ST MARY'S COLLEGE of MARYLAND
The National Public Honors College

Office of Human Resources
18952 East Fisher Road
St. Mary's City, MD, 20686

www.smcm.edu
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EMAIL POLICY

Effective July 1, 2018

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1.0 Overview

St. Mary's College, (hereinafter "College") has established this policy governing the access to and disclosure of electronic mail messages created, sent or received by authorized users of the College's electronic mail (email) system, including staff, faculty, students, alumni and other users granted access to the system by the College. Email is an essential component of College communication. This policy outlines expectations for appropriate, safe, and effective email use.

2.0 Purpose

Electronic mail is a tool provided by the College that serves as a primary means of communication. The purpose of this policy is to detail the College's usage guidelines for the email system. This policy will help the College reduce risk of an email-related security incident, foster good campus communications both internal and external to the College, and provide for consistent and professional application of the College's email principles. College users are responsible to use their email account in an efficient, ethical, and lawful manner.

3.0 Policy

3.1 Official Use

The College maintains an email system to assist in the operation of the College: instruction, instructional support, faculty advising, research, service, administration, and College-related correspondence in support of the College's mission.

1. The College owns all College email accounts. Subject to underlying copyright and other intellectual property rights under applicable laws and College policies, the College also owns data transmitted or stored using the College email accounts. Keep in mind that email may be backed up, otherwise copied, retained, or used for legal, disciplinary, or other reasons. Additionally, the user should be advised that email sent to or from certain public or governmental entities may be considered public record.

2. Employee email may be a public record subject to disclosure under the Maryland Public Information Act and, to the extent allowed by existing email retention capability, College email may be subject to record retention schedules established by Maryland law and College policy. The College reserves the right to retain emails in the College email system as necessary. Federal laws may require retaining email in the College email system for a specific time as defined by individual laws (i.e., the Family Educational Rights and Privacy Act, the Health Insurance Portability and Accountability Act, the Fair Credit Reporting Act).

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3. The College may be required to issue a litigation hold requiring employees to retain email communications that have been created, received, maintained or stored on the College email system. In addition, the College may be required to produce email communications that are requested pursuant to a lawfully issued subpoena or court action.

4. The College uses email as an important communication medium for operations. Users of the College email system are expected to check and respond to email in a consistent and timely manner during business hours.

5. Users of the College email system must recognize that email sent from a College account reflects on the College, and, as such, email must be used with professionalism and courtesy.

6. The use of the College email system is reserved for the conduct of College business. It may not be used for personal business outside the interests of the College or its employees. For example, use of College email for private commercial or not-for-profit business purposes, for private advertising of products or services, or for any activity meant solely to foster personal gain, is prohibited. Similarly, use of College email for partisan political activity is also prohibited. Nothing in this policy is intended to contravene any applicable federal, state or local law.

7. Use of College email must comply with all College policies, procedures, and codes of conduct, including those found in the faculty and employee bylaws and handbooks. Specifically:

    a. Users may not use the email system to send any offensive, intimidating, harassing, or defamatory messages or images, or other communications that disrupt others' ability to conduct College business.

    b. Users may not use the email system to send messages or images that violate the College's policies against harassment and discrimination. Examples of conduct that may violate those policies include, but are not limited to email communications that: contain sexual language, racial slurs, gender-specific derogatory comments, or any other comment or image that offensively addresses someone's age, race, sex, sexual orientation, religious or political beliefs, national origin, or disability.

    c. Users may not use the email system for spamming, non-official solicitations, chain letters, or pyramid schemes.

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d. Users may only use the email system to transmit copyrighted materials, trade secrets, proprietary information or similar materials if authorized by the appropriate College official (i.e., the College's president or provost, a supervisor, faculty research advisor,) governing document (i.e., a license, memorandum of understanding, contract, collaborative research agreement,) or in accordance with official duties of their position.

e. Users may not use the email system to send or solicit inappropriate jokes and comics or pornography.

f. Users may not employ a false identity and/or, mask the identity of an email account.

8. Employees are not authorized to retrieve or read any email messages that are not sent to them except as provided in Section 3.3 below.

9. Any employee who discovers conduct believed to be in violation of this policy should report it to the Chief Information Officer of the College.

10. Any employee who violates this policy or uses the email system for improper purposes shall be subject to discipline in accordance with College Policy.

3.2 Authentication

Passwords used to access email accounts must be kept confidential and used in adherence with the password policy. Two-factor authentication is required to log into the College email system, including from on-campus and off campus locations as well as from any device. Two Factor Authentication is an extra layer of security for your email that is designed to ensure that you're the only person who can access your account, even if someone knows your password.

To prevent the unauthorized use of email accounts, the sharing of passwords is strictly prohibited. Each individual is responsible for their account, including the safeguarding of access to the account. All email originating from an account is assumed to have been authored by the account holder, and it is the responsibility of that holder to ensure compliance with these guidelines.

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3.3 Privacy and Right of College Access

The College does not routinely monitor the email of individual users. While the College will make every attempt to keep email messages secure, privacy is not guaranteed and users should have no general expectation of privacy in email messages sent through College email accounts. Under certain circumstances, it may be necessary for Office of Information Technology (OIT) staff or other appropriate College officials to access College email accounts. These circumstances may include, but are not limited to, maintaining the system, investigating security or abuse incidents or investigating violations of this or other College policies, and violations of the chosen Email vendor's Acceptable Use Policy. OIT staff or College officials may also require access to a College email account in order to continue College business where the college email account holder will not or can no longer access the College email account for any reason (such as death, disability, illness or separation from the College for a period of time or permanently). Such access will be on an as-needed basis and any email accessed will only be disclosed to individuals who have been properly authorized and have an appropriate need to know or as required by law. Approval to access another user's email rests with the president or president's designee.

