CHAPTER 5

SUMMARY, DISCUSSION, AND RECOMMENDATIONS

This chapter includes a summary of the research process, the findings, discussion, and recommendations for application of the research findings and for further study.

SUMMARY OF THE RESEARCH PROCESS

This study had two levels of objectives, a general objective and specific objectives. The general objective of this study was to examine possible alternatives for Internet Use policies for Thai higher education institutions. The specific objectives were the following:

1. To study the key policy issues that might be included in the Internet Use Policy for Thai higher education institutions;

2. To study how each key policy issue of the Internet Use Policy for Thai higher education institutions can be addressed;

3. To study the policy mechanisms that might be used to support the Internet Use Policy for Thai higher education institutions; and

4. To validate the Internet Use Policy for Thai higher education institutions developed from the study with key policy decisionmakers.

This research employed the Policy Research as a methodology of the study. In addition, the methods selected in conducting this policy research were interview, questionnaire survey, and focused synthesis. The data used in this study were collected from five major sources. These sources were stakeholders, literature, official documents, experts, and the Internet resources. The research tools used in this study were questionnaires and interview guides. There were three sets of questionnaires, and two sets of interview guides utilized in this study. There were basically two categories of data which were used in this study: quantitative data and qualitative data. Quantitative data were analyzed and described in the form of frequency distribution, measure of central tendency, and percentage. The qualitative data were analyzed by content analysis method.

The process used in conducting this study was adapted from Ann Majchrzak's method for policy research (Majchrzak, 1984). This study was conducted in five major processes: preparation, conceptualization of the study, technical analysis, analysis of the study recommendations, and communication to policymakers. The first four processes were conducted in order, while the communication to policymakers process was conducted from the beginning to the end of the study. The objectives and methods used in each process are described as follows:

1. Preparation. The objectives of the activities in conducting this process were to collect the preliminary data and information to support the decision to conduct the policy research, and the study of the existing context and environment of the Internet Use Policy. The methods used to collect the data in the preparation process were questionnaire survey, interview, and literature and official documents review.

2. Conceptualization of the study. The second process in this policy research was aimed at the development of a fundamental concept applied in the study. The

specific policy problem was selected and research questions were developed from the analysis and synthesis of data and information gathered in the preparation process.

3. Technical analysis. There were two objectives of the activities conducted in this process. These were to design the methods for data collection and data analysis of the study in order to answer the research questions, and to conduct the study as designed. This policy research used a questionnaire survey, interview, and focused synthesis in the collection of data.

4. Analysis of study recommendations. The results of the data analysis from the technical analysis process were synthesized and used to prepare the tentative Internet Use Policy for Thai higher education institutions. The questionnaire survey for key policy decisionmakers was conducted in order to validate the tentative policy statements. The data from the survey were used to prepare the Internet Use Policy for Thai higher education institutions which were the recommendations from the study.

5. Communication to the policymakers. The communication between the researcher and the policymakers were done throughout the study. In the preparation process, the interviews with the presidents of universities/institutions were conducted, and the questionnaire survey with the directors of university computing centers were administered. Moreover, in the third process of the research, the technical analysis, the interviews with the presidents of universities/institutions were conducted, and the questionnaire surveys with deans, and heads of departments were administered as well. In addition, in the fourth process, the analysis of study recommendations, the questionnaire surveys were conducted with key policy decisionmakers in order to validate the tentative policy recommended from the study.

RESEARCH FINDINGS

The purpose of this study was to examine possible alternatives for the Internet Use Policy. Four research questions were asked in order to fulfill this purpose. Answers to these questions were as follows:

Research question 1:

What are the issues that might be included in the Internet Use Policy for Thai higher education institutions?

The answers to this question were drawn from the data analysis in the technical analysis process. The data about the key issues that should be included in the Internet use policy were collected from the opinions of stakeholders, the literature, and official documents. There were fourteen key policy issues that can be included in the Internet Use Policy for Thai higher education institutions: (1) the user entitlement, (2) the objectives, (3) proper usage, (4) responsibility, (5) privacy, (6) security, (7) equity, (8) intellectual property, (9) academic freedom, (10) freedom of expression, (11) ethics, (12) network etiquette, (13) data and information used on the university network, and (14) service charge.

Research question 2:

What are the alternatives to address the policies that might be included in the Internet Use Policy for Thai higher education institutions?

