CALIFORNIA INSTITUTE OF ARTS & TECHNOLOGY CODE OF CONDUCT POLICY FOR CIAT COMMUNICATION PLATFORMS

This Code of Conduct policy extends to all CIAT communication platforms including, but not limited to Canvas discussion boards, email, live chat, phone, Yammer, and CIAT social media sites.

CIAT communication platforms are provided to students to collaborate in meaningful discussions regarding education and career goals, build or strengthen relationships with classmates and CIAT staff, and stay connected to ongoing resources.

We encourage you to use these digital resources to develop working relationships and stay motivated through your academic journey and beyond.

What to expect with the CIAT Interactive Discussion Boards on Canvas:

- Interact with your instructor and classmates on topics related to your course objectives.
- Participation will be monitored and tracked toward your course attendance requirements.
- Responses must correspond to the topic of the question posted in the discussion prompt.
- Learn from others with diverse education and technical backgrounds.

What to expect with the CIAT Online Community on Yammer:

- Find study partners for certification exams or coding labs
- Share insights on study strategies or technology tips to support your fellow classmates
- Stay up to date with ongoing CIAT-hosted and industry events
- Get ongoing career and job networking tips
- Feel connected to classmates from different backgrounds and geographic locations
- Show off your wins!
- And more…

Ways To Connect with CIAT Team Members:

Yammer and Canvas discussion boards are great platforms student to student or student-to-staff collaboration. However, email and phone communication channels are more appropriate for more private communications or course feedback.

CIAT Student Services support staff are available through phone (**877-599-3621**), live chat (www.ciat.edu), and email (studentservicesteam@ciat.edu).

- **Urgent support:** If you need personal support with a course assignment, program, technical assistance, registration, or anything that requires immediate attention.

    - For personal support with a course assignment, please contact your instructor first
    - For Canvas support or class access issues, please canvas@ciat.edu

- For technical help resetting passwords or access to your CIAT Student Portal, please submit a helpdesk ticket by emailing help@ciat.edu
- For academic advising, disability support accommodations, registration, or program-related questions, email StudentServicesTeam@ciat.edu

- **Personal crisis:** If you are undergoing a personal, financial, or emotional crisis that impacts your ability to be successful at CIAT, please email StudentServicesTeam@ciat.edu.

- **Voicing anger or frustration:** If you have a concern or frustration, you'd like to address with the CIAT management team, please email feedback@ciat.edu and a member of the CIAT management team will respond with an opportunity for a one-on-one discussion and added support.

Usage and Monitoring

CIAT reserves the right to monitor and moderate all discussions on the CIAT communication platforms. CIAT will remove and permanently delete text or images that do not comply with this usage policy, including, but not limited to:

- Profanity
- Racial injustice
- Cyberbullying
- Sexual harassment
- Threats, harassment, or references to violence of any kind
- Unkind words or negativity
- Cheating or academic dishonesty
- Inappropriate or irrelevant content
- Feedback regarding personal experience with instructors, CIAT staff, or classmates

An atmosphere that is free of negativity will foster stronger relations and create an environment that encourages constructive feedback – benefiting all of us. Obscene, discriminatory, harassing, or defamatory postings will not be permitted. If such posts are made, one or more of the following actions may be taken:

- Content removal
- Ban from further participation in Canvas discussion board posts or student replies
- Removal from class or CIAT program
- Academic probation or suspension
- Legal and/or police involvement

We ask that you remain respectful and follow some simple guidelines:

- **Be respectful:** Online comments can be easily misconstrued. Don't post messages, images, or content that are likely to cause harm or offense to others.

- **Be aware.** Don't share personal information about you or others that is not intended to be shared with the entire CIAT community or your classmates. Do not share users' posts or comments publicly, outside of CIAT platforms, without prior permission.

- **Be secure.** Don't share your passwords or other access to your classes, computer, study materials, or other personal accounts.

- **Be truthful.** When providing support or feedback to your fellow classmates, be honest and truthful about your own experiences or technical facts. Do not intentionally mislead or misguide classmates that are seeking your advice.

- **Be relevant.** Don't spam groups or post messages that are unrelated to the purpose of that community group or Canvas discussion post. Post questions to appropriate sub-communities. Keep topics related to your technical education and career journey. Ensure posts and replies to Canvas discussion boards are related to the discussion prompt. All communication topics are subject to moderation. Acknowledge that classmates may have different views related to politics, religion, culture, gender, or other personal beliefs.

- **Be helpful.** Every student is at a different stage of their journey. When helping others, you learn new ways to grow your own skills. Think of ways to give back and support others.

CIAT Yammer Guidelines

Participating in the CIAT Yammer platform acknowledges and confirms that you understand and agree to the following requirements:

- Information, opinions, statements, pictures, or files posted on Yammer cannot be considered private.

- Yammer does not replace California Institute of Arts & Technology's established student communication channels including phone, email, text, and Canvas. Any information posted on Yammer is provided as an added resource to students.

- Participation is entirely voluntary and a matter of individual choice.

- Never rely on information or opinions posted on the CIAT Yammer network by other users to replace CIAT policy or standards or information that you receive from CIAT staff.

- While the CIAT Yammer network contains plenty of useful information and our administrators strive to address incorrect statements, we cannot guarantee the accuracy, privacy, or validity of the information provided in the groups by other users.

- Any statements or comments posted on Yammer may be to be used in CIAT promotional materials