



# DRAKE STATE

## COMMUNITY & TECHNICAL COLLEGE

### Drake State Community and Technical College College Email Policy and Procedures

#### 1.0 Purpose

To maintain the integrity of the campus email system and the public image of Drake State Community and Technical College and set standards for email retention and archiving.

#### 2.0 Scope

This policy covers appropriate use of any email sent from a Drake State Community and Technical College email address and applies to all individuals utilizing Drake State Community and Technical College email system.

When email goes out from Drake State Community and Technical College, the general public may view that message as an official policy statement from Drake State Community and Technical College. This policy outlines the procedures to follow for appropriate use of campus email resources

With related to legal matters, standards in email retention and archiving are imperative. This policy establishes the procedures and standards for email retention and archival of system mailboxes.

#### 3.0 Policy

Drake State Community and Technical College Information Technologies department, also referred to as DSCTC IT, provides user accounts for all employees. Accounts issued to College employees are for college use only and may be audited/monitored for misuse. Employee access to email will be granted after proper paperwork has been submitted and approved by Human Resources. Each user will be issued his/her own account to access email. User accounts may not be shared. Users will be responsible for maintaining a strong password(see Password Policy) on their account to prevent possible misuse of their account.

DSCTC IT provides user accounts for all students upon admittance to the college.

The Drake State Community and Technical College email system shall be used in accordance with the Acceptable Use policy.

**3.1 Prohibited Use.** The Drake State Community and Technical College email system shall not be used for the creation or distribution of any disruptive or offensive messages, including but not limited to offensive messages relating to race, gender, haircolor, disabilities, age, sexual orientation, pornography, religious beliefs and practice, political beliefs, or national origin. Employees who receive any emails with this content from any Drake State Community and Technical College employee should report the matter to their supervisor immediately. Students should report any disruptive or offensive messages to the office of the Vice President of Student Services.

Using electronic mail for illegal activities is strictly prohibited. Illegal use includes, but is not limited to:

- Obscenity
- Child pornography
- Attempting to intercept any electronic communication
- Attempting unauthorized access to data or attempting to breach any

- Threats
  - Harassment
  - Theft
- transmission without proper authority
- Violation of copyright, trademark or defamation law
- security measures on any electronic communications system

In addition to illegal activities, the following electronic mail practices are expressly prohibited:

- Entry, examination, use, transfer, and tampering with the accounts and files of others, unless appropriately authorized pursuant to this policy
- Altering electronic mail system software or hardware configurations
- Interfering with the work of others or with DSCTC IT resources
- Disseminating sexually graphic or obscene messages

College email services may not be used for non-college commercial activities, personal financial gain, non-approved charitable activities, or for the advancement of any political agenda or candidate.

Electronic mail users shall not give the impression that they are representing, giving opinions, or otherwise making statements on behalf of the college or any unit of the college unless expressly authorized to do so.

College email services may not be used for purposes that could reasonably be expected to cause, (directly or indirectly) strain on any computing facilities, or interference with others' use of electronic mail or electronic mail systems.

### **3.2 Personal Use**

College electronic mail services may be used for incidental personal purposes provided that such use:

- Does not directly or indirectly interfere with the College operation of computing facilities or electronic mail services.
- Does not interfere with the electronic mail user's employment or other obligations to the College.
- Does not violate this policy, the Acceptable Use policy or any other applicable policy or law, including but not limited to use for personal gain, conflict of interest, harassment, defamation, copyright violation or illegal activities.

Drake State Community and Technical College employees shall have no expectation of privacy in anything they store, send or receive on the company's email system. Drake State Community and Technical College may monitor messages without prior notice. The college however is not required to monitor email messages.

Virus or other malware warnings and other mass mailings from Drake State Community and Technical College shall be approved by DSCTC IT before being sent. These restrictions also apply to inappropriate forwarding and mass replying of mail received by a Drake State Community and Technical College employee.

### **3.3 Mass Emailing**

College email is only for official college business. Use of College-wide email distribution lists should only be used for information important to all members of the college community.

Mass email messages are a useful and convenient way of informing the campus community. However, their potential for unnecessarily consuming resources and cluttering campus inboxes require that senders of such messages adhere to some guidelines. As such, mass emails must be approved or sent by authorized users only. For example, sending a message to all faculty or all

students would be considered a mass emailing. This policy is applicable to such messages whether sent by using system generated email lists or a personally constructed list of addresses.. Sending a message to members of a club or a group of friends does not constitute a mass emailing. Sending messages to groups, committees, or divisions also does not constitute a mass emailing.

When replying to a mass email, special consideration should be made **not** to consume resources by replying to all members. A user should never reply-all to a mass email. If further information is needed, please reply to the sender only or contact the administrator responsible for the email.

There are two basic types of college-wide and email distribution lists:

- All Employees
- All Students

The following individuals may be authorized to access college-wide email distribution lists

- Deans
- Directors
- IT Administrators
- Administrative Assistants to the President and Vice President

### **3.4 Confidentiality and Security**

- Official email to registered students should only be sent to the campus email addresses. Email to a non-campus email address cannot contain any information protected under FERPA.
- Faculty and staff must only use campus email for official email correspondence.
- Email is subject to the Open records Act.
- The College does not routinely monitor or screen electronic mail. However, the College has the right, consistent with this policy and applicable law, to access, review and release all electronic information that is transmitted over or stored in campus systems or facilities, whether or not such information is private in nature, and therefore, confidentiality or privacy of electronic mail cannot be guaranteed or expected. Because of the nature of the medium, the need for authorized staff to maintain electronic mail systems, the college's accountability as a public institution, situations involving the health or safety of people or property, violations of college regulations, policies, or laws, other legal responsibilities or obligations of the college, or the locating of information required for college business, IT staff may review and disclose the content of messages stored in college email.
- Employees who resign, retire or otherwise terminate employment will have their email accounts terminated. Such employees should be aware that their email accounts will be accessed by their supervisors in order to continue to conduct college business after they leave. Supervisors seeking such access must send a request to the Help Desk to obtain access to the account. (See Employee Separation Procedure for further detail.)
- Users should exercise extreme caution in using email to communicate confidential or sensitive matters and should not assume that their electronic mail is private or confidential.
- Users are responsible for safeguarding their account information and passwords, and for using them only as authorized. Each user is responsible for all electronic mail transactions made under the authorization of his or her account.
- Users on an extended leave of absence or FMLA may have the option of forwarding their email to their supervisor or other authorized personnel designated by the supervisor. Supervisors needing access to the employees' email may initially request access from the employee. Any such access and approval should be documented with the DSCTC IT department for future reference. If the employee does not approve the supervisor access, the president may override the decision of the employee and grant the supervisor access.

### **3.5 Use of email for Official Correspondence and /or File Storage**

Drake's electronic communications system (email) is a message transmission system and therefore should not be used as a file storage or file management system. The email system should not be

used to store documents or email messages that are the basis for official action, historical record, or truly official communication. Email should not be used for document retention purposes, even if it is archived with the intent to save it. If a particular email needs to be saved for official document retention purposes, it should be printed or saved as a separate document.

- Using email as a document filing system means storing important documents on the College server along with tons of spam, casual messages, drafts, student assignments, and other inconsequential messages; and therefore, depending upon the circumstances, the stored email may or may not be retrievable.
- Special steps are not needed to “save” most email. Important documents and emails that must be saved should be printed and stored in appropriate paper files and/or stored as documents and backed up on a college server (typically on the employee’s computer and “H:” drive). Email can be converted and saved as a separate document (click File>Save As>HTML) or saved as a pdf file if that software is loaded on the computer.
- Attachments should be saved separately.

#### **4.0 Retention and Archival**

Retention and Archival is determined by email account type. Currently the DSCTC IT supported email system supports student and employee email types.

##### **4.1 Employee Email**

An employee email account will remain active while the individual is currently employed at the college. The email account is deactivated immediately upon IT notification per the employee separation checklist. The email account is subject to deletion after one year of deactivation. Employees are advised to save/export any important personal emails or other O365 content before their separation from the college and must follow the Email Policy and Procedures as well as the Acceptable Use policy.

All employee email correspondence is archived and available for retrieval for 5 years. If pending litigation exists at the end retrieval period, the email correspondence may be archived for an extended time if requested before the end of the fifth year. Please note: the entire email account is not archived, only correspondence, or messages are archived based on their email type.

##### **4.2 Student Email**

A student email account will remain active while the individual is currently registered in classes. The email account will be deleted no sooner than one year after the last semester attended. Students are advised to save/export any important personal emails or other O365 content before they are no longer enrolled at the college.

Student to student email correspondence is never archived. Upon deletion of student email account, messages are no longer retrievable.

Student to employee email correspondence is archived according to the Employee email retention and Archival standards. Please note: the student email account is not archived, only correspondence, or messages that are transmitted to or from a college employee are archived.

#### **5.0 Best Practice Guidelines**

- If students use non-campus email, faculty and staff may respond to that address with general information. If personal information pertaining to the student is involved such as grades, assignments, official actions, or registration/payment details, campus email should be used.
- The “Reply to all” option should ONLY be used when all addresses need to receive the information you are sending. Electronic storage is a finite resource.
- It is advisable to use careful language in communications that might be sent to unintended audiences.

- Internet hoaxes: If you receive an invitation to make millions of dollars by helping somebody in another country, delete that message. If you are invited to update your personal information at your bank or for your credit card, delete that message and call your financial institution. If you are the recipient of fantastic information or warnings, also known as "Urban Legends," check out their validity. Do not forward such messages to others. If you receive a direct threat to yourself or to people or property at the college, contact campus security and the Help Desk.
- When emailing to a large number of users, do not use large attachments. Instead, the information should be put on the web or in Blackboard with a link to the page included in the email.
- Set up the mass mailings correctly. For large mailings, don't put a list name or list of addresses in the To: field. Place the list name or list of email addresses in the Bcc: field. Using this method keeps the list of recipients from being displayed with the email and keeps anyone replying to the email from sending his or her response to the entire list, creating more traffic than was originally intended.
- While email is a good mechanism for short term communication, it is not instantaneous when sending to a large group. It can take several hours for a message to a large group to be delivered.
- If a message is questionable or suspicious, do not open the message. Please call the DSCTC IT helpdesk at 2700 for guidance.

### **6.0 Enforcement**

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.