

PALM BEACH STATE COLLEGE
EMAIL ADMINISTRATIVE PROCEDURE
NOVEMBER 13, 2006

Email Correspondence

A. Purpose of this administrative procedure

There is an expanding reliance on electronic communication among students, faculty, staff, and administration at Palm Beach State College. This is motivated by the convenience, speed, cost-effectiveness, and environmental advantages of using email rather than printed communication. Because of this increasing reliance and acceptance of electronic communication, Palm Beach State College email is considered an official means for communication within the college.

Implementation of this administrative procedure ensures that everyone at the college has access to this critical form of communication. For the majority, this will not represent any change from what is currently done. However, it will ensure that all staff and faculty have access to, and can be accessed by email as the need arises.

B. Scope

This email administrative procedure is not inclusive of all aspects of email, rather it provides guidelines regarding email as an official means of communication:

- o College use of email;
- o Assignment of staff, full-time faculty and adjunct faculty email addresses;
- o Use of and responsibilities associated with assigned email addresses; and
- o Expectations of email communication between faculty and student, and between staff and student.

C. Administrative Procedure

1. College Use of Email

Email is an official means for communication for Palm Beach State College. Therefore, the college has the right to send communications to staff and faculty via email and the right to expect that those communications will be received and read in a timely fashion.

2. Use of College Email System

For the protection and privacy of the college's students and faculty, all email correspondence relating to college business between any college employees, including full-time or adjunct faculty members, and Palm Beach State College students shall be through the employee's college email address.

3. Assignment of Email Address

The Information Technology Department will assign every employee an official Palm Beach State College email address. It is to this official address that the college will send email communications; this official address will be the address listed in the College's Global Address List found in the Exchange/Outlook Address Directory and the college's People Finder Directory.

4. Redirecting of Email

It is permissible to have email electronically redirected to another email address. However, those persons who use email redirection from their official address to another email address (e.g., @aol.com, @hotmail.com) do so at their own risk. The college will not be responsible for the handling of email by outside vendors. Having email redirected does not absolve anyone of the responsibilities associated with communications sent to their official email address.

5. Educational Use of Email

Faculty may determine how email will be used in their classes. If a faculty member has email requirements and expectations, these requirements should be specified in their course syllabus.

6. Privacy Issues Associated with Email

While email is personalized and relatively confidential, there is no guarantee of privacy in a computer system. Computer users should be aware that the Florida State Statute 119 established Florida's Public Record Act and applies to records stored in computers as well as on paper. Recent rulings indicated that the public has a right to review any documents created on email by government officials and that companies who own the media on which email is implemented have the right to read that email. Federal and state law may require the college to examine email under some circumstances including provision of messages to outside agencies. However, employees of the Information Technology Department at Palm Beach State College are prohibited from accessing information for which they have no job-related "need to know". Information Technology Staff are also expected to maintain the strictest confidentiality regarding any information obtained during the course of fulfilling their job function.

7. Florida Open Records Notice on Outgoing Email

The college's email server has been configured to include the following open records statement in the signature section of all outgoing email messages: "Please note: Due to Florida's broad public open records law, most written communications to or from college employees is public record, available to the public and media upon request. Therefore, this e-mail communication may be subject to public disclosure." College employees should not delete or alter this information in any way as it informs all recipients that email communication is not private and is subject to the state's open record laws.

8. Email Signature Standards

College employees may include an email signature identifying the sender at the bottom of each outgoing message. The signature should be limited to the employee's name, title, and contact information such as address, phone numbers and email address. Email signatures must not include any quotes, slogans, personal messages, religious statements or other non identifying information.

9. Appropriate Use of Email

All use of email will be consistent with other college policies and procedures, including but not limited to, the Palm Beach State College Computer Use Agreement and the college's harassment/discrimination policies. The college's Computer Use Agreement can be found on the college's intranet website (<http://intranet.palmbeachstate.edu/policies/computeruseagreement.pdf>).

