CPTC Procedure: Wireless Access

Coastal Pines Technical College (CPTC) provides Wi-Fi access to students, employees and guests.

Procedure:

Wireless LAN client devices capable of 802.11 n/ac/ax (also called Wifi 4, WiFi 5 and WiFi 6) wireless communications, such as laptops, tablets, phones, and other Internet of Things (IoT) devices, may be brought on campus by students, staff, and guests. There are two wireless networks are available for use. These networks are: 1) CPTC SECURE and 2) CPTC OPEN. Here is a description for each:

> CPTC OPEN – Provides access to the Internet on ports 80 (WWW) and 443 (SSL). This WLAN (wireless connection/SSID) allows users to connect to external web resources on these ports as well as CPTC's webpage, Banner hosts, and other resources that are accessible from outside the CPTC network. All other outgoing ports are closed per TCSG security policies.

> CPTC SECURE – Provides all the same access to services as CPTC OPEN, but it gives access to internal server resources as well. This network is only available on college devices. The password is not to be given out to anyone outside of the IT department, nor is the WLAN to be made available to any outside device belonging to visitors or employees without the approval of the Executive Director of Information Technology or Director of Information Technology Supervisor.

Under no circumstances may an external wireless access point, wireless switch, or any wireless server device be brought on the premises of any CPTC campus, and no wireless networks, including "ad hoc" or point-to-point networks may be created on campus; this does not apply to short-range Personal Area Network (PAN) devices using Bluetooth (or short-range Wi-Fi hotspots that do not interfere with our enterprise wireless network).

Access to internal CPTC systems and resources (except for select services allowed by CPTC's access control lists, such as DNS and DHCP) from the open wireless network is strictly prohibited. Any unauthorized attempt to access, probe, or "hack" such systems will result in disciplinary action. The wireless network only provides connectivity to the public Internet, which is filtered in accordance with CPTC and Technical College System of Georgia policies and procedures. Refer to the TCSG Procedure: Acceptable Computer and Internet Use for acceptable use guidelines.

Under no circumstances may a student, guest, or person other than an IT staff member or designee connect or "patch in" a personal, non-CPTC computer or device to the hard-wired campus network through any data port, switch, etc. (An exception would be the indicated ports used by the CIS classes. Rooms open to the public such as conference rooms may have ports available upon request. They will be on the kiosk network. These must be requested via a helpdesk ticket by the custodian of the room if they are not already enabled.)

Disclaimer and Availability:

CPTC cannot be held responsible or liable for loss or damage to students' personal equipment brought on campus. The open guest wireless network is an unsecured, open network. CPTC

cannot be held responsible or liable for the security or breach of any transmission that a staff member, student, or visitor chooses to transmit or receive over the CPTC wireless network.

It is intended that CPTC's wireless network be operational 24/7.However, CPTC reserves the right to bring down the wireless network for occasional maintenance and makes no specific guarantee of uptime.

Connection Procedures and Technical Support:

The wireless network is designed to provide equipment with an IP address via DHCP automatically; the student or guest is responsible for configuring his/her equipment for DHCP client us. This also applies to employees' personal devices. The network will also provide DNS service and allow HTTP/HTTPS for Internet connectivity; no other protocols are supported.

When a client is within range of CPTC's wireless network, a connection named "CPTC OPEN" should be available; simply double-click that network to connect. The open network provides limited access to the Internet based on web filtering policies. At present, the wireless network supports 802.11 n/ac/ax (also called Wifi 4, WiFi 5 and WiFi 6) wireless radio access. All access points offer 802.11 ax (aka WiFi 6), but there are some exceptions.

If you experience difficulty connecting to the wireless network, please check your configuration and equipment for proper function. If you believe that the wireless network in your area is not functioning properly, please report the nature and location of the problem to CPTC faculty or staff who can open a helpdesk ticket. The Information Technology department cannot provide assistance or configuration support for personal student equipment. Its responsibility extends to ensuring that the access points and wireless network in the area are operational.

Responsibility

The Executive Director of Information Technology has the overall responsibility for ensuring this procedure is implemented.

Adopted: May 5, 2016
Revised: September 19, 2023