5.5 *Mandatory Guidelines for Employee Email Communication*

Purpose: To define the mandatory guidelines that govern acceptable use of the College's email services.

The College will provide email service to all current employees, including adjunct faculty, for use while employed at the College in any capacity. Employees who retire from the College are eligible to retain their email services after retirement from the College. Students, volunteers and contractors will not be granted access to the employee email system. All employees are expected to become proficient with the email system through various training resources provided by the College.

5.5.1 Email Communication

1. College Property: All email passing through the College's email system, inbound or outbound, is the property of the College.

2. Privacy: To the greatest extent possible in a public setting, an individual's privacy should be preserved; however, there is no expectation of privacy or confidentiality for documents and messages managed by the College in the email system.

3. Monitoring: All email messages sent or received over the College's email system are subject to monitoring. Specific communications of individuals may be reviewed and shared with the appropriate parties if and as required by law, court order, subpoena, summons, discovery request, warrant, statute, regulation, governmental authority or when public safety is at stake.

4. Auditing: The College retains the right to audit email messages and records to ensure any and all users are in full compliance with this policy and to troubleshoot potential hardware, software, and performance problems. Non-compliance with these guidelines may result in disciplinary action.

5. Illegal Activities: Intentional use of College email services for illegal activities is strictly prohibited. Illegal use includes but is not limited to: obscenity; child pornography; threats; theft; phishing schemes; creating and sending computer viruses, worms, spyware, adware, and Trojans; attempting unauthorized access to data or attempting to breach any security measures on any electronic communications system; attempting to intercept any electronic communication transmissions without proper authority; violation of copyright, trademark or defamation law; and all other unacceptable uses specified elsewhere in these policies.

6. Spam Email: Intentionally sending unsolicited bulk and/or commercial messages over the College email system (known as "spamming") is strictly prohibited.

7. Harmful or Inappropriate Email: Using email to create and/or send email with harmful or inappropriate content is strictly prohibited. Harmful or inappropriate content includes but is not limited to: pornography; discriminatory, chain mails, profane or sexually harassing jokes or language. (For additional information, please see the College's Sexual Harassment Policy.)

8. Copyright Infringement: The illegal downloading or transmission of software, music, music videos, movies, or other copyright-protected material through email without the express permission of Prince George's Community College and the copyright holder is strictly prohibited.

9. Discretionary Use: College email cannot be used to communicate personal or cultural sentiments including religious statements, political action statements, fund-raising solicitations, statements about employee-owned businesses or any other statement using any form of electronic communication including text, graphics, images, photographs, pictures, videos, sound clips, logos and all other forms.

10. Employer Employment and Personal Data Maintenance: Employees are required to use the Owl Link procedure titled "Address and Email Change for Employees" to verify and update their employment and personal information in the Colleague system within 48 business hours and any change and/or addition. Employees are required to provide a valid personal email address because it is needed by the system to enable password changes.

11. Attachments: There is no limit to the number of attachments that can be sent or received with a single email, but the total size of a single email is limited to 25MB, including any attachments.

12. Remote Access: Remote access to email is provided to the College community through the Active Sync access method for mobile devices, as well as through the browser-based Outlook Web App. The same email policies, standards, mandatory guidelines, and procedures that apply on campus also apply to remote access users.

13. Users must exercise utmost caution when sending any email from inside the College to an outside network. Unless approved by Technology Services, College email will not be automatically forwarded to an external destination. Sensitive information will not be forwarded via any means unless business critical and it is encrