Integrated Information Technology Services

POLICIES AND PROCEDURES

Utica College Email

Draft 8-22-19

POLICY:

Email is Utica College's sole accepted mechanism for official electronic communication in the normal conduct of Utica College business. All faculty, staff, and students who are affiliated with UC, including employees of the College's academic partners and auxiliary employees, are required to use either their Utica College email account or the communication system contained within College-approved learning management systems for email communications with faculty, staff, and students.

Utica College faculty, staff, and students may not use private or commercial email addresses or the email systems within learning management systems not approved and supported by Utica College to conduct College business.

All email messages initiated by Utica College faculty and staff, as well as responses to inquiries, must include a name, title, and contact information, regardless of whether the email account is for an individual (e.g., sampleuser@utica.edu) or a department (e.g., sampleoffice@utica.edu), and regardless of whether the response is from a PC or a smart phone, tablet, or other non-PC device.

Individuals who are assigned Utica College email accounts are strongly encouraged **not** to use Utica College email addresses to conduct non-College business or for social media accounts not affiliated with the College. Examples would include TIAA and banking accounts or Facebook and Twitter accounts.

The College owns all email accounts. Subject to underlying copyright and other intellectual property rights under applicable laws and College policies, the College also owns data transmitted or stored using College email accounts.

Note: Utica College recognizes that there are other mechanisms for communicating with faculty, staff, and students, including cell phones, texting, and personal conversations. However, for the protection of the College, approved email systems must be used to document decisions, requests, and other communication for which there may be a need to reference at a later date. Examples include informing students that they have not made sufficient academic progress or requests for clarification regarding regulations.

For faculty teaching classes, this policy does not prohibit the use of textbook companion systems or commercial websites used in support of the learning experience. However, to ensure compliance with document retention requirements and also to ensure 24/7 support for faculty and students, only approved learning management systems will be supported by the College's Integrated Information Technology Services, and all emails covered by this policy, whether initiated by or in response to Utica College faculty, staff, and students, must be through either Utica College email accounts or the communication system contained within College-approved learning management systems.

Exceptions:
This policy does not apply to correspondence with students via communication services from College-approved vendors as defined below.

Employees of the College's academic partners and auxiliary employees who do not communicate directly with faculty and students may, with permission from a Utica College official, be exempted from this policy.

The College uses an emergency alert system that may generate emails, texts, and other messages when there is a need to communicate broadly with members of the College community, and those alerts are exempt from this policy.

SCOPE:

This policy applies to any user with an active email account including, but not limited to, Utica College faculty, staff, current students, and alumni, as well as non-UC employees who have been assigned a Utica College email account. See Exceptions, above.

REASON FOR POLICY:

This policy is designed to standardize communication channels; permit archiving in accordance with document retention guidelines; ensure that official Utica College communications are sent, received, and read in a timely manner; and protect the College's operations.

DEFINITIONS:

Utica College Email: The electronic mail system through which faculty, staff, students, and non-UC employees are assigned unique email addresses and are given access to a Utica College email account and related services.

Data: For purposes of this policy, "data" refers to emails, email attachments that have not been saved to a desktop or other file storage location, and files that have been saved to the Google drive and are therefore linked to the user's email account.

Spam: The same message sent indiscriminately to large numbers of recipients.

Learning Management Systems: Web-based software packages that allow for the management and delivery of course content in a secure environment.

Generic Email Accounts: Accounts that belong to a department or a group of users rather than an individual employee. Examples include email accounts for offices, governance groups, and committees.

Owner: An individual who has authorization and permissions to change the password for a generic account. Owners may also delegate the generic account to others and/or share the login credentials of the account with others.

Academic Partners: The entities that Utica College works with to provide online and hybrid programs.

Auxiliary Employees: Employees of contracted service providers such as the Bookstore, Campus Safety, and Facilities Management.

Vendors: Companies with which the College conducts business on an as-needed basis. Does not include academic partners or contracted service providers.

PROCEDURE:

Creating a Utica College Email Account
Access to Utica College's email system is provided via email accounts. Email accounts may be created for Utica College faculty, staff, and students, for employees of the College's academic partners, for auxiliary employees, and for vendors, providing that applicable processes have been followed. The policy for and processes related to creating individual Utica College user accounts, including email accounts, are described in the User Accounts policy.

Generic Accounts
Requests for generic emails accounts should be directed to the Utica College Help Desk. Each generic email account must have one or more owner. Owners are designated Utica College employees who will request the account's creation, be responsible for checking email and/or delegating access, and have the ability to change passwords. Delegated users do not have the ability to change passwords, but can send and receive email from the account. Since generic email accounts may have multiple users, personal information such as paystub notifications will not be sent to these addresses.