10. Confidentiality of Email

In general, email is not appropriate for transmitting sensitive or confidential information unless an appropriate level of security matches its use for such purposes.

- 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 be consistent with FERPA.
- Email shall not be the sole method for notification of any legal action.

D. Procedures

The College Executive Leadership Council (ELC) will review these standards as needed. The President or his designee, as appropriate, will authorize changes. Students, staff, and faculty with questions or comments about this policy should contact the college's Information Technology Department for referral to the College Executive Leadership Council.

E. Responsible Organization

The College Executive Leadership Council will be responsible for these standards. The Office of Human Resources will review and recommend action for Nonconformance.

PALM BEACH STATE COLLEGE Computer Use Agreement

The purpose of this agreement is to make each individual aware of his or her responsibility with regard to their use of the College's computing resources. The Chief Information Officer, or designee, has the authority to disable logins immediately for non-compliance with this agreement.

1. All usage of the College's computing resources must be consistent with the business of the College:
 - a. Information placed on the system may relate only to charitable, educational, scientific, cultural, social, or economic matters, and be directly related to the instructional/educational responsibilities assigned to the individual.
 - b. Use of the system for any personal profit-oriented, commercial, or business purpose, or any conflict of interest is strictly prohibited.
 - c. Threatening, obscene or slanderous statements are prohibited.
 - d. The Chief Information Officer or designee may delete any information that may violate the College's standards.
 - e. Each person who inputs and retains data is solely responsible for adherence to federal copyright laws and for any threatening, obscene, slanderous, profit-oriented, business or commercial material placed on the system and shall indemnify the College for any damage and/or injury resulting from same.
2. All computer accounts (logins) are for the use of a single individual, the person for whom the account was approved. Sharing or loaning accounts is strictly prohibited. Individuals assigned logins shall not give their password to anyone.
3. Use of these resources to gain unauthorized access to any other account, at this facility or any other facility, is expressly prohibited.
4. These resources may only be used for lawful purposes. Transmission of any material in violation of any U.S. or state regulation is prohibited. This includes, but is not limited to: copyright material (unless authorized by the copyright holder), threatening or obscene material, or material protected by trade secret or unfair trade practices laws.
5. Use of other organization's networks or computing resources must comply with the rules for that network.
6. The following activities are **prohibited**:
 - a. Storing, posting, or displaying obscene or offensive data.
 - b. Any activities, which adversely affect the reputation or image of Palm Beach State College.
 - c. Transmitting unsolicited material such as repetitive mass e-mailings, chain messages, or advertising for private purposes.
 - d. Attempts to circumvent established security procedures or to obtain access privileges to which a user is not entitled.
 - e. Attempts to modify computer systems or software in any unauthorized manner.
 - f. Unauthorized access, alteration, or destruction of another user's data, programs, or electronic mail.
 - g. Attempts to obtain unauthorized access to either local or remote computer systems or networks.
 - h. Running any server services (i.e. IIS (Internet Information Services), personal web servers, etc.) on College computers is prohibited.

7. Only authorized personnel are permitted to install or delete software on the College's computers. Any exception must be approved by the Chief Information Officer in writing. However, only Palm Beach State College licensed software will be installed.
8. **Federal Law, The Family Education Rights and Privacy Act (FERPA), requires permission of the student prior to the release of any personally identifiable and/or academic information to a third party. By signing this form, you agree to abide by FERPA and the policies of the College relating to student records and information as outlined in the College catalog.**

Electronic Mail Procedures

This document sets forth Palm Beach State College's procedures with regard to access to and the disclosure of electronic mail messages sent or received by individuals with the use of the College's electronic mail system. It also sets forth policies on the proper use of the electronic mail system provided by the College.

Responsibility

It is the individual's responsibility to:

1. Read and abide by the topics set forth in this document.
2. Read and abide by Palm Beach State College District Board of Trustees Board Rule 6Hx-18-4.67, Preservation and Disposal of Electronic Records.

