



Google Drive/Docs Usage Guidelines and Support Agreement

The University has a contractual agreement with Google, Inc. for their Google Apps for Education suite of products, including Google Calendar, Google Drive, and Google Docs. As such, the Google Drive service is available to all faculty, staff, and librarians to provide additional file sharing and document collaboration capabilities that complement the existing MSUFILES home directory and departmental file shares. One of the main advantages of Google Drive/Docs is the ability to share and collaborate on documents with entities external to the University such as research colleagues or third party vendors who would not normally have access to the central MSUFILES file share.

Due to the more public nature of Google Drive/Docs and the ability to grant document access to non-MSU persons, the Information Technology Division in conjunction with University Counsel have developed a set of usage guidelines for Google Drive/Docs that are intended to reduce the potential exposure of materials that might fall under various State and/or Federal document handling policies. **All users of Google Drive/Docs provided under Montclair State University's Google Apps for Education Agreement are expected to read, understand, and adhere to this guideline as well as all other relevant University computing policies as a condition of use.**

Storage and/or sharing of Private information

The Google Drive service is intended to provide faculty and staff with a means to share documents and data among other authorized University faculty and staff and authorized third parties who have a legitimate educational or business interest in them.

At no time should materials containing *Private* information be stored on or shared via Google Drive. The University's [Data Classification and Handling policy](#) should be considered the definitive source for the definition of Private information. Some examples of Private information that should not be stored on Google Drive/Docs include, but are not limited to:

- Health Information, including Protected Health Information (PHI) and any data covered under the Health Insurance Portability and Accountability Act (HIPAA)
- Any data covered under the Family Educational Rights and Privacy Act (FERPA)
- Social Security numbers
- Credit card account number, or debit card number and any required security
- code, access code, or password that would permit access to an individual's financial account (e.g. other Cardholder data).
- Personal financial information, including checking or investment account numbers
- Driver's License numbers
- Health Insurance Policy ID Numbers
- Unlisted telephone numbers
- Student directory information that a student has requested not to be disclosed

- Student and employee ID numbers (CWIDs) combined with PINs and/or birth dates
- NetID usernames or other account names combined with unencrypted password string

The Data Classification and Handling Policy along with other relevant IT policies are available at the following URL: <http://www.montclair.edu/oit/policies>

Support Agreement

Support for the Google Drive/Docs service is being offered through the IT Service Desk and will include basic end-user documentation and troubleshooting assistance. When using this service, users will be expected to leverage the online help functions of Google Drive/Docs wherever possible. For online help documentation please see the following web page:

<https://support.google.com/drive/?hl=en%23topic=14940#topic=14940>

In addition, Information Technology can make no guarantees of the stability or availability of the Google Drive service beyond the Terms of Service that are provided by Google as part of their Apps for Education offering. Please see the following web page for additional detail:

http://www.google.com/apps/intl/en/terms/user_terms.html