The answers to this question were drawn from data analysis in the technical analysis process. The data on the addressing of policies were collected from the opinions of stakeholders, literature, and official documents. The following were the

findings of the study on the alternative policies to address that can be included in the Internet Use Policy for Thai higher education institutions.

1. **The user entitlement**

    The two were two aspects of this issue: the right to use the university Internet and the entitled user. Regards to the right to use the university Internet, the alternatives found important to be addressed in this issue were:(1) the right of all university members to use the university Internet and (2) the use of the university Internet as a privilege that the university should offer to the university members, and other individuals or organizations.

    For the aspect on the entitled user, the alternatives to address this issue were: (1) all university members are entitled to request for Internet user account, (2) some university members are entitled to request for Internet user account, (3) individuals and organization outside the university are entitled to request for Internet user account, and (4) individuals and organization outside the university are not entitled to request for Internet user account.

2. **Objectives of the Use of the university Internet**

    The findings showed that there were four alternatives to address the objectives of the use of the university Internet: (1) usage to support or enhance the operation of the university's major tasks in instruction, research and development, public service, and conservation and promotion of national culture as specified by the Ministry of University affairs, (2) usage to support or enhance the university management and administration, (3) usage to develop or enhance the knowledge and potential of faculties, staff, and students of the university, and (4) to generate revenue for the university and individuals or users.

3. Proper use of the university Internet

Nine alternatives were found to address the proper use of the university Internet which includes: (1) usage that achieves the objective of the use of university Internet, (2) usage that abide by the law, (3) usage that conforms with the network etiquette, (4) usage in accordance with the ethical use of the network, (5) usage that follows the university security procedures in using the university Internet, (6) responsible use, (7) innovative and creative use, (8) maximum utilization of resources to avoid waste, and (9) usage that follow the rules and regulations of the university in using the university Internet services.

4. Responsibility in using the university Internet.

User responsibility and university responsibility were found to be alternatives to address the responsibility in using the university Internet. Alternatives to address the users responsibility includes responsibility in using the university's network resources, other networks' resources, and intellectual property on the Internet.

For the university, it includes the responsibility in developing and maintaining an effective network security system, providing reliable Internet services, storing users' private files, protecting users' private files from violation of user privacy, providing services related to intellectual property rights, providing information and knowledge related to the use of the university's network and the Internet to users, in order to make the users use the university Internet effectively, safely and legally.

5. Privacy in using the university Internet

Results revealed two aspects to address the issues of privacy in using the university Internet. They addressed the user personal data or files, and the user 's activity on the Internet. Concerns on users' personal data or files stored in the university central system network included the following: (1) to treat user personal data or files as a confidential, (2) to disclose user personal data or files to others, (3) to filter or screen

user personal data or files with notice to user/without notice to user, and (4) not to filter or screen user personal data or files.

For the user's activity on the Internet, the following alternatives were: (1) to monitor the user activity with notice to users/without notice to users, (2) not to monitor the user activity, (3) to record the user activity with notice to users/without notice to users, (4) not to record user activity, and (5) to monitor and record activities of specific users who show suspicious intentions in the use of the Internet, which may cause alteration or damage to the network system or to data or files on the network with notice to users/without notice to users.

6. Security in using the university Internet

There were two aspects regarding the security in using the university Internet: security of the system network, and security of the data or files stored on the network. In the security of the network system, the alternatives to address were: (1) to install a security system software that may reduce the user privacy, and (2) not to install a security system software in order to give the user full privacy. As regards the security of the user data or files stored on the network, (1) the network administrator is responsible for the security of user data or files stored on the network, (2) the user is responsible for his/her own data or file stored in the network, and (3) both the university and the user share responsibility on data or files stored in the network.

7. Equity in using the university Internet

Findings showed three aspects on the issue of equity in using the university Internet which includes equity in: access, utilization of university resources, and utilization of Internet resources. As regards access, the alternatives to address this issue were: (1) all faculties, staff, and students of the university have the right to use the university Internet and (2) not all faculties, staff, and students of the university have the rights to use the university Internet.

For the aspect on equity in utilizing the university resources, the alternatives to address this issue were: (1) all users have equal opportunity to utilize the university Internet resources and (2) not all of the users have the opportunity to utilize the university Internet resources.

For the aspect on equity in utilizing the Internet resources, the alternatives to address this issue were: (1) all users have the equal opportunity to utilize the Internet resources and (2) not all of the users have the opportunity to utilize the Internet resources.

8.   The use of an intellectual property on the Internet

There were two aspects regarding the use of intellectual property on the Internet: responsibility in using intellectual property and ownership of information and files. In the responsibility in using intellectual property on the Internet, the alternatives to address were: (1) the user takes responsibility in their usage of intellectual property on the Internet and (2) the university takes responsibility on the users' usage of intellectual property on the Internet. As regards the ownership of documents or files, the alternative to address this issue were: (1) the users get ownership of personal documents or files stored in the university network and (2) the university gets ownership of documents or files stored on the university network.

9.   Academic freedom in using the university Internet

Results revealed two aspects to address the issue of academic freedom in using the university Internet: contents of material and activities conducted on the Internet. Regards the contents of material that user utilize on the university Internet, the alternatives to address this issue were: (1) to filter or screen the contents of materials that user utilize on the university network, (2) not to filter or screen the contents of materials that user utilize on the university network, (3) to censor the contents of materials that user utilize on the university network, and (4) not to censor the contents of materials that user utilize on the university network.

For the aspect on activities conducted on the university Internet, the alternatives to address this issue were: (1) to limit the types of activity that user conduct on the university Internet and (2) not to limit the types of activity that user conduct on the university Internet.

10. Freedom of expression on the university Internet

There were two aspects regarding the freedom of expression on the university Internet: contents and activity. In contents of the expression, the alternatives to address this issue were: (1) to limit the topics of user expression on the university Internet, (2) not to limit the topics of user expression on the university Internet, (3) to filter or screen the contents that users express on the university Internet, (4) not to filter or screen the contents that users express on the university Internet, (5) to censor the contents that users express on the university Internet, and (6) not to censor the contents that users express on the university Internet.

As regards the activities that user used to conduct the expression, the alternatives to address this issue were: (1) to limit types of activity that user use to express their opinions on the university Internet and (2) not to limit types of activity that user use to express their opinions on the university Internet.

11. Network etiquette in using the university Internet

Five alternatives were found to address the issue of network etiquette: (1) to adopt global network etiquette in using the Internet as the network etiquette in using the university Internet, (2) to adapt global network etiquette in using the Internet as the network etiquette in using the university Internet, (3) to set up a particular guidelines of network etiquette from the university's own values, culture, and beliefs, (4) to adopt global network etiquette and combine it with the particular guidelines on the network etiquette of the university, and (5) to adapt global network etiquette and combine it with particular guidelines on the network etiquette of the university.

12. Ethics in using the university Internet

Results revealed five alternatives to address the ethics issue: (1) to adopt global ethics in using the Internet as the ethics in using the university Internet, (2) to adapt global ethics in using the Internet as the ethics in using the university Internet, (3) to set up a particular guidelines of ethics from the university's own values, culture, and beliefs, (3) to adopt global ethics and combine them with particular guidelines on the ethics of the university, and (4) to adapt global ethics and combine them with particular guidelines on the ethics of the university.

13. Data and information utilized on the university Internet

Findings showed four aspects of data and information utilized on the university Internet: accuracy, contents, legal position, and entitle creator of data. For the aspect on the accuracy of data, the alternatives to address this issue were: (1) the university will be responsible for the accuracy of data and information which are officially distributed from the university Internet and (2) the university will not be responsible for the accuracy of data and information which are officially distributed from the university Internet.

For the aspect on the contents of data and information utilized on the university network, the alternatives to address this issue were: (1) limit the contents of data or information utilized on the university Internet, (2) not to limit the contents of data or information utilized on the university Internet, and (3) limit the contents as to the laws and the institution' regulations or policies.

For the aspect on liability in using data and information on the university Internet, the alternatives to address this issue were: (1) liability in the use of data and information of the university network and (2) no liability in using data and information of the university network.

For the aspect on entitle user to develop data and information to disseminate on the university network, the alternatives to address this issue were: (1) all users can create data and information to disseminate via the university Internet and (2) not all users can create data and information to disseminate via the university Internet.

14.   The university Internet service charges

Findings showed two alternatives to address this issue: charge user for the university Internet services and providing free services. As regards to a charge alternative, the alternatives to charge were: (1) charge all users and (2) charge some users. In addition, the criteria of charge were: access time, disk space allocation, minimum charge, semester, and combination of the mentioned criteria.

Research question 3:

What are the feasible alternatives for a mechanism that might be used to support the policies in the Internet Use Policy for Thai higher education institutions?

The answers to this research question were drawn from the opinions of policymakers and Internet users collected by questionnaire surveys in the technical analysis process.

The conclusion of the feasible alternatives for mechanisms that might be used to support the Internet Use Policy are described as the following:

1.   Information Related Measures

Findings showed that this mechanism was feasible to support eleven policies. These policies were: objective of the use of the university Internet, proper usage, responsibility, privacy, security, intellectual property, academic freedom, freedom of expression, network etiquette, ethics, and data and information used on the university network.

2. Regulatory and Control Measures

Results revealed that this mechanism was feasible to support all policies in the study. These policies were: user entitlement, objective of the use, proper usage, responsibility, privacy, security, equity, intellectual property, academic freedom, freedom of expression, network etiquette, ethics, data and information used on the university network, and service charges.

3. Financial Measures

There were three policies that this mechanism was feasible to support. These polices were security, intellectual property, and service charges.

4. Operation Measures

Findings showed that there were policies that this mechanism was feasible to support. These policies were privacy, security, equity, network etiquette, and ethics.

5. Policy Function Measures

There were seven policies which this mechanism was feasible to support. These policies were entitle user, objective of the use, equity, academic freedom, freedom of expression, data and information used on the university Internet, and service charges.

Research question 4:

What policies are feasible to include in the Internet Use Policy for Thai higher education institutions?

The answers to this research question were drawn from the opinions of key policy decisionmakers on the tentative policy. It can be concluded that policies which are feasible to include in the Internet Use Policy for Thai higher education institutions are as follows:

1. Entitled user of the university Internet

Policy: All university members including faculties, staff, and students have the right to use the university Internet. However, the university may offer a privilege to use the university Internet to other individuals or organizations.

2. Objective of the Use of the university Internet

Policy: The objective of the university Internet services is to enhance or to support the activities which fulfill the university's mission and goals with emphasis on teaching, learning, and research and development activities. Moreover, the university encourages the use of the Internet to its fullest potential to discover creative and innovative ways of using resources to improve the university operation and services and to promote faculties, staff, and students development.

3. Proper use of the university Internet

Policy: The university Internet services and resources are to be used in responsible, efficient, creative, ethical, etiquette-sensitive and legal manner. The use of the university Internet for personal purposes may be allow if it does not adversely affect others and violate the university regulations and policies.

4. Responsibility in using the university Internet.

Policy: The users have responsibilities when using the university Interne, and have to be responsible for the activities conducted under the user account.. The user responsibilities include: use the university Internet with respect to the university rules, regulations, and policy; and the law. The university will take no responsibility for activities that are conducted by users.

5. Privacy in using the university Internet

Policy: Privacy in using the university Internet is the right of users. The university and other users may not violate the privacy of users. Personal data or files recorded in the central network system are treated as confidential and private.

6. Security in using the university Internet

Policy: The user of the university Internet have to strictly follow the university guidelines for the practice of security system. The university prefers to conduct activity to ensure the security of the network, even though that activity may reduce the user privacy.

7. Equity in using the university Internet

Policy: The use of the university Internet is a privilege. All university members are entitled to request for an Internet user account . However, if the resources are limited, the priority for users to use the resources will be set according to the objective of the implementation of the Internet.

8. The use of an intellectual property on the Internet

Policy: The users of the university Internet services must use the intellectual property on the Internet with respect to the law and the university regulations. The university has no responsibility in the use of intellectual property of the users of the university Internet services, except the intellectual property provided by the university.

9. Academic freedom

Policy: The university encourages the use of the Internet for academic activities. Users have freedom in utilizing the Internet for academic purposes as stated in the national constitution.

10. Freedom of expression

Policy: The university encourages the users to share ideas and knowledge through expression on the university Internet. Users have freedom of expression as stated in the national constitution.

11. Network etiquette in using the university Internet

Policy: The university Internet must be used with proper etiquette considering both global etiquette and university network etiquette in using the Internet .

12. Ethics in using the university Internet

Policy: The university Internet must be used in an ethical manner considering both global ethics and university network ethics in using the Internet.

13. The use of data and information on the university Internet

Policy: All information disseminated from the university Internet, and information accessible from the university Internet must comply with the legal and university constrains.

Users' data and information stored in the central system or in individuals computer systems which are accessible from the university Internet are treated as confidential, except when implied by the owner of the information as not confidential. The user who develops that data or information has the ownership of that data or information.

