



Springfield Technical Community College Electronic Communication Policy

POLICY TITLE

Electronic Communication Policy

POLICY CATEGORY

Information Technology Services

PURPOSE

The purpose of this policy is to define the acceptable use of Springfield Technical Community College's electronic mail (email). Email is a tool provided by STCC that functions as a primary means of communication and improves educational and administrative efficiency. College employees and students (users) have the responsibility to use this resource in an efficient, ethical and lawful manner. Use of college email accounts evidences the user's agreement to this policy.

This policy must be read in conjunction with the Acceptable Use of Information Technology Resources Policy.

SCOPE

This policy applies to any user authorized to use email services or systems the college owns or manages.

POLICY STATEMENT

Springfield Technical Community College has established email as a means of sending official information to the college community. To support this objective, the college provides an email account to all active employees and students at STCC.

Users shall have no expectation of privacy over any email communication, transmission or work performed using or stored on STCC owned or managed information technology resources. STCC owns all college email accounts and addresses it provides to users. The college may wholly or partially restrict access to email without prior notice and without the consent of the user, and/or monitor network communications and/or operations at its discretion.

All email users are bound by STCC's Acceptable Use of Information Technology Resources Policy.

Uses of Email

- Users are expected to manage their email account appropriately and follow established password policy according to the STCC Password Policy.
- An email message regarding STCC business shall be considered an official notice from the College and users shall review and/or respond to such notices as directed.

- The college requires that employees conduct college business using an official college issued email account.
- All incoming email is scanned for spam and other malicious activity, and attempts are made to block suspected messages from user email accounts. It is impossible to guarantee protection against all malware and users should take proper care and consideration to prevent its spread.
- Forwarding email by college employees that contains personally identifiable information as defined within the Acceptable Use of Information Technology Resources Policy, whether automatically or manually, is prohibited.
- A user's email address includes the College's name. Accordingly, users should consider email as equivalent to letters sent on official College letterhead and should be written in a professional manner and courteous tone. Users must always remember that emails can be stored, copied, printed or forwarded by recipients.

Unacceptable use of college email shall include, but is not limited to, the following:

- Illegal or unethical act, including violation of any criminal or civil laws or regulations, whether state or federal.
- Conduct that violates the College's Policy on Affirmative Action, Equal Opportunity and Diversity.
- Conduct that violates the College's Code of Student Conduct.
- Conduct that unreasonably interferes with the normal operation of the College.
- Commercial or profit-making purpose.
- Sending threatening or harassing messages, whether sexual or otherwise.
- Accessing or sharing sexually explicit or obscene materials.
- Infringing on any copyright or intellectual property rights.
- Use that causes interference with or disruption of network users and resources, including propagation of computer viruses or other harmful programs.
- Intercepting communications intended for other persons.
- Misrepresenting the College or a person's role at the College.
- Distributing chain letters.
- Defaming any person.

Retention of College Email

1. Beginning in May, 2015, STCC began automatic archiving of all employee email either sent or received by college owned email systems. At that time, all existing messages in employee email accounts were archived. STCC will retain all email messages for a period of seven (7) years and messages beyond that age will be permanently deleted on a daily rolling basis. Notwithstanding, email that is subject to a litigation hold shall be retained and preserved until the completion of the litigation process.
2. Personal email, whether created or stored on STCC owned equipment, may constitute a public record under Massachusetts' Public Records Act or Retention Laws or be subjected to mandatory disclosure under other laws, including laws

compelling disclosure during the course of litigation. Users of STCC email services should therefore have no expectation of privacy over personal email that resides on college systems or equipment. Any college records or college-related communications on a personal device or account must be immediately transferred to the college's system. All records or communications related to college business or activities that are maintained on a personal device or account are subject to the Commonwealth's Public Records Law and users shall have no expectation of privacy over such records or communications residing on a personal device or account.

Expiration of Accounts

The policy governing email access privileges are set forth below; however, the college reserves the right to revoke email privileges at any time.

1. Departing and retiring employees – employees who leave the college will have email privileges removed on their last day of work. If such separation is for cause, email privileges may be immediately revoked without notice.
2. Students who leave the college or complete their course of study will have access to their email for a period of five semesters, including the summer session, from the last semester of registration.
3. Students dismissed from the college – students suspended or dismissed permanently from the college will have email privileges terminated immediately as directed by college officials.

ENFORCEMENT

Any user found to have violated this policy, intentionally or unintentionally, may be subject to disciplinary action, up to and including loss of access rights, termination of employment, expulsion from the college or discontinuation of the business relationship. Depending upon the nature of the violation of this policy, a user may also be subject to civil liability and/or criminal prosecution.

REVISION HISTORY

This section contains information on the approval and revision history for this policy.

REVISION HISTORY

This section contains information on the approval and revision history for this policy.

Version Number	Issued Date	Approval	Description of Changes
1.0	3/2016	Massachusetts CIO Council	Development and adoption of collaborative and standardized IT policies
1.0	7/2016	Massachusetts Community College Counsel's Office	Recommendation on contents provided by college counsel
2.0	8/2021	Trustee Internal/External Committee	Policy revision and review
2.0	8/2021	College Adoption	Revisions implemented