

UCLA Quarantine Process

August 18, 2004

UCLA's quarantine approach emphasizes and complies with legal requirements while ensuring balance with campus judicial policy. Reflecting the underlying design principles of Universal's Automated Copyright Notification System, the approach streamlines part of the process for handling copyright notifications so that UCLA may focus its efforts on areas that continue to require human judgment: due process, privacy, education and policy development. Student leadership and student input were uniformly receptive and positive that the quarantine approach would be both effective in curbing behavior yet flexible enough for continued access to campus resources to complete academic work.

The quarantine process was put in place on April 19, 2004, two weeks after classes began in the Spring Quarter (March 31 – June 18, 2004). The population in the residential halls during this quarter was approximately 7,500.

The Spring Quarter data for the residential halls, while inconclusive, are encouraging. Without drawing conclusions on cause and effect at this time, there are two observations from this first quarter of operation that will be reviewed in the next academic year. First, there was a substantial drop in notifications at the point in time that the quarantine went into operation. Of the 52 claims received during the quarter, 22 claims (42%) arrived in the first two weeks of classes, whereas the remaining 30 claims (58%) were received in the remaining eight weeks. Note: In the two immediate prior quarters, there were 67 claims received (all first incidents) in Fall Quarter 2003 and 89 claims received (79 first incidents and 10 second incidents) in Winter Quarter 2004. Second, although we saw a small number of individuals who had a first claim arrive prior to the quarantine being put into place and a second claim arrive afterwards, we have not seen anyone receive a first *and* second claim after quarantine was in effect; i.e., there have been no repeat incidents once the quarantine approach was in operation.

Spring Quarter 2004	Number of Claims <u>Prior to Quarantine</u> (March 31-April 18)	Number of Claims <u>Since Quarantine</u> (April 19-June 18)
Total = 52	22	30
First incident	20	25
Second incident	2	4*
Third incident	0	1*
* All second- and third-time incidents occurring after the quarantine process went into effect had their first or second incident (respectively) occur prior to quarantine.		

After one quarter of experience with the quarantine process, the two Assistant Deans of Students who adjudicate infringement claims feel the process is working well. They have found that putting a computer in quarantine gets the attention of the computer's owner and causes him or her to respond quickly to notices; no one has failed to respond after being put into quarantine. In addition to quarantine, violators have received sanctions ranging from warnings to suspension.

The quarantine process is part of an integrated approach to addressing digital copyright infringement at UCLA, which includes many educational activities (mandatory student orientation; parent orientation; letters to all student residents; and brochures, newsletter articles and signage), network resource management practices (bandwidth management and traffic shaping), policy (each hall resident signs an acceptable use agreement as a condition of stay) and working relationships with the entertainment industry (to look not only at mechanisms by which claims of infringement are conveyed but to the future of entertainment media and how can universities constructively help with new models; and dialog about trends, approaches, what is and is not working). The quarantine process is also part of an integrated technical approach used for all residential hall clients that includes antivirus and patch management services.