The user has to be informed of any act of collection of user personal data from the university system network on the purpose of the data collection. The user has the right to verify his/her personal data collected by the university, and the user has the right to ask the university to edit his/her personal data if found incorrect. However, the university has no right to use the users' personal data for other purposes, except to provide the services to user.

14. The university Internet service charges

Policy: The university provides Internet services at the university's expense. However, the university reserves the right to charges for Internet services if support funding is needed in order to maintain the quality and sufficiency of the services.

DISCUSSION

1. The current issues on the Internet regulations and policies of Thai institutions are related to the services of the university such as the procedure to request for the user account, the password, disk space allocation, and charges while in other countries,

particularly the U.S, the current issues are related to the right of users in using the Internet such as the privacy and freedom in using the Internet. This might be because the Internet is quite new to the Thai higher education institutions. Such that the current focus of the policy are still related to the issues of how to access services and the basic procedures in utilizing the technology. The use of the Internet in other countries, particularly in the U.S, is in the advanced stage, so that, the focus of the policy is moving from the basic procedures to access services to the more complicated issues.

2. The numbers of issues collected from the Internet policies of higher education institutions in other countries are much more than the number of issues on the Thai higher education institutions (Table 4.12 shows the issues from other countries' institutions, and table 4.10 shows the issues on Thai institutions.). This might be because the Thai institutions do not put much effort and concern on the development of the regulations or policy related to the use of the Internet. Then the existing policy does not cover the issues that should be included in the regulations and policies. Moreover, it might be because the users are not concerned about their rights in using the Internet, then nobody questions the existing policy or requests for the revision of the regulations and policies.

3. The results of the validation of the tentative Internet use policy with the key decisionmakers showed that some key policy decisionmakers did not agree to include some issues in the Internet use policy (Table 4.71 shows the data about the key policymakers' opinions on the issues that should be included in the Internet use policy.). But these issues were accepted by the policymakers and Internet users (Table 4.69 shows the data on the policymakers' and Internet users' opinions). These issues were users' privacy, equity in using the university Internet, academic freedom, and freedom of expression.

4. Considering the privacy issue, the user privacy in using the Internet is very crucial to cyberspace society (Gelman and McCandish, 1998: 36). The potential of

computer network technology can easily cause the invasion of privacy (Carnevale and Probst, 1998: 250), especially the invasion of personal or private information. If the institution does not support and pay attention to this issue, the institution's aim to encourage the university members to utilize the Internet may fail, because the members do not want to disclose their privacy to others or the university. To the opinion of the researcher, the privacy issue is one of the key issues of the Internet use policy and should not be excluded from the Internet use policy.

5. Regarding the issue of equity in using the university Internet, some key policy decisionmakers did not agree to put this issue in the Internet use policy and they preferred to give priority for the of university Internet to instructors rather than students or other university staffs. Moreover, they preferred to provide more resources to instructors than to the students and university staffs. This opinion is not compatible with some important principles such as the ideology concept of democracy on equality among the people, the article in the national constitution regarding the equality among the citizens of the country and the tasks specified in the national information technology policy (National Information Technology Committee, 1995: 25-26) on the access for all and equal access issues.

6. The academic freedom and freedom of expression are issues that some key policy decisionmakers disagreed to include in the Internet use policy. However, this opinion is not congruent with Article 42 regarding academic freedom, and Article 39 regarding the freedom of expression, in the national constitution. It is ironic since most of the activities of higher education institutions are academic related.

7. Some activities on the Internet, such as newsgroups, interestgroups and electronic bulletin boards are not known by most of the Internet users, while these activities are widely available on the Internet. This might be because of the lack of knowledge and experience on the available Internet resources and activities of.

8. From the data collected from the official documents, it can be concluded that all the Thai institutions reserve the right to provide the Internet services to the university members or other individuals or organizations. According to this mentioned data, it implies that the use of the university Internet is a privilege. This issue conforms with the policies of many higher education institutions in other countries, particularly the U.S. institutions. However, the data from the survey of policymakers' and Internet users' opinions showed that the respondents considered the use of the university Internet as a right to all university members.

9. At present, almost all public universities/institutions in Thailand are utilizing rules and regulations to govern the use of the Internet of the institutions. Naresuan university is the only institution which developed a policy to directly govern the use of the Internet (Planning Division, Office of the Rector, Naresaun University, 1998). There is a need to stimulate the Thai insitutions to develop a policy to govern the use of university Internet.

