

# Procedure 126

## Use of College-Assigned Email for Official and Instructional Correspondence

March 31, 2021

Supersedes previous procedure 126 dated July 22, 2020



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### Summary

The College needs to ensure official and instructional communications between its constituencies are timely, secure, and reliable. This can best be achieved by providing each person with an email account on the College's mail system, and using such accounts for College business and instruction. This procedure is not inclusive of all aspects of email. It provides guidelines regarding College-assigned email as a means of communication.

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### Process

#### A. College use of email

The College has the right and need to send messages to currently registered students and active employees via email and the right to expect those communications will be read daily and responded to, when necessary, in a timely fashion.

Electronic mail (e-mail) is an official mechanism of communication for GCC.

#### B. Assignment of email addresses

Computer Services will assign Genesee Community College email addresses to all registered students and employees. It is only through these College-assigned email addresses in which individuals will send official email communications, unless the College President approves otherwise.

#### C. Retention and use of non-College email addresses

The College desires to maintain communications with specific groups of people who are not provided with a College-assigned email address, such as prospective students, former students, prospective employees, former employees, and local community and business members. These constituents' personal or business email addresses will be used by the College for electronic communications with these constituents until such time that they may be provided with a Genesee Community College-assigned email address.

#### D. Expectations regarding use of College-assigned email accounts

Students, faculty, and staff have the responsibility to use this e-mail in an efficient, effective, respectful, ethical and lawful manner. All users have the responsibility to recognize that certain communications

may be time-critical. Failure to check one's email, failure to maintain one's email account resulting in exceeding mailbox storage limitations, or forwarding errors will not constitute acceptable excuses for missing official college communications via e-mail.

Employees should use the email Out-Of-Office Assistant when they will not be checking their email on a daily basis, such as during summer and holiday breaks or when on vacation. It is expected that the employee will include the anticipated date of return when using the Out-of-Office Assistant and the name and phone number of an alternate person or office which may be of help.

#### **E. Instructional use of email**

Faculty should use the College-assigned email addresses or supported course management system email for instructional purposes. If faculty members have email requirements and expectations, they should specify those requirements in their course syllabi.

#### **F. Appropriate use of email**

In general, email is not appropriate for transmitting sensitive or confidential information.

Confidentiality regarding student records is protected under the Family Educational Rights and Privacy Act of 1974 (FERPA). All use of email, including use for sensitive or confidential information, will comply with FERPA.

Email is not intended to share large files such as videos, music or databases. Other methods should be used.

#### **G. Enforced standards of use**

1. Mailbox size will be limited to 1 GB. All email is automatically archived; there is no reason to keep messages in both locations (the Exchange, or email database and the Barracuda, or archive database). Exceptions for defined business cases need to be approved by a Cabinet member.
2. "Deleted items" for all users will be configured to empty upon exiting Outlook or Webmail.
3. Email forwarding and/or access to another user's email account, whether temporary or permanent, will require formal approval (via email) by both the area VP and HR. Only then can Computer Services assist with the request.
4. Email account review will take place annually by the following steps:
  - ITAT/HR will review the list of accounts once/year in February, for any anomalies or issues with currency status
  - HR will reach out to any account owners, if necessary, to update account owner of planned account changes
  - Computer Services will take appropriate account actions shared by HR

5. Email accounts will be deactivated upon separation of employment for staff and faculty accounts. Student email accounts will be deactivated 12 months following the completion of their last term of classes.
6. “All User” and “All Student” Email Groups are limited to cabinet members and their designees. Access will be granted to the “All User” or “All Student” email group(s) if the following steps have been completed:
  - Department Supervisor approves an individual and forwards to Division VP
  - If Division VP approves, a helpdesk ticket requesting the individual be added the email group is submitted by VP
  - The President has the final authority to review and deny any request at any time

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## **Forms**

None

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## **Related Documents**

Procedure 105 – Computer Services Operation

Procedure 105.2 – Computer Operations Security Procedures

Procedure 243 – Employee Misuse of College Computing Resources

Procedure 420 – Student Misuse of College Computing Resources