

3357:13-19-22 Institutional E-mail Policy

(A) North Central State College (NCSC) will provide central e-mail accounts for all faculty, staff, and students. NCSC reserves the right to place constraints on the use of e-mail to protect its legal position with respect to telecommunications, copyright, anti-discrimination and contractual law to ensure the confidentiality of communications and the protection of privacy, and to comply with record keeping requirements.

(B) Policy Overview

- (1) Description: Electronic mail is a primary means of communication on campus. Many official campus communications are transmitted to students, faculty, and staff via e-mail. It is an important vehicle for communications between students and their instructors, a convenient organizational tool for groups and departments, and a quick method for sharing ideas and information among colleagues.
- (2) College e-mail is a valuable asset and should remain, private. It is used to authenticate identity in many campus online services. In addition, each account holder is totally responsible for all activity that takes place from their account. To safeguard identity and privacy, do not share password with anyone.
- (3) E-mail is both less formal than a letter and less personal than a conversation. At times, it is difficult to strike the right balance; however, commonsense, consideration for others, and simple courtesy shall always be considered. Keep in mind the following:
 - (a) E-mail is not private.
 - (b) E-mail is open to interpretation and recipients may interpret tone of e-mails.
 - (c) Before sending an e-mail, determine how important the message is to recipients. As a rule of thumb, consider any mail sent to more than twenty recipients as potential "spam."
 - (d) Before sending, responding, copying, or forwarding any email message, understand that doing so may constitute a public record, and therefore may be available upon request in accordance with Ohio public records law (ORC 149.43).
- (4) E-mail users must follow sound professional practices in providing for the security of e-mail records under their jurisdiction. Personal use of College e-mail should be kept at a minimum as each account holder will be held accountable for all e-mail content.
- (5) Purpose: This policy provides the framework in which all e-mail services are provided and used at North Central State College. E-mail services are provided to the NCSC campus community in support of teaching, learning and the administrative functions of the College to carry out its mission.
- (6) Scope: This policy is applicable to all individuals who are granted a North Central State College e-mail account. Those individuals covered include, but not limited to, faculty, staff,

students, those working on behalf of the College and individuals authorized by affiliated institutions and organizations.

- (7) Enforcement: Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

(C) Definitions:

- (1) E-mail account - An e-mail account is the location where mail is actually delivered. It is a combination of a login username and password and disk space. A person may have several e-mail accounts on different computers or e-mail servers.
- (2) E-mail username - The actual name (first name initial and last name) of the account as typed in at the Username prompt when logging onto e-mail.
- (3) E-mail name address - The first name initial and last name@ncstatecollege.edu address is the name address. It is linked to a preferred e-mail account but is, itself, not an account username, but rather a permanent e-mail address. Use of the name address ensures that the e-mail address will remain the same the whole time one is at North Central State College.
- (4) Non-Record Messages - These types of e-mail messages can be deleted at any time the reader has finished with the correspondence. These are personal type messages (family, friends and miscellaneous correspondence)
- (5) Transient/Transitory Messages - These types of e-mail messages are deleted when they no longer have any administrative value. These types of messages include publications, reports, memos and meeting notices.
- (6) Permanent Retention Messages (Record) - These types of e-mail messages are deleted per their retention schedule. These types of e-mail messages would pertain to accounting, budget preparation materials, payroll and vendor information, capital improvement project information and staff meeting minutes.

- (D) Privacy Expectation - North Central State College employees shall have no expectation of privacy in anything stored, sent or received on the College's e-mail system. North Central State College may monitor or retrieve messages without prior notice as deemed necessary.

(E) Legal Considerations

- (1) Users of e-mail must be aware that e-mail is subject to a full range of laws applying to other communications, including copyright, breach of confidence, defamation, privacy, contempt of court, harassment, anti-discrimination legislation, the creation of contractual obligations and criminal laws. E-mail can be the subject of a subpoena or legal discovery order. Things to consider when sending an e-mail:
 - (a) E-mail may be subject to disclosure under the law.
 - (b) Backup copies may be retained for periods of time and in locations unknown to senders and recipients even if the user has deleted it from their computer.

- (c) Senders can mask their identity.
 - (d) Once a message is received on a machine outside of the College network all of the above concerns continue to apply.
- (2) All Users of e-mail are responsible for the content of any email message they create, copy, forward, print, exchange, publish, or otherwise transmit to others. Email content should be used with discretion and follow the law. The confidentiality of student records and information is protected under several federal and state laws including the Family Educational Rights and Privacy Act of 1974 (FERPA), the Gram-Leach-Bliley Act (GLBA) also known as the Financial Services Modernization Act of 1999, and various statutory protections relating to health and counseling records under the Health Insurance Portability and Accountability Act (HIPAA).
- (F) Retention of Data - The key to managing e-mail is to dispose of the non-records and any transient/transitory records that have no value with regards to their administrative, legal, and fiscal value. If any e-mail meets the criteria of a permanent retention message (record) then it must be managed as one would a traditional record in accordance with the NCSC Records Retention Schedule.
- (G) Acceptable Use of College E-mail - To ensure that all important correspondence is reliably delivered to each individual, all students, faculty and staff are given an official e-mail name address (*first name initial and last name@ncstatecollege.edu*). Users of NCSC e-mail services are expected to use the service in accordance with the "Computer and Acceptable Use Policy 17-42" policy.
- (1) Acceptable use of e-mail is based on common sense, common decency and civility.
 - (2) E-mail should be used in the same way and with the same intent as any other form of communication. Do not send an e-mail message that, using good judgment, would not have been sent using any other form of communication.
 - (3) All users of College computing resources which are inclusive of e-mail should adhere to the following:
 - (a) Comply with all federal, Ohio and other applicable laws; all general applicable College rules and policies; and all applicable contracts and licenses.
 - (b) Use only those computing resources that are authorized to be used and use them only in the manner and the extent authorized.
 - (c) Respect the finite capacity of College resources and limit use so as not to consume an unreasonable amount of those resources or to interfere unreasonably with the activity of other users.
 - (d) Refrain from stating or implying that they speak on behalf of the College and from using NCSC trademarks and logos without authorization to do so.

(e) Do not send sensitive or private information in the e-mail, including passwords, social security numbers and other ID numbers, account numbers and credit card information.

(H) Unacceptable Use of College E-Mail - Violations of e-mail use will be subject to disciplinary action and violators may have their e-mail account suspended during any investigation. Unacceptable uses of e-mail include, but are not limited to the following:

- (1) Using e-mail for any purpose that violates federal or state laws.
- (2) Using NCSC e-mail for commercial purposes.
- (3) Misrepresentation of your identity or affiliation in e-mail communications.
- (4) Sending harassing, intimidating, abusive, or offensive material to or about others.
- (5) Using someone else's identity to send an e-mail.
- (6) The use of your NCSC title or signature in private communications. The public may potentially be misled by an individual's unauthorized use of a NCSC employment title representing their status or position in private communications.

(I) Personal Use of College E-Mail - While the primary purpose of the College e-mail service is to conduct the business of the College, incidental and occasional personal use of e-mail is permitted as long as such does not disrupt or distract the individual from the conduct of College business. Nonetheless it is recommended that personal e-mail correspondence be sent through your personal e-mail account.

Effective: March 1, 2015

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