

140-09 ELECTRONIC MAIL (EMAIL) —PROCEDURE

1. PURPOSE

College email is an official communication tool for Coconino Community College to conduct college business quickly and efficiently. These communications are sent to/from Coconino Community College provided faculty, staff, or service (system) email accounts to Coconino student or employee email accounts. The purpose for this procedure is 1) to define a standard communication method; 2) set the expectations and requirements of the students, faculty and staff; and 3) define the email account life-cycle for students.

2. PROCEDURE

Unless law, contract or other college procedure prohibits email or requires another form of communication, Coconino Community College will send communications via email to Coconino Community College provided student and employee email addresses. Requests for exceptions to this procedure shall be brought to the chief IT officer and applicable compliance officer for review and approval. This procedure does not preclude emails from College email addresses being sent to outside entities for which the College has official business, though appropriate considerations must be made regarding compliance, security, and privacy.

1. Compliance, Security & Privacy

Email communications must comply with federal and/or state regulations and college policies, including the Acceptable Use of Technology Policy (Policy 140-00) and Procedure (Procedure 140-01). Coconino Community College will not send or request personal and confidential information such as passwords, social security number, credit/debit card numbers or bank account numbers be returned by email. All email users are responsible for keeping their email passwords confidential, and must not share their password with others or leave it exposed.

Email users should exercise extreme caution in using email to communicate confidential or sensitive matters and should not assume that email is private and confidential. **It is especially important that users be careful in sending messages only to their intended recipient(s). No Personally Identifiable Information (PII) should be transmitted by email unless encrypted. Contact ITS for safe transmission strategies.**

The College respects the privacy of users. It does not normally inspect, monitor or disclose electronic messages without the user's consent. However, users should realize the following:

Electronic mail, whether created or stored on the College's equipment or not, may be considered a college record and be subject to disclosure under the Arizona Public Records Law or other laws or because of litigation, and thus, **users should have no expectations of privacy.** Information Technology Services (ITS) may need to observe certain transactional information to ensure proper functioning of the system or during the scan of outgoing (Internet) email for personally identifiable information. During these situations, ITS staff may

see the contents of your email messages. If there is a reason to believe the account has been used in violation of College policies, regulations, and/or of the law, contents of the email may be inspected, and/or disclosed without the prior consent of the user.

2. Student Email Use

a. College Student Email Address and Life Cycle

Coconino Community College email addresses are of the form [Comet ID]@students.coconino.edu. Upon application and acceptance, students are provided the Comet ID and email account, which are linked together. At 120 days following graduation, transfer, or non-enrollment, Comet IDs and student email accounts are deactivated. Any saved documents and/or emails will not be accessible after that date.

b. Responsibilities

College officials will send official correspondence to the CCC provided student email account. Students while in active status are expected to check that email address on a frequent and consistent basis to stay current with College communications. This includes communications intended to meet the academic and administrative needs of the student.

c. Forwarding

Information Technology Services does not recommend students set automated forwarding of College email to a personal email address. There is a risk that forwarded email may be lost or blocked. Coconino Community College cannot guarantee delivery of email to any other mail domain. Problems with auto-forwarded email will not absolve the recipient of responsibilities associated with college communications sent to their Coconino email addresses. Email forwarded to a personal account falls under the same legal liability of record collection as College email and thus the personal account may be subject to inspection.

3. Faculty and Staff Email Use

a. Responsibilities

Employees while employed or under contract are expected to check their official email address on a frequent and consistent basis to stay current with College communications. This includes communications intended to meet the academic and administrative needs of the College, including business that is critical to the operation and function of Coconino Community College.

b. Forwarding

Automated forwarding of College email to a personal email address is not permitted, due to the liability it may impose on the College. There is a risk that forwarded email may be lost or blocked. Coconino Community College cannot guarantee delivery of email to any other mail domain. Problems with

auto-forwarded email will not absolve the recipient of responsibilities associated with college communications sent to their Coconino email addresses. Email forwarded to a personal account falls under the same legal liability of record collection as College email and thus the personal account may be subject to inspection.

c. Instructional Use

Faculty members are required to provide information as to the students' obligations regarding this email procedure. Faculty will determine how email is used in their courses and how frequently students are required to check their email from the instructor.

4. Disciplinary Action

Violations of this policy or any other College policy or regulation may be subject to revocation or limitation of computer and network privileges as well as other disciplinary actions or may be referred to appropriate external authorities. Failure to follow these guidelines may result in disciplinary action up to and including termination for employees (refer to the Disciplinary Action Procedure 450-01) or disciplinary action up to and including expulsion from the College for students (refer to the Student Code of Conduct Procedure 503-01) and civil and criminal liabilities.

3. BACKGROUND

1. References: 140-00 Acceptable Use of Technology Policy, 140-01 Acceptable Use of Technology Procedure, 450-01 Disciplinary Action Procedure, 503-01 Student Code of Conduct Procedure
2. Revision history: Date 09/06/2017 (new)
3. Legal review:
4. Sponsor: Information Technology Services

Adopted by College Council: 09/06/2017

COCONINO COMMUNITY COLLEGE