



Integrated Information Technology Services

POLICIES AND PROCEDURES

Utica College Email

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, including staff working for contracted partners, 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., jdoe@utica.edu) or a department (e.g., helpdesk@utica.edu), and regardless of whether the response is from a PC or a smart phone, tablet, or other non-PC device.

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 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 from 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:

Contracted partners who do not communicate directly with faculty and students are 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 with members of the College community. The emergency alert system may be provided by an outside vendor.

SCOPE:

This policy applies to faculty, staff, current students, and employees with auxiliary and other contracted partner organizations who have been assigned a Utica College email account. This policy does not apply to communications with prospective students. See also Exceptions, above.

REASON FOR POLICY:

This policy is designed to standardize communication channels, avoid the loss of non-UC emails in the College's Spam protection software, permit archiving in accordance with document retention guidelines, and ensure that official Utica College communications are sent, received, and read in a timely manner.

DEFINITIONS:

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

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

Departmental Accounts: Generic accounts that belong to a department rather than an individual employee. Examples include president@utica.edu and provost@utica.edu. Designated staff members are responsible for requesting access to departmental accounts and have the ability to delegate access to such accounts to other employees within their departments. These individuals also have the ability to change their departmental account passwords. Delegated users can send or receive email within departmental accounts, but cannot change passwords or delegate access to other users.

PROCEDURE:

Creating a Utica College Email Account

Based on an individual's type (student, faculty, staff etc.), he or she will be granted access to email functions as appropriate and will be assigned to one or more email groups for communications purposes.

Employees

Email accounts are created automatically once an employee is marked active in Banner. New employees should contact the Office of Human Resources for instructions on activating their account. Requests to activate Banner and email accounts for employees with auxiliary and other contracted partner organizations must originate from the appropriate UC administrator and should be directed to the Office of Human Resources. The individual requesting accounts for employees with auxiliary and other contracted partner organizations is responsible for periodically reviewing those accounts and requesting that the accounts of those no longer affiliated with Utica College be deactivated.

Students

Email accounts for matriculated students are initiated via automated processes after an applicant has been accepted to Utica College and the tuition deposit has been recorded in the student information system. Non-matriculated student accounts are initiated via automated processes after the student registration has been recorded by the Registrar's Office in the student information system.

Email Addresses

Email addresses will be assigned and will follow this format: First initial, middle initial, last name. If the employee or student has no middle name, the first two letters of the first name are used. In the event of duplicate addresses, numbers are added in sequence to the end of the email address. Example: jsmith@utica.edu; jsmith1@utica.edu; jsmith2@utica.edu.

Email usernames and addresses may be changed when a user legally changes his or her name or when there is an error in the spelling of the user's name. Requests for changes and corrections should be directed as follows:

If the name changes during the admissions process, applicants should contact the Office of Admissions.

If the name changes once a student is enrolled, the Office of the Registrar is responsible for processing the change.

If the name changes after the student graduates, he or she should contact the Office of Alumni and Parent Relations.

If a UC employee or an employee with an auxiliary or other contracted partner organization who has been assigned a Utica College email account changes his or her name, the Office of Human Resources is responsible for processing the change.

If the user wishes to change his or her username and email address (doing so is optional), the appropriate office will submit the required form to Integrated Information Technology Services

Departmental Accounts

Requests for departmental accounts should be directed to the Utica College Help Desk. Each departmental account must have one account holder who will request the account's creation and be responsible for checking email and/or delegating access. Since departmental accounts may have multiple users, personal information such as paystub notifications will not be sent to these addresses.

Data Backup

Individuals are responsible for saving email messages as they deem appropriate. 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. Standard folders are currently purged according to the following schedule:

- Trash – 30 days
- Spam - 30 days
- Sent – saved indefinitely

Utica College email accounts are not backed up and, therefore, no restoration services are available. Users of UC email are encouraged to save both received and sent emails to their own folders to avoid the purging process and to facilitate retrieval of important messages.

Security Access to Accounts

The accessing, changing the password, or shutting down of a Utica College email account for security purposes requires prior approval from the President, Provost, Executive Vice President, or Vice President for Legal Affairs and General Counsel of the College. Integrated Information Technology Services (IITS) may disable an account that is suspected of being compromised, but must first notify the Vice President for Legal Affairs and General Counsel of the College.

Expiration of Accounts

Students Who Leave UC before Graduating

Students marked as inactive retain their email accounts for one year in order to facilitate communication should they decide to return to UC. After one year of academic inactivity, such accounts will be deleted and cannot be reactivated.

Student Who Graduate from UC

Students who have graduated from Utica College have the option of keeping their email accounts open and can do so by responding to the email that is sent to them from the College following graduation. Alumni will be asked to renew their accounts every six months.

Students 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 respond to the notice. Once deactivated, alumni accounts may be re-activated upon request. However, there is no guarantee that the alumnus will be assigned the email address that he or she had as a student, and all data from the original student account will have been deleted.

Faculty and Staff Who Leave Utica College

Except when otherwise arranged to serve the College's needs, access to faculty and staff email accounts expires once the person leaves the College and is marked as inactive in Banner. The College may retain email accounts for a period of time to permit automated responses, allow supervisors access to suspended accounts, or accommodate legal holds.

Faculty and Staff Who Retire from Utica College

Faculty and staff members who retire from the College retain access to their email accounts. Access will be extended automatically, but an annual email will be sent asking account holders to confirm that they wish to retain the account.

Automated Email Forwarding and Responses

At the discretion of the appropriate vice president, dean, or supervisor, email messages that are sent to faculty and staff who have left the College or who have retired may be copied to the vice president, dean, or supervisor for a specific period of time to provide business continuity. In addition, at the discretion of the appropriate vice president, dean, or supervisor, email messages that are sent to faculty and staff who have left the College or who have retired may be forwarded to the departed employee's new email address. In both cases, the sender may receive a response informing him or her that the recipient has left the College or retired and suggesting that records be updated. See Automated Response Options.

Vice presidents, deans, or supervisors who approve automated email forwarding and/or responses must notify the Office of Human Resources and Integrated Information Technology Services as to how long the automated email forwarding and/or responses should remain active. The maximum amount of time that automated forwarding and/or responses may remain in place is one year from the date of departure or retirement.

RESPONSIBILITY:

It is the responsibility of Utica College faculty, staff, and students to regularly check and respond to email and to use the College's email system for all official College business.

It is the responsibility of the Office of Human Resources to initiate Banner accounts for UC employees as well as employees with auxiliary and other contracted partner organizations.

It is the responsibility of the individual requesting accounts for employees with auxiliary and other contracted partner organizations 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 and to create individual and/or departmental emails not handled by the automated processes.

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 Vice President for Academic Affairs, Executive Vice President and Chief Advancement Officer, Vice President for Financial Affairs, 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 policy.

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.

Todd S. Hutton, President

Date

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Promulgated:

Last Revised:
Promulgated: