to services or termination of privileges, as well as other disciplinary action consistent with EDLINK12, the Education Service Center Region 12, or EDLINK12 member districts or schools.

Superintendent Name \_\_\_\_\_

Signature \_\_\_\_\_

Email Address \_\_\_\_\_

District \_\_\_\_\_

Date \_\_\_\_\_

**Please return to:** Education Service Center Region 12  
EDLINK12 Director/AUP  
P.O. Box 23409  
Waco, Texas 76702-3409



## **Non-Member Registration Form For Participation in EDLINK12 Videoconferencing Services**

My district/site is not currently a member of EDLINK12, but I would like to participate in videoconferences provided on the EDLINK12 network. I have read the EDLINK12 Telecommunications Network Policies and Guidelines and agree to abide by its provisions for videoconferencing.

I understand that in a Distance Learning Classroom, my voice, physical presence, and participation in classroom activities will be transmitted to distance learning sites. I hereby agree that my voice, presence, and participation in these classes will not be a violation of my personal rights and hereby release any claims for the use of such during the duration of the distance learning class.

In consideration for the privilege of using the EDLINK12 telecommunications system, and in consideration for having access to public electronic communications networks, I hereby release the Education Service Center Region 12, EDLINK12 operators, and any institutions with which they are affiliated from any and all claims and damages of any nature arising from my use of, or inability to use, the EDLINK12 system services, including, and without limitation, the types of damages identified in my district's policy and administrative regulations.

I understand that noncompliance with the EDLINK12 Acceptable Use Policies may result in suspension of access to services or termination of privileges, as well as other disciplinary action consistent with EDLINK12, the Education Service Center Region 12, or my district or school.

Participant Name \_\_\_\_\_

Signature \_\_\_\_\_

Email Address \_\_\_\_\_

District \_\_\_\_\_

Date \_\_\_\_\_

**Please return to:** Education Service Center Region 12  
EDLINK12 Director/AUP  
P.O. Box 23409  
Waco, Texas 76702-3409



# **Acceptable Use Agreement**

## **Sample Forms**

## **For District Use**



## **SAMPLE FORM A**

### **Acceptable Use Agreement for District Employees**

I have read the EDLINK12 Telecommunications Network Policies and Guidelines and agree to abide by the General policies for all EDLINK12 members as well as for the following services for which my district/site contracts:

- |                          |                    |                          |                      |
|--------------------------|--------------------|--------------------------|----------------------|
| <input type="checkbox"/> | A. Internet Access | <input type="checkbox"/> | C. Videoconferencing |
| <input type="checkbox"/> | B. E-mail Services | <input type="checkbox"/> | D. All Services      |

In consideration for the privilege of using the EDLINK12 telecommunications system, and in consideration for having access to public electronic communications networks, I hereby release the Education Service Center Region 12, EDLINK12 operators, and any institutions with which they are affiliated from any and all claims and damages of any nature arising from my use of, or inability to use, the EDLINK12 system services, including, and without limitation, the types of damages identified in my district's policy and administrative regulations.

I understand that noncompliance with the EDLINK12 Acceptable Use Policies may result in suspension of access to services or termination of privileges, as well as other disciplinary action consistent with EDLINK12, the Education Service Center Region 12, or EDLINK12 member districts or schools.

Name \_\_\_\_\_

Signature \_\_\_\_\_

District \_\_\_\_\_

School \_\_\_\_\_

E-mail Address \_\_\_\_\_

Date \_\_\_\_\_

**Please return to:** YOUR DISTRICT SUPERINTENDENT OR APPROPRIATE DEPARTMENT



## **SAMPLE FORM B**

### **Parent letter from EDLINK12 participating district or school For Internet and Videoconferencing**

Dear Parents:

Your child has an opportunity to participate in the EDLINK12 Telecommunications Network. This network includes districts and schools in a 12-county area of Central Texas. EDLINK12 provides our district and school with Internet access and two-way interactive videoconferencing. Through EDLINK12, your child will be able to communicate with other schools, colleges, organizations and individuals around the world through the World Wide Web and video distance learning.

The Internet is a network of networks which will give your child access to hundreds of databases, libraries, web sites, resources, and services all over the world. Through video distance learning, your child will be able to participate in live videoconferences and/or videocourses. These videoconferences will include student courses, curriculum extension activities such as "virtual" field trips to faraway places, and collaborative projects with other schools and/or colleges and universities. Therefore, we need your permission as a parent or guardian for your child to participate in EDLINK12 activities and opportunities.

With this educational opportunity also comes responsibility. Your child's teachers will train your child to use the EDLINK12 services properly, in accordance with the network's Acceptable Use Policies and our district's policies and procedures. Inappropriate use will result in the loss of privileges and appropriate disciplinary action. If you wish to have a copy of the EDLINK12 Acceptable Use Policies, please make a note on the enclosed reply form.

Please note that the Internet is an association of diverse communication and information networks. It is possible that your child may run across areas of adult content and some material you may find objectionable. While our school will take reasonable steps to preclude access to such material and does not encourage such access, it is not possible for us to absolutely prevent such access.

In addition, please note that when your child's class participates in video distance learning, your child will be seen on a television screen in one or more separate other locations. Often video distance learning sessions are videotaped for future educational use by the participating organizations. While our school will take reasonable steps to ensure the security of our students, it is not possible for us to absolutely know how, where and when such videotapes will be used by other organizations.

We ask that you please return the attached form indicating your permission or denial of permission for your child to participate in the EDLINK12 Telecommunications Network services. Thank you in advance for your assistance.

Sincerely,

PRINCIPAL NAME



## **SAMPLE FORM C**

### **Parent/Student Agreement Form for use of EDLINK12 Internet and Videoconferencing services**

Student Name \_\_\_\_\_ Grade \_\_\_\_\_

School \_\_\_\_\_

Parent/Guardian Name \_\_\_\_\_

Home Address \_\_\_\_\_

Home Phone Number \_\_\_\_\_

\_\_\_\_\_ I DO give permission for my child to participate in the EDLINK12 telecommunications system services. I understand that this access is designed for educational purposes. However, I also realize that it is impossible to restrict access to all controversial materials; and I will not hold EDLINK12 or my school district responsible for materials acquired or sent via the network.

I understand that in a Distance Learning Classroom, my child's voice, physical presence, and participation in classroom activities will be transmitted to distance learning sites. I hereby agree that my child's voice, presence, and participation in these classes will not be a violation of his/her personal rights and hereby release any claims for the use of such during the duration of the distance learning class.

\_\_\_\_\_ I DO NOT give permission for my child to participate in the EDLINK12 telecommunications system services.

\_\_\_\_\_ Please send me a copy of the EDLINK12 Acceptable Use Policies.

Parent/Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_



## **Acceptable Use Policy**

### **Sample Form D**

#### **Parent letter from EDLINK12 participating district or school For Videoconferencing Only**

Dear Parents:

Your child has an opportunity to participate in the EDLINK12 Telecommunications Network. This network includes districts and schools in a 12-county area of Central Texas. EDLINK12 provides our district/school two-way interactive videoconferencing. Through EDLINK12, your child will be able to participate in live conferences and/or videocourses with other schools, colleges, organizations and individuals around the world. These videoconferences will allow your child to participate in student courses, curriculum extension activities such as “virtual” field trips to faraway places, and collaborative projects with other schools or organizations. Therefore, we need your permission as a parent or guardian for your child to participate in EDLINK12 videoconferencing activities and opportunities.

With this educational opportunity also comes responsibility. Your child’s teachers will train your child to use the EDLINK12 services properly, in accordance with the network’s Acceptable Use Policies and our district’s policies and procedures. Inappropriate use will result in the loss of privileges and appropriate disciplinary action. If you wish to have a copy of the EDLINK12 Policies and Guidelines including the Acceptable Use Policies, please make a note on the enclosed reply form.