Permissible Use

The College provides electronic mail service for College business purposes. **All electronic messages are the property of the College and therefore are not considered private.** The College will refrain from accessing individuals' electronic mail, unless it has reasonable grounds to do so. Individuals should take steps to assure that College documents that should be available to other employees of the College are so available.

The College provides access to its electronic mail system to external individuals as deemed necessary to conduct College business.

External individuals will only be given access to the College's electronic mail system if they agree to abide by all applicable rules.

Access Violations

It is a violation of the College's procedures for any individual including the system administrator, security administrator, and supervisors, to use the electronic mail and computer systems to obtain access to the files or communications of others for the purposes of satisfying idle curiosity about the affairs of others with no substantial business purpose.

Anyone found to have engaged in such practices will be subjected to disciplinary action, which could result in termination of system access, termination of employment and/or criminal prosecution, if appropriate.

Monitoring of Electronic Mail

All electronic mail messages are the property of the College. As a routine, the College will not monitor electronic mail messages. However, the College reserves the right to access messages under the following circumstances or whenever there are legitimate purposes to do so:

- Upon leaving the employ of the College for any reason, an individual's mail may be accessed for the purpose of saving those messages that pertain to College business. This access will be granted only upon written notification from the leaving person's supervisor to the Chief Information Officer in Information Technology. These files may be transferred to another individual if necessary to conduct College business.
- If required by law to do so.
- In the course of an investigation triggered by indication of impropriety or as necessary to locate substantive information.
- When necessary to investigate a possible violation of a College policy or a breach of the security of the electronic mail system.
- In the event there is a reasonable suspicion that an individual has committed or is committing a crime against the College or for which the College could be held liable.

Disclosure of Mail Accessed by Monitoring.

The contents of electronic mail, properly obtained for legitimate business purposes, may be disclosed within the organization without the permission of the individual. However, any internal disclosure without the consent of the employee who sent the message shall be limited to those employees who have a need for access to the information.

The College will disclose any electronic mail message to law enforcement officials if legally required. The College will give notice of such disclosure to individuals who have sent or received such messages unless the College believes that it may have been a victim of a crime or has a legal obligation not to do so.

Disciplinary Actions.

Anyone found in violation of this agreement will be subjected to disciplinary action that could result in termination of system access, termination of employment and/or criminal prosecution, if appropriate.

Retention of Electronic Mail Messages

- A. Sent Messages Read by All Recipients**
Messages that have been read by all recipients will be deleted (30) days after the date sent.
- B. Sent Messages Unread or Deferred.**
Messages that have not been read by all recipients or have been deferred by at least one recipient, will be deleted (30) days after the date sent.
- C. Unsent Messages.**
Messages that have not been sent will be deleted if they have not been accessed within the last (30) days.
- D. Filed Messages.**
Email messages that have been saved to a workstation in Microsoft Outlook Personal Folders or other folders on the workstation are retained until deleted by the originator.
- E. Permanent Messages.**
Messages that have been created as permanent are retained until deleted by the originator or permanent status is changed by the originator.

I understand and will abide by the terms and conditions for use of the College's computing resources. If the propriety of any situation is unclear, I will ask for clarification from the Chief Information Officer rather than making any assumptions. I understand that Palm Beach State College reserves the right to withdraw my computer resources access privileges for non-compliance of the above provisions.

Individual:

Printed Name: _____

College Office Telephone Number: _____

Campus/Bldg/Room: _____

Department: _____

Signature: _____ Date: _____

NOTE: Your Name, E-Mail ID and Office Telephone Number will be listed on the College Web Page.

Complete this section if you are instructing a class(es) for Palm Beach State College and/or have access to Student Records.

I certify that I have viewed the student records training regarding FERPA at <http://www.pbcc.edu/admissions/ferpa>, and agree to abide by FERPA and the policies of the College related to student records and information.

Signature

Date