ST. JOHN
FISHER
COLLEGE

Email Policy

St. John Fisher College requires the use of email by the campus community to share information and knowledge in support of the College's mission and to conduct the College's business. To this end, the College supports and provides email services and facilities.

Purpose

Because email is an official means of communication to students, faculty, and staff within the College, the purpose of this policy is to inform the College community about College policies related to the use of email. This email policy extends the College's Appropriate Use and Privacy Policy and, as such, violations will be subject to the latter's enforcement and sanction actions.

Scope

This Policy serves as a reminder that the email system is owned and operated by the College. It is provided for the sole purpose of advancing the College's mission and goals. As such, the email system contents are owned by the College. The policy covers all users and uses of College email resources. This policy should not be construed to supersede the ownership of intellectual property as established in the Intellectual Property and Copyright Policy as amended from time to time.

Further, this Policy applies to all email resources owned or managed by the College including those provided by the College through contracts and other agreements such as Google mail for students. All College email records in the possession of College employees or of other users of email resources provided by the College are also covered. This includes the contents of emails, electronic attachments and transactional information associated with such communications.

This Policy applies only to email records in electronic form. The Policy does not apply to printed copies of email and printed copies of transactional information. Email records in either printed or electronic form are subject to federal and state laws, including their provisions regarding retention and disclosure (see State of New York Statutes, Federal Statutes and Regulations, and SJFC Policies listed in Appendix B, References).

Definitions

Email Distribution List
> An Email Distribution List is a named collection of individual email addresses that are grouped together for the purpose of efficient email communication. Examples are "All Students", "All Faculty" and "All Staff".

Official Email Communications
> Official Email Communications are those email communications sent out on behalf of an academic or administrative unit, not an individual. Their content is related specifically to the business of the College.

Unofficial Email Communications

Unofficial Email Communications are those email communications sent out on behalf of an individual. Their content may not be specifically related to the business of the College.

1.1   College Use of Email

1.1.1   **Official Email Communications**

The Email Distribution Lists "All Faculty", "All Staff" and "All Students" **are for official College communications only.** Because St. John Fisher College email is an official means of communication to the students, faculty, and staff of the College, use of those distribution lists should be limited to College business. Official Email Communications are sent out on behalf of an academic or administrative unit. Email representing the interests of an individual is considered Unofficial Communications and is to be directed to the Email List Serves described in 1.1.4 below.

Examples of Official Email Communications would be:
- An announcement from Marketing and Communications of latest *College News Highlights;*
- An announcement from the Bookstore that book orders are due;
- Announcements of College sponsored campus wide events;
- Campus wide communications on Board of Trustee meetings;
- Campus wide communications related to service outages, construction or maintenance.

Examples of email topics not considered Official Email Communications would be:
- Announcements regarding personal items for sale or fundraising;
- Chain letters, jokes or other entertainment related emails;
- Email expressing personal opinions or political viewpoints.

1.1.2   **Etiquette**

For both official and unofficial communications, the following guidelines are suggested:

1.1.2.1   **Urgent tag**

It should be noted that the usage of the Urgent tag on email should only be used for communications which are truly time critical.

1.1.2.2   **Reply to All**

The usage of "Reply to All" on any Email should be carefully considered.

1.1.2.3   **Recall Message**

The usage of "Recall Message" capability, which does not work on many email tools, is highly discouraged.

It is also important to realize the gravity of sending an email message to any group including the Distribution Lists. Each sender is highly encouraged to ensure the correctness of the message before sending it, and observe proper decorum with respect to message content.

1.1.3   Appropriate Use of Email

The use of College email resources to threaten, harass or disparage others is not tolerated and will be subject to appropriate disciplinary action by the College. For a complete explanation of the conditions of use of campus email and other technology resources, please refer to the College's Appropriate Use and Privacy Policy and federal and state laws.

1.1.4   College Name and Logo

Use of the College's name and logo is restricted to official communications and is not authorized or intended to be used for any other purpose. Questions about usage should be referred to the Director of Marketing and Communications.

1.1.5   Unofficial Communication

Unofficial email communications are those email communications sent out on behalf of an individual as opposed to email from an academic or administrative unit. Unofficial Email Communication to groups of individuals is to be directed to a College supported List Serve. When such communication is desired, the use of Email List Serves has an advantage; by posting in the appropriate list, the message will get to the proper audience more quickly. The Email List Serves are available on an <u>opt-in</u> basis:

- **For Sale**: The purpose of this list is to allow for want ads or to advertise for sale/give away items
- **Campus Life**: The purpose of this list is to publicize upcoming campus organizational events
- **General Discussion**: For all emails which do not fall in the above categories

Examples of what types of emails are not permitted include but may not be limited to:
- Third party advertisements;
- Sale of items in a commercial endeavor designed for profit.