Please note that when your child’s class participates in video distance learning, your child will be seen on a television screen in one or more separate other locations. Often video distance learning sessions are videotaped for future educational use by the participating organizations. While our school will take reasonable steps to ensure the security of our students, it is not possible for us to absolutely know how, where and when such videotapes will be used by other organizations.

We ask that you please return the attached form indicating your permission or denial of permission for your child to participate in the EDLINK12 Telecommunications Network’s services. Thank you in advance for your assistance.

Sincerely,

PRINCIPAL NAME



**Sample Form E**  
**Parent/Student Agreement Form**  
**For Use of EDLINK12 Videoconferencing Services**

Student Name \_\_\_\_\_ Grade \_\_\_\_\_

School \_\_\_\_\_

Parent/Guardian Name \_\_\_\_\_

Home Address \_\_\_\_\_

Home Phone Number \_\_\_\_\_

\_\_\_\_\_ I DO give permission for my child to participate in the EDLINK12 telecommunications system videoconferencing services. I understand that in a Distance Learning Classroom, my child's voice, physical presence, and participation in classroom activities will be transmitted to distance learning sites. I hereby agree that my child's voice, presence, and participation in these classes will not be a violation of his/her personal rights and hereby release any claims for the use of such during the duration of the distance learning class.

\_\_\_\_\_ I DO NOT give permission for my child to participate in the EDLINK12 telecommunications system videoconferencing services.

\_\_\_\_\_ Please send me a copy of the EDLINK12 Policies and Guidelines including the Acceptable Use Policies.

Parent/Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_



# INFRASTRUCTURE



## Infrastructure

- I. Network Infrastructure Overview**
- II. Network Member Information**
- III. Network Maps**

### **I. Network Infrastructure Overview**

The EDLINK12 network was established by a Technology In Education (TIE) grant awarded by the Texas Education Agency in June of 1998 to ESC Region 12, 47 districts and six private schools. The TIE grant funded the telecommunications network infrastructure, as well as the networking and videoconferencing equipment, needed to bring EDLINK12 online with Internet access and videoconferencing distance learning services. Upon the closing of the TIE Grant, ESC Region 12 along with 43 districts and five private schools remained partners.

Currently the EDLINK12 network is composed of 50 districts, 3 private schools, 3 charter schools, 4 ESC 12 locations (Waco, Corsicana, Copperas Cove, and Hillsboro), and 3 colleges (Baylor University, Temple College, and Texas State Technical College) for a total of 63 sites.

The goal is to connect all 78 districts in Region 12 to EDLINK12 either directly or through other networks. EDLINK12 is currently connected to two other networks in the Region 12 area for videoconferencing. Those networks include CTEN Online and BellNET. EDLINK12 is also connected to Texas State Technical College in Waco and Baylor University and will be connected to McLennan Community College in the near future.

The physical network consists of Cisco Systems hardware utilizing cutting edge ATM (Asynchronous Transfer Mode) technology to compress data, video, and voice

into a single, narrow band T-1 line. Instead of three or more T-1 lines to handle data, video and voice separately, ATM technology saves money by compressing traffic to one T-1 line. The ATM technology works through EDLINK12's system of specially configured switches and routers at the Core, hub, and edge sites. A number of districts are connected via T-1 lines to a hub district, which in turn is connected to the Core at ESC Region 12 in Waco. There are three such hubs. In addition some districts are connected to the Center's Core with a direct T-1 line.

Through a direct connection to Cable & Wireless USA, a tier one provider, EDLINK12's Internet access is one of the fastest in Central Texas. In addition, EDLINK12's full-service e-mail for educators through esc12.net is only \$12 a year per address.

The EDLINK12 Videoconferencing Teaching Classroom provides access to distance learning content from a variety of providers, as well as point-to-point and multi-point videoconferencing among EDLINK12 districts/sites.

The EDLINK12 network has two H.320 video servers available for scheduling of conferences at the Core in Waco. An H.323 server will be installed during the 2003-2004 year to accommodate member sites needing H.323 services. It is possible for a maximum of 24 sites connected to each H.320 videosever to participate in a single conference or set of conferences at the same time. For example, 24 sites connected to the video server at Waco could participate in a single conference, or 12 sites could participate at a time in two separate conferences, or any other mixes and matches that include only 24 sites total. A maximum of three videoconferences can be held at the same time crossing the LATA via a dedicated T-1 (video traffic only).

The Videoconferencing Teaching Classroom is based on a WG500 base system from VTEL Corporation that has been specially upgraded for EDLINK12 to include dual 27-inch monitor support and two cameras. The enhancements allow the system to accommodate a class of 12 to 16 students, while

keeping its portability functions. Plus, the student camera has a wireless controller, for easy setup of the system and storing of preset angles. The system's instructor camera is controlled with a handheld pan, tilt and zoom controller. With this system, teachers are able to conduct classes from a teaching station using the omnidirectional microphones with either the keyboard or the mouse. The WG500 systems can be modified to incorporate video projection systems, touch-sensitive whiteboards, and document cameras.

## **II. Network Member Information**

The EDLINK12 network is composed of 64 sites. A listing of those sites is located in the Reference section of this Guidebook. Included in that listing are 49 districts, 3 private schools, 4 charter schools, 4 ESC 12 locations (Waco, Corsicana, Copperas Cove, and Hillsboro), and 4 colleges (Baylor University, McLennan Community College, Temple College, and Texas State Technical College). Currently 15 sites connect for Internet only, 5 sites connect for Video only, and 37 sites connect for Internet and Video.

All members who wish to participate have voice capabilities. A dialing directory including directions for placing calls inside the network without incurring long distance charges is included in the Reference section of this Guidebook.

EDLINK12 is currently working with community colleges and universities - Central Texas College, Hill Community College, McLennan Community College, Navarro College, Temple College, Texas State Technical College, University of Mary Hardin-Baylor, Baylor University, Tarleton State University and Texas A & M University to schedule courses for network members. A list of courses available through colleges connected to the network is accessible from the ESC Region 12 website: <http://www.esc12.net/edlink12/html/studentcoursesfall03.html> .

## **III. Network Maps**

A map and diagram showing the layout of the network and location of sites are provided in the Reference section of this Guidebook.



**Content**

**And**

**Services**



## Content & Services

- I. Internet**
- II. Video**
- III. Voice**
- IV. Data**

### **I. Internet**

#### **A. Resources**

Hundreds of educational Internet resources are provided for Region 12 districts through the ESC Region 12 website and staff websites.

#### **B. Training**

Multiple opportunities for training in use of the Internet in an educational setting are provided to Region 12 districts through training classes offered at ESC Region 12 in Waco as well as on site by special arrangements. Internet training topics include: Internet for Educators, Internet for Librarians, Internet for Administrators, Internet Integration, Internet and Multimedia, and Web Publishing.

### **II. Video**

Videoconferences and videocourses must be scheduled using the scheduling request forms located in the Reference section of this Guide. Priority will be given to requests based upon the Videoconference Priority Ranking also included in the Reference section of this Guide.

#### **A. Student Courses**

Both secondary & post secondary student courses may be scheduled over the network. Class offerings from local colleges will be posted on the EDLINK12 webpage housed on the ESC Region 12 webserver at <http://www.esc12.net/edlink12/html/distlrngactivities.html>. A searchable database for shared teachers is also available from that web page to assist districts in locating schools with which to partner for delivery of classes.

To sponsor a class through EDLINK 12 follow these steps:

1. Enlist the participant sites.
2. Complete a Videocourse Request Form and send it to Shane Howard at ESC Region 12 for scheduling.

To participate in a class through EDLINK 12 follow these steps:

1. Contact the Host Site to arrange participation.
2. Contact Shane Howard at ESC Region 12 for scheduling.

B. Staff Development

Staff development led by ESC Region 12 staff is available over the network. For example, the ESC Technology Services Team provides Distance Learning Methodology Training upon request. The network may also be utilized for district-led staff development or staff development from outside sources.

C. Collaborative Projects

The EDLINK 12 Videoconferencing Network provides opportunities for the students of ESC Region 12 to collaborate with students outside their own school such as Bluebonnet Award Book Reviews, Monster Match, and Christmas Around the World.

D. Curriculum Enrichment

Curriculum extensions may include Interactive Visits with NASA; Videoconferencing Adventures; Famous Author Conferences, Connections with Other Networks; Presentations/Activities for Students; Elementary activities for Science and Social Studies, Secondary - Gadget Works; District Presented Programs; and/or Guest Lecturers. Virtual Field Trips will provide ESC Region 12 students with virtual access to a wide variety of new learning experiences. Students can visit museums, zoos, other schools, and businesses regardless of their relative physical location. Virtual field trips will not be dependent on weather or time of year; students will be able to attend real-time or previously recorded field trips.

E. Meetings

The EDLINK 12 Network provides an opportunity to have meetings via videoconferencing. These may include Focus Group Meetings; Administrator Meetings; Virtual Lounges; Forums; Advisory Board Meetings; etc. For example, Technology Coordinators & Contacts Meetings will be held over the EDLINK 12 Network during the 2003-2004 School Year. See <http://www.esc12.net/techcon> for meeting dates.

### **III. Voice**

#### **A. Service Description**

The voice communications component of the network provides each district/site four telephone extensions, which allow calls to be made to any district/site in the EDLINK12 network without incurring long distance charges. The telephone extensions are available on the router installed in the district/site network closet or control room. To use this service, analog telephones may be plugged directly into the ports on the back of the router or into extensions run by the district from the control room to other rooms in the building. It is strongly recommended that one of those phone extensions be placed in the videoconferencing classroom to provide a point of access for troubleshooting difficulties and communicating with potential conference partners. In addition that extension could be used for a fax machine. All EDLINK12 members are provided a phone/fax machine free of charge. This voice communications network will allow calls between the EDLINK12 districts/sites only. It will not allow for calls to be dialed off the network.

#### **B. Implementation Diagram**

A diagram is included in the Reference section of this Guidebook providing more specific details on how to connect your phones to the router.

#### **C. Phone Directory**

A Voice Dialing Plan with on-net phone numbers for all the currently connected EDLINK12 sites is provided in the Reference section of this Guidebook.

### **IV. Data**

The EDLINK12 network was designed to implement the goals defined by the Public Access Initiative. The Public Access Initiative (PAI) is a set of programs and projects designed to meet the Agency's Long-Range Plan for Technology. As it is implemented, the PAI will provide schools, school districts, Education Service Centers, state officials, and other public education stakeholders across the state with access to timely information for educational planning and decision-making. This information, has been merged and integrated on TEA's website to support comparative and longitudinal analysis.

The original plan was to use the Education Service Centers regional networks as a vehicle for the distribution of sensitive data from the Texas Education Agency. The exact measures to ensure security of that data have not been finalized.

In addition to distributing data from TEA, EDLINK12 will also be used for distribution of other regional data needed by our districts.



# REFERENCE



## Reference

- I. Advisory Board Members**
- II. EDLINK12 Members**
- III. Site Manager Information**
- IV. Phone Directory**
- V. Voice Port Diagram**
- VI. EDLINK12 Network Map**
- VII. EDLINK12 Network Diagram**
- VIII. EDLINK12 Connected Networks Diagram**
- IX. Videoconference Priority Ranking**
- X. Scheduling Request Forms (2)**
- XI. Videoconference Checklist**
- XII. Helpdesk Information**