



FIE London IT Equipment & Usage Policy

IT Department
Foundation for International Education
Foundation House, 114 Cromwell Road
London SW7 4ES

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Contents

Summary/Purpose Statement for FIE London Complaints & Academic Appeals Policy.....	2
Equipment.....	2
Wireless Internet Access.....	3
IT Support Policy.....	4

Summary/Purpose Statement for FIE London Complaints & Academic Appeals Policy

FIE is committed to ensuring our students stay safe and are aware of the rules and policies surrounding FIE provided equipment, including the internet.

This document is intended to provide a set of parameters which outline the conditions of access and acceptable usage by students during their time at FIE.

Any questions, concerns or suggested amendments should be directed to the IT department.

Equipment

Any item provided for student use by FIE

The Quiet Study Area and Student Lounge are located in Metrogate House and feature FIE-provided IT equipment such as computers and printers on a round-the-clock basis. Both spaces contain PCs equipped with the full range of Microsoft Office Professional applications and give students fast and unrestricted online connectivity. All PCs are connected to laser jet printers dedicated to student use. The areas are always monitored by Metrogate staff and the IT department.

The specifications of the facility are as follows:

- Dell PCs with Windows 10 operating system
- LaserJet printers, students print for free
- Software consisting of the full range of MS Office software applications, Acrobat Reader, and VLC
- Wired and Wireless Internet connections

Wireless Internet Access

The wireless internet provided by FIE for student use. All FIE buildings are equipped with 24-hour wireless internet connections. Students and faculty may access the wireless systems in any of these buildings using their laptops. The wireless systems are connected to fiber optic cables that provide each of our sites with 1Gbps for upload and 1Gbps for download speeds.

All students should comply with FIE rules and policies (including the Code of Student Conduct), as well as both UK and US internet and software usage regulations.

Students must also ensure they have updated operating systems and install anti-virus software on their laptop before using FIE's provided wireless networks.

Acceptable, Non-Acceptable, and Responsible Usage Policies

Please note this list is not exhaustive.

All equipment is available for FIE students to use for appropriate academic and (within reason) personal reasons.

Acceptable uses of FIE equipment (including the provided internet) include but are not limited to:

- Accessing information for your academic program while with FIE
- Academic research
- A reasonable level of personal use

Non-acceptable uses of FIE equipment (including the provided internet) include but are not limited to:

- Unlawful activities such as illegal file sharing or unauthorized downloading of programs and files or activities that expose FIE to legal and/or regulatory liability.
- Activities that are abusive or threatening to others, e.g. serve to harass, bully, discriminate or incite discrimination or extremism or that could be considered cyberbullying and are in direct violation of community rules set forth in the Code of Student Conduct.
- Activities that are designed or likely to result in the degradation, loss, damage or destruction of FIE property.
- Activities that threaten the preservation and/or maintenance of the confidentiality, integrity and availability of data, information, and services.
- Infringes third-party copyright or other intellectual rights.

Here are examples of **responsible** usage of FIE's equipment (including the provided internet), including but not limited to:

- If you see something, say something – such as reporting concerning posts on social media to FIE staff immediately.
- Make informed decisions about providing your personal data (such as credit card information, address, etc) to online websites.
- Trust the safeguards and security measures FIE has in place on FIE's provided IT equipment and do not uninstall these programs or visit untrusted sites.

IT Support Policy

What FIE's IT department can and cannot provide for students.

FIE provides IT support for the main cables and wireless networks every day of the week from 10 am - 9 pm, including weekends and holidays. Students can receive advice on their personal devices from 10 am - 4 pm from Monday to Friday by visiting the IT office in Foundation House. This is only limited to general IT advice or assistance with FIE programs (such as MyMedia or MyStudy) and does not include fixing any software or hardware problems, however our staff can do a basic analysis and direct students where to go for help. FIE will not be responsible for fixing, buying, replacing, or providing hardware or software for students' devices.