All faculty and staff will be allowed to send emails to the For Sale and General Discussion lists, whereas posting on the Campus Life List will be restricted to Student Organizations and their advisors, which include, but are not limited to, the Commuter Council, RSA, SGA, and the SAB, as well as all student clubs.

1.1.6   Student Club and Organization Email Distribution Lists

Student Club and Organization email communications are managed through an opt-in/opt-out system. Most Email Distribution Lists are optional to students, faculty and staff based on their own personal preferences. Undergraduate Students may not opt-out of email communication from the SGA, RSA, Commuter Council and SAB.   By default, undergraduate students are automatically subscribed to all club lists while graduate students are not. .

It is encouraged that the student organizations continue to utilize the student organizational portal (Google Sites) which has been established for the purpose of efficient communications to the student body.

1.1.7 Assignment of Accounts

Every current student, faculty, and staff member is automatically provided with a network account, which includes an assigned username@sjfc.edu email address. The SJFC email address assigned to each student, faculty, and staff member, as recorded in the Banner System, will be the official email address of record for communications with students, faculty and staff. Students, faculty and staff members will be deemed to have read emails sent to that address.

1.1.8 Expectations

Students, faculty and staff are expected to check their email address inbox on a frequent and consistent basis in order to stay current with College communications. Students, faculty, and staff have the responsibility to recognize that certain communications may be time-critical. Email access is provided to all campus users through Microsoft Outlook, SJFC Webmail or Google Mail for students. SJFC Webmail and Google Mail for students are accessible from any computer connected to the internet. Instructions for SJFC Webmail and Google Mail access can be found on the Office of Information Technology Website (http://oit.sjfc.edu).

It is expected that students, faculty, and staff will manage their SJFC email account through methods such as the regular reading and/or deletion of email messages, the use of personal folders and/or personal storage devices, etc.

1.2 Exceptions

Whenever the federal and/or state law or College procedure requires a different form of communication other than email, that form will be used even though email may also be sent. For example, formal notices in hard copy may be required under procedures relating to personnel actions, such as reduction in force, dismissal, discipline, or correction.

1.2.1 Endorsements

Users of email communication resources must abide by College and campus policies regarding endorsements. References or pointers to any non-College entity contained within College email shall not imply College endorsement of the products or services of that entity.

1.2.2 Taglines

Taglines, consisting of a disclaimer and confidentiality notices, are not currently required. An amendment may be added in the future covering the need for taglines that would automatically be included in all email messages.

1.2.3 Accessibility

All email intended to accomplish the academic and administrative tasks of the College shall be accessible to allow users with disabilities in compliance with federal and state laws and College policies. Alternate accommodations shall conform to law and College policies and guidelines.

2 Appendix A: Terms

Transactional Information: Information, including electronically gathered information, needed either to complete or to identify an electronic communication. Examples include but are not limited to: electronic mail headers, summaries, addresses and addressees; records of telephone calls; and IP address logs.

Use of Email Services: To create, send, forward, reply to, transmit, store, hold, copy, download, display, view, read, or print electronic communications with the aid of electronic communications services.

Email List Serve: An email based service that allows for the posting, reading and replying to topics specifically related to the name of a particular list serve. The goal is to remove some of the email that reaches general inboxes and move it to a location where it may be optionally viewed and/or responded to.

3   Appendix B: References

The following list identifies significant sources used as background in the preparation of this Policy, whether or not they are directly referenced by this Policy. It does not include all federal and state laws and College policies that may have application to electronic communications. Since laws and College policies change from time to time, users of this Policy are encouraged to refer to the Employee and/or Student Handbook for updates.

- Other Related Policies and Guidelines:

  - State of New York Statutes

  - Federal Statues and Regulations
    - Americans with Disabilities Act of 1990
    - Communications Decency Act of 1996
    - Copyright Act of 1976
    - Digital Millennium Copyright Act of 1998
    - Electronic Communications Privacy Act of 1986
    - Patriot Act
    - Family Educational Rights and Privacy Act of 1974
    - Privacy Act of 1974
    - Telecommunications Act of 1934 and 1996
    - Federal Communications Commission Rules and Regulations

4   Revision History

Revision Date	Changes	Author(s)
2/1/2013	Final version before Faculty Council and Assembly review. Culmination of original proposal from the Technology Steering Committees with edits from the President's Cabinet and legal review.	Educational and Administrative Technology Steering Committees, President's Cabinet and College Legal representative.

Revision Date	Changes	Author(s)
3/26/13	Addition of proposed language to address concerns from Faculty after the Faculty Council and Assembly Review. - Intellectual Property policy statement added to the Scope section. - Removed restrictions on General Discussion opt-in distribution list for political endorsements and promoting a political issue or agenda.	Dave Pate / Stacy Slocum
5/09/13	Minor modifications to wording in the Scope for clarity from the College Attorney.	Stacy Slocum

End of document.