All-Constituent or Global Email
Approval to send messages to broad constituencies (faculty, staff, and/or students) must be granted by designated offices. Requests to send such messages must be sent to the College's Help Desk, which will forward the requests as appropriate. Certain offices, including the Offices of the President, Provost, Emergency Management, Campus Safety, IITS, and Human Resources, have permission to send messages directly without going through the Help Desk.

Use and Misuse
Use of Utica College email must comply with all College policies, including the Responsible Use of College Computing Resources, the Employee Code of Conduct, and the Student Code of Conduct. Examples of misuse include, but are not limited to:
- Sending harassing or discriminatory messages
- Use of College email for commercial activities or personal purposes
- Use of email to send spam to College or non-College resources
- Alteration of email address or message body to misrepresent the sender or purpose of the message
- Altering, disabling, interfering with, or circumventing any aspect of the College's email or global email service
- Use of email for any malicious, unlawful, invasive, infringing, defamatory, or fraudulent purpose
- Testing or reverse-engineering the email services in order to find limitations, take advantage of vulnerabilities, and/or evade email filtering capabilities
- Using email to violate or in violation of any College policy
- Using email to violate or in violation of any law or regulation

Data Retention
Individuals are responsible for saving email messages to comply with the College's Records Retention policy. Unless a legal hold has been placed on an account, email messages will be subject to the College's email service provider's purge policies, which may change from time to time without notice.

While under special circumstances, typically involving legal or regulatory responses, lost email may be retrievable, restoration of lost email messages is not part of normal email operations. The ability to restore lost email depends on many factors such as user's status, notification of legal holds, and length of time since the message was deleted. Users of UC email are therefore encouraged to archive important email messages, both received and sent emails, in designated folders to avoid the purging process and to facilitate retrieval of messages if necessary.

Standard folders are currently purged according to the following schedule:

> Trash – 30 days (automatic action)
> Spam - 30 days (automatic action)
> All other email folders – saved until account is deleted

Security/Privacy of Communications
Utica College attempts to provide secure, private, and reliable email services by following sound information technology practices. However, Utica College cannot guarantee the security, privacy or reliability of its email service. All email users should, therefore, exercise extreme caution in using Utica College email to communicate confidential or sensitive matters.

Email containing protected data such as Social Security numbers or detailed health and financial information should be sent only via methods that encrypt the data. If encryption is not an available option, the user can fax, hand deliver, or use postal mail for the transfer of protected information.

Email Account Retention and Termination
Any account may be locked, accessed by someone other than the account holder and/or deleted in response to violations of any Utica College policy to provide increased security to the Utica College network and to comply with internal investigations and litigation holds. The College reserves the right to lock, revoke, and/or delete any user email account for reasons not limited to those listed below. Such cases require prior approval from the College's President, the Vice President for Legal Affairs, the Office of Human Resources, the Director of Information Security, or their designees. Appeals may be made to any of the listed individuals.

Students Who Leave UC before Graduating
Students marked as inactive retain their email and network accounts for one year in order to facilitate communication should they decide to return to UC, with email and BannerWeb remaining accessible from off-campus. After one year of academic inactivity, such accounts and any data associated with those accounts will be deleted.

Students Who Graduate from UC (Alumni)
Students who have graduated from Utica College have the option of renewing their email accounts and can do so by clicking on a link within the email that is sent to them from the College following graduation. Alumni will be asked to renew their email accounts every six months. Accounts belonging to alumni will also remain active, but can only be accessed from College-owned computers. Alumni must follow all Utica College policies relating to the use of their email accounts (e.g., Responsible Use of College Computing Resources) or risk having their email privileges revoked.

Alumni who have not extended their email accounts within one year following graduation will receive notification that their accounts will be deleted within 21 days unless they renew. Once deactivated, alumni accounts may be re-activated upon request. However, all data from the original student account will have been deleted.

Faculty, Staff, and Auxiliary Employees Who Leave Utica College
Except when otherwise arranged to serve the College's needs, access to faculty, staff, and auxiliary user accounts, including all contents, expires once the person leaves the College and is marked as inactive in Banner. To ensure business continuity, the College may retain former employees' surrendered email accounts for a period of time to allow supervisors to have access to suspended

accounts or to accommodate legal holds. In addition, vice presidents, deans, and supervisors may approve automated responses to email sent to employees who have left the College. See ==Automated Response Options==.

Vice presidents, deans, or supervisors who approve access and/or automated responses must notify the Office of Human Resources and Integrated Information Technology Services as to how long the access and automated responses should remain active, up to a one-year maximum.