10. Considering opinions of respondents of the questionnaire surveys, while the respondents agreed with providing freedom in using the Internet to user for academic activities and for expression of ideas, the respondents also agreed with the censorship of the distributed material data and the blocking of sites to search the information of pornography and other issues which contradiction to the national culture and beliefs. This findings showed the value of ethics and cultures to Thai context.

11. Considering the issue of privacy in using the Internet, some key policy decisonmakers who responded to the questionnaire of the study did not consider this issue important to be included in the Internet Use Policy for Thai higher education institutions. According to the an electronic frontier foundation guide, privacy in using the Internet is very important (Gelman and AcCandish, 1998: 36). Moreover, Association for

Interactive Media also recommended that the issue of privacy in using the Internet is crucial (Association for Interactive Media, 1998).

12. Some activities on the Internet; such as Newsgroups, Interestgroups, and Electronic Bulletin Boards, are not known by the respondents of the questionnaires survey, while these activities are widely participated in Europe and United States of America.

13. The data collected from the official documents can be concluded that all Thai institutions reserve the right to provide the Internet services to the university's member or other individuals/organizations. However, the data from the questionnaire surveyed with policymakers and Internet users show that most of the respondents of the survey considered the opportunity to use the university Internet as the rights to all university' members, not the privilege that would be offer by the university.

RECOMMENDATIONS FOR APPLICATION OF RESEARCH FINDINGS

Based on the findings of this study, some recommendations for the application of the research findings are proposed.

1. Since each issue may not have the same meaning to each institutions, when selecting the recommended issues to implement in the policy of a particular institution, the definitions of that issue according to the policy stakeholders of the institution have to be identified and clarified in order to create a common understanding of that issue to the institution.

For example, on the equity issue, one institution may define equity as "the equal opportunity to use the Internet for all members of the institution", the other institution may define it as "the equity of user right to conduct activities on the Internet".

2. Since the Internet technology is considered new to the Thai higher education institutions, and the members of the university are considered professional, the recommended policy mechanisms to support the Internet Use Policy for Thai higher education institutions are the information related measures and the operation measures. The control measures such as rigid regulations may not appropriate for the institutions.

Example of the information related measures are the stimulation of interest strategy (Coates, 1978 cited in Majchrzak, 1984: 26) by providing training or education to users, in order to build knowledge of users on the potential of the technology and its proper utilization.

3. The objective of the implementation of the Internet in each institution may vary. The present objective of Internet implementation can be used as a framework to develop a policy, and the issue that most supports the objective should be included in the policy. When the objective is changed, the existing policy needs to be reviewed and revised.

4. This study is not aimed at the formulation of the details of rules and regulations, nevertheless, when each institution desires to develop an Internet Use policy for the institution, the details of the rules and regulations to support each policy should be developed as well.

5. When developing the Internet Use Policy of the Institution, the global nature of the Internet has to be taken into the consideration. Other policies of the institution, the national policies related to the Internet Use, the laws (both local and global), and the policies of the Internet Society should be taken into consideration as well. The developed policy should not contradict these policies. However, these policies can provide guidance in formulating proper and up-to-date issues of the policy.

6. The rapid changing of the Internet technology is one of the important forces that has impact on the Internet Use policy. The institution should set up a regular schedule to review the Internet Use policy. The regular review of the Internet Use policy will gradually improve the institutions policy, and create a policy that best responds to the current context and environment of the policy.

RECOMMENDATIONS FOR FURTHER RESEARCH

Based on the results of this research, as well as on the experience of the researcher in conducting this study, a number of recommendations and suggestions are proposed for further study.

1. A similar study could be done to develop a particular policy of each institution. When developing the particular Internet Use Policy for each university/institution, the scope of the study should include the details of the rules and regulations on the use of the university Internet, and the detailed plan of the policy mechanisms to support the policies.

2. Recently, the Internet also played a great role in other levels of education, especially in the secondary education. Similar research for the formulation of the Internet Use policy for other levels of education should be conducted.

3. The Internet is a fast changing medium and technology, new issue related to the use of the Internet might emerge. Therefore, the study of new issue should be done in order to cope with the changes in the technology.

4. This study emphasizes on the issues related to users or human aspect, however, the technological aspect is deserved to be studied as well. Examples of technological issues are: server policy, data and file format policy, and policy regarding

techniques to create, store, transfer, and disseminate data and information on the university internet.