

TYPE: INFORMATIONAL & INSTRUCTIONAL TECHNOLOGY

POLICY TITLE: Email Policy

Purpose

The purpose of this policy is to ensure the proper use of the Northeast Wisconsin Technical College (NWTC) electronic mail (email) communication systems and make users of the email system aware of what NWTC deems to be acceptable and prohibited use, storage limits, data purge and records retention rules, expectations of backup and recovery, and security controls. In order to emphasize the importance of protecting the confidentiality of certain e-mail traffic and possibly exempt the College from liability in some situations, NWTC will be appending confidentiality language to every message sent externally from the NWTC staff e-mail system.

Policy

Email Signature

The language of the email signature will be as follows:

CONFIDENTIALITY: This e-mail (including any attachments) may contain confidential, proprietary and privileged information, and unauthorized disclosure or use is prohibited. If you received this e-mail in error, please notify the sender and delete this e-mail from your system.

Account Creation and Account Rename

NWTC Email Accounts or Student Email (provided by Google Apps for Education) created based on the official name of the student, faculty, and staff as reflected in PeopleSoft Campus records. Requests for email aliases based on name preference, middle name, nicknames, etc., will be accommodated. Only requests for name changes to correct a discrepancy between an email account name and official PeopleSoft Campus records, or at the request of Human Resources to resolve legal issues will be processed, in which case the email account name will be corrected; this applies to both NWTC Email (staff) and Student Email.

Data Purge and Record Retention

Individuals are responsible for saving email messages as they deem appropriate. Our goal is to provide everyone with the storage space that they need while also managing data storage and backup system capacity. The College has restricted the amount of user space on the NWTC Email system based on role. Email messages in the NWTC Email system are automatically purged from folders as follows:

General Users

- Mailbox quota – 3 GB
- Deleted Items – 90 days
- Junk Email – 60 days
- Sent Items – 180 days

Deans, Directors, and Managers

- Mailbox quota – 6 Gb
- Deleted Items – 90 days
- Junk Email – 60 days
- Sent Items– 180 days

Executives

- Mailbox quota – 8 GB
- Deleted Items – 90 days
- Junk Email – 60 days
- Sent Items– 180 days

Requests for storage space more than the allotted amount must be approved by the CIO.

A message size limit including attachment is set to 25MB.

The quota for student email on the Student Email system is 30GB. Email messages on the Student Email system will be subject to Google's purge policies, which may change without notice.

Backup and Recovery

NWTC Staff Email accounts are backed up on a nightly basis as a way of recovering from a systematic loss impacting the entire email system. Email backups are purged after 7 years.

There is no restoration service offered for the Student Email accounts.

Expiration of Accounts

Departed Staff Email accounts will be decommissioned after the EMATCH form is received. Upon request from the supervisor, the mailbox can remain active for 30 days. After 30 days the mailbox will be removed. IIT can provide an offline archive copy if requested. Requests for copies of email must originate with the departed employee's supervisor.

Access to the Student Email system is automatically removed in accordance with the NWTC Student Lifecycle Policy.

The College reserves the right to remove email privileges at any time, both for a NWTC Email account and any Student Email account.

Shared Mailbox

Requests for shared mailboxes accounts will be accommodated but require a designation of a mailbox owner. The mailbox owners will be notified 3 weeks prior to the end of the spring semester. A shared mailbox that is not renewed or notices that are not replied to within 10 working days will be automatically disabled and purged. Supported types of shared mailbox are designated for official college business including group mailboxes and other college marketing.

Temp/Contract User

Faculty, staff, or departments can request temporary email accounts for users outside of the College. Full time Faculty or Staff requesting these types of accounts will be required to submit user

information, rationale for account, expiration date, address book requirements, and supervisor information via an EMATCH form to the Help Desk. Such requests shall be approved by the supervisor of the department. These accounts will be created with an expiration date of 1 year, at which time a notice will be sent out to verify that the email account is still being used. Failure to confirm an account is still needed within 10 working days will result in the account being disabled and purged.

Sharing of Passwords

Sharing of passwords is strictly prohibited. Each individual is responsible for his/her account, including the safeguarding of access to the account. Please refer to the [NWTC Password Policy](#) for more information.

Inappropriate Use

The following is considered inappropriate use of email and is prohibited by policy:

- Any form of harassment via email whether through language, frequency, or size of messages.
- Unauthorized use, or forging, of email header information.
- Solicitation of email for any other email address, other than that of the poster's account, with the intent to harass or to collect replies.
- Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type.
- Use of unsolicited email originating from within NWTC 's networks of other Internet/Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by NWTC or connected via NWTC 's network.
- Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups (newsgroup spam).
- Postings by employees from a NWTC email address to newsgroups should contain a disclaimer stating that the opinions expressed are strictly their own and not necessarily those of NWTC, unless posting is in the course of business duties.
- Employees must use extreme caution when opening e-mail attachments received from unknown senders or from persons whom you did not ask for a file. These may contain viruses, e-mail bombs, or Trojan horse code and will possibly compromise NWTC systems.
- Sending email that is in violation of state or federal law.
- Using NWTC Email to conduct personal business or for personal use.
- Using NWTC Email for purposes of political lobbying or campaigning.
- Violating copyright laws by inappropriately distributing protected works.
- Posing as anyone other than one's self when sending email (spoofing), except when authorized to send messages for another when serving in an administrative support role.
- The use of unauthorized email software.
- NWTC Email users must not give the impression that they are representing, giving opinions or otherwise making statements on behalf of NWTC or any unit of NWTC unless appropriately authorized (explicitly or implicitly) to do so. Where appropriate, an explicit

disclaimer will be included unless it is clear from the context that the author is not representing NWTC. An example of a simple disclaimer is “The opinions expressed are my own and not necessarily those of NWTC.”

- NWTC Staff cannot originate, reply, or forward official NWTC information through non NWTC Email accounts or Student email accounts
- Email found to be in violation of state or federal statues will be reported to the appropriate law enforcement agency for appropriate action.

The following activities are prohibited because they impede the functioning of network communications and the efficient operations of email systems:

- Sending or forwarding chain letters.
- Sending unsolicited messages to large groups except as required to conduct NWTC business.
- Sending excessive large messages or large attachments.
- Sending or forwarding an email that is likely to contain computer viruses.

Spam Virus and Phishing Scams

Incoming and Outgoing email on the NWTC Email Systems are scanned for viruses and for messages deemed to be ‘SPAM’, or unsolicited advertisements for products or services sent to a large distribution. Suspected messages are blocked from the user’s inbox. Due to the complex nature of email, it is impossible to guarantee protection against all SPAM and virus infected messages. Each individual should use proper care and consideration to prevent the spread of viruses in including the protection of passwords. In many cases viruses appear to be sent from a friend or coworker, therefore attachments should only be opened when the user is sure of the nature of the message. If any doubt exists, the user should contact the IIT Helpdesk. Under no circumstance shall a user provide their username or password via email. IIT will never request a user’s password via email.

Revision History

Creator	Description	Submission Date	Approval Date
Nate W	Proposed changes in RED	9/28/15	
Karl Reischl	Edits	10/19/15	