The chosen Email vendor also retains the right to access the Email Accounts for violations of its Acceptable Use Policy.
(http://www.google.com/a/help/intl/en/admins/use_policy.html)

3.4 Confidential Data

Email is an insecure means of communication. Users should think of email as they would a postcard, which, like email, can be intercepted and read on the way to its intended recipient.

No data that is sensitive or contains personally identifiable information (PII) shall be stored in or transmitted via email. This includes but is not limited to personally identifiable information, Social Security number, bank account information, tax forms, background checks, sensitive research data, or other protected data.

3.5 Spamming, Phishing, and Malicious Attachments

All incoming email is scanned for viruses, phishing attacks and Spam. 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. It is therefore incumbent on each individual to use proper care and consideration to prevent the spread of viruses. In many cases, viruses or phishing appear to be sent from a friend, coworker, or other legitimate source. Do not click links or open attachments unless the user is sure of the nature of the message. If any doubt exists, the user should contact the IT Support Center.

Users must use care when opening email attachments. Viruses, Trojans, and other malware can be easily delivered as an email attachment.

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- Never open unexpected email attachments.
- Never open email attachments from unknown sources.
- Never click links within email messages unless you are certain of the link's safety. It is often best to copy and paste the link into your web browser, or retype the URL, as specially-formatted emails can hide a malicious URL.

Spam is defined as unsolicited and undesired advertisements for products or services sent to a large distribution of users.

Phishing is defined as the attempt to acquire sensitive information such as usernames, passwords, and credit card details (and sometimes, indirectly, money), often for malicious reasons, by masquerading as a trustworthy entity in an electronic communication.

3.6 Expiration of Accounts

Individuals may leave the College for a variety of reasons, which gives rise to differing situations regarding the length of email privileges. The policy governing those privileges are set forth below. Notwithstanding the guidelines below, the College reserves the right to revoke email privileges at any time.

- **Faculty and Staff who leave before retirement -** In general, faculty and staff members who leave the College in good standing will have email privileges for 60 days, or the last day of the semester, whichever comes first, in which they worked. *Certain positions being vacated may have access to sensitive and proprietary College information and data. In these cases, the appropriate Vice President will confer with the Vice President, Business & Finance, to determine if immediate revocation of email privileges is warranted.* If separation is for cause, email privileges may be immediately revoked without notice.

- **Retired Faculty and Staff** – Faculty and staff who have retired from the College will be permitted to retain their email privileges but remain governed by the policies herein.

Automatic Reply on Closed/Suspended Accounts

In some cases when a position is permanently or temporarily vacated, an automatic reply will be set on the closed account. The automatic reply will indicate that the contacted individual is unavailable and will include an alternate contact. The Office of Human Resources will determine when an automatic reply is necessary.

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3.7 Email Signature

Email signatures (contact information appended to the bottom of each outgoing email) may or may not be used at the discretion of the individual user or department. Users must keep any email signatures professional in nature.

3.8 Auto-Responders

The College recommends the use of an auto-responder if the user will be out of the office for an entire business day or more. The auto-response should notify the sender that the user is out of the office, the date of the user's return, and who the sender should contact if immediate assistance is required.

3.9 Address Format

Email addresses must be constructed in a standard format in order to maintain consistency across the College.

- All permanent staff, faculty, and student email addresses will be in the form of: (first initial)(middle initial)(last name)@smcm.edu. A number will be appended to the username to resolve the conflict when multiple users have the same first initial, middle initial and last name. The Office of Information Technology sets this standard based on automated system processes

3.10 Use of College-wide Email Distribution Lists

1. College-wide email distribution lists are to be used only for official communication to all members of the college community, or the appropriate subgroup. The primary distribution lists are as follows:

   allstaffemail@smcm.edu
   All currently employed staff members.

   allfacultymail@smcm.edu
   All currently employed faculty members and emeriti faculty.

   allemployees@smcm.edu
   All currently employed faculty and staff members.

   allstudents@smcm.edu
   All currently enrolled full- and part-time students.

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2. Campus communications on the above distribution lists are

   restricted to: Presidential-level communications.

   Campus-wide alerts about threats to public safety, service interruptions, cybersecurity intrusions, and the like.

   Administrative communications at the VP level about policy, governance, or business practices.

   Messages from the president, vice presidents, and the Office of Communications summarizing news relevant to the campus community.

   The Office of Communications summarizing upcoming events and news relevant to the campus community.

3. Campus community members do not have access to submit to the distribution lists under
   3.10.1 above. When a member of the community does a “Reply-All” to an email received on these lists, the reply will go to the sender and will not be sent to the distribution list.

3.11 Disclaimer

This Policy is not a complete statement of the College’s rights or remedies, and nothing in this Policy waives any of those rights or remedies. The College reserves the right to change this Policy at any time. The College will post the most up-to-date version of the Policy on the College web site and may, at its discretion, provide users with additional notice of significant changes.

End of policy