Faculty, staff, and auxiliary employees who are Utica College students and who leave the College before graduating will surrender their user name and account access upon separation, but will receive a new user account. To ensure that course-related data is preserved, students should archive course-related emails and files in designated folders and transfer course data to their new accounts before they leave employment. Once they have left the College as employees, individuals may request that the College transfer student-related data to the new account and, within reason, the College will do so. Keeping student-related email and communication in separate folders will help to facilitate the process.

Faculty, staff, and auxiliary employees who are Utica College graduates and who leave the College will surrender their user name and account access and content upon separation. Former UC employees who are UC alumni and who wish to retain a UC account will be assigned a new user name and will be given the appropriate access privileges. However, no data or email will be transferred into the new alumni account.

Faculty and Staff Who Retire from Utica College
Except when otherwise arranged to serve the College's needs, faculty and staff members who retire from the College, including those who are awarded emeritus status, will surrender their user name, account access, and account content upon separation, but will receive a new user account if they wish. No data or email will be transferred into the new account, but the College will forward email sent to surrendered account to the new user account for 90 days. Utica College will send retirees an annual email asking account holders to confirm that they wish to retain the account.

To ensure business continuity, the College may retain retirees' surrendered email accounts for a period of time to allow supervisors to have access to suspended accounts. In addition, vice presidents, deans, and supervisors may approve automated responses to email sent to employees who have retired from the College. See ==Automated Response Options==.

Vice presidents, deans, or supervisors who approve access and/or automated responses must notify the Office of Human Resources and Integrated Information Technology Services as to how long the access and automated responses should remain active, up to a one-year maximum.

Academic Partners and Vendors
UC administrators who request accounts for employees of academic partners or vendors are responsible for periodically reviewing those accounts and submitting requests to the Help Desk that the accounts of those no longer affiliated with Utica College be deactivated. See also the ==User Accounts== policy.

Terminations and Revisions
Under normal circumstances, access to resources may be terminated, locked, or revised under any of the following situations:

- The user's employment is terminated (includes both employees and student workers).
- The user has violated UC's Employee Code of Conduct, the Code of Student Conduct, or other UC policy.
- The user's job functions change and access to certain resources is no longer required.
- The end of the pre-determined access time frame has been reached.
- As noted above, the student leaves UC before graduating.

- The College is required to meet legal obligations.
- Per written request of the appropriate supervisor.

During times of duress or any other reason deemed appropriate, access may be terminated upon request from the College's President, the Vice President for Legal Affairs, the Office of Human Resources, the Director of Information Security, or their designees.

Changes in Service
Changes to an individual's status may result in immediate changes to his or her account, without prior notification.

Notification of any system wide changes to email service, including change of providers and elimination of accounts, will be sent via Utica College email with at least 30 days' notice. Utica College is not responsible for users who fail to read and take action in response to these notifications.

RESPONSIBILITY:

It is the responsibility of Utica College faculty, staff, students, academic partners, and auxiliary employees to regularly check and respond to email and to use the College's email system for all official College business. It is also those individuals' responsibility to safeguard emails and associated data, including avoiding the use of UC email for personal business and archiving important emails and data in designated folders.

It is the responsibility of vice presidents, deans, or supervisors who approve delegated access and/or automated responses for employees who have left or retired from the College to notify the Office of Human Resources and Integrated Information Technology Services as to how long the access and automated responses should remain active, up to a one-year maximum, and to follow separation processes as determined by the Office of Human Resources.

It is the responsibility of the individual requesting accounts for auxiliary employees, employees of the College's academic partners, and vendors to periodically review those accounts and request that the accounts of those no longer affiliated with Utica College be deactivated.

It is the responsibility of Integrated Information Technology Services to set up and maintain the programmatic processes that initiate email account generation, to create individual and/or generic emails not handled by automated processes, and to provide access to and/or terminate email accounts as outlined above.

ENFORCEMENT:

Enforcement of Utica College policies is the responsibility of the office or offices listed in the "Resources/Questions" section of each policy. The responsible office will contact the appropriate authority regarding faculty or staff members, students, vendors, or visitors who violate policies.

Utica College acknowledges that College policies may not anticipate every possible issue that may arise. The College therefore reserves the right to make reasonable and relevant decisions regarding the enforcement of this policy. All such decisions must be approved by an officer of the College (i.e. President, Provost and Senior Vice President for Academic Affairs, Vice President for Financial Affairs, Senior Vice President for Student Life and Enrollment Management, or Vice President for Legal Affairs and General Counsel).

RESOURCES/QUESTIONS:

For more information, please contact the Utica College Help Desk or the Office of Human Resources.

See also the College's Responsible Use of College Computing Resources and User Accounts policies.

Please note that other Utica College policies may apply or be related to this policy. To search for related policies, use the Keyword Search function of the online policy manual.

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Laura Casamento, President   Date

Effective Date: March 24, 2015
Promulgated: March 30, 2015

Last Revised:
Promulgated: