



Frostburg State University

Nestled in the Appalachian Mountains in Western Maryland sits Frostburg State University, the only four-year state school west of the Baltimore-Washington corridor. With its scenic campus, rigorous liberal arts academic program and nationally acclaimed community service programs, Frostburg State is home to more than 5200 undergraduate and graduate students – all of whom enjoy free wired and wireless access to the Internet.

A newly installed fiber-optic network connects the campus with the entire University of Maryland System as well as the Internet. To help ensure safe and responsible usage of the Internet, Frostburg State publishes a Responsible Computing document that outlines acceptable usage of the Internet. Students understand from the very beginning that their usage of the school network is a privilege, not a right. Still, many students are accustomed to freely downloading songs and videos; some don't even realize that it is illegal.

“A couple years ago we were just hammered with legal notices from the RIAA. Sadly some students were faced with fines exceeding \$1000.”

-Lori Bennett, Network Control Specialist

Lori Bennett is the network control specialist for Frostburg State. The legal use of the Internet comes under her umbrella. “We found ourselves spending hours looking up IP addresses to track down the students who were illegally downloading material,” she says. “Not only was it time consuming and expensive but we were put in the very undesirable position of policing student Internet usage.”

Bennett and her team were eager to find a product that would help reduce the number of infractions – for their sake and for the students’.

“We installed Audible Magic’s CopySense Appliance about two years ago as a means to detect illegal peer-to-peer activity. We chose this product because it enabled us to provide an added level of security without disrupting legitimate P2P communications. And it did a great job detecting inappropriate P2P usage. But it wasn’t until we added the Graduated Response software a year later that we began to see the dramatic change in student behavior we had hoped for.

Audible Magic’s Graduated Response software enables universities to grab “in the moment” opportunities to teach their students about responsible Internet usage. “We are now able to educate our students at the time of their infractions and immediately provide an appropriate repercussion,” says Bennett.

At Frostburg State University, students get three warnings.

First infraction:

- Internet access is blocked for five minutes;
- Students receive a warning -- an explanation of what they did wrong and why it was illegal;
- Students must check the appropriate box to show they have read and understood the warning.

Second infraction:

- Internet access is blocked for five minutes;
- P2P access is blocked for 24 hours;
- Along with the warning, a \$25 fine is levied against the offending student.

Third infraction:

- Internet access is blocked for five minutes;
- P2P access is blocked for 30 days;
- \$100 fine is levied.

“We evaluated several other products before we chose the CopySense Appliance from Audible Magic,” says Bennett. “But the CopySense product was the only one that reliably caught peer-to-peer infractions as they happened and enabled us to educate our students with a graduated response system. The product is truly unique...and highly effective. The number of infractions has dropped significantly since we installed the system. And the number of repeat offenders has basically disappeared. We’re very happy with our Audible Magic solution.”

Overview

Industry

- Education / University

Challenges

- Needed system that would eliminate extra hours spent locating offender IP addresses.
- Decrease student misuse of the Internet without blocking legal P2P communications.
- Educate students to build good “Internet citizens.”

Solution

- Audible Magic’s CopySense® Network Appliance and Graduated Response Software for Education.

Benefits

- Tracks and manages illegal file trading while allowing legitimate P2P use.
- Eliminates financially crippling settlements for students.
- Eliminates time-consuming and expensive staff use to locate IP addresses.
- Easy to use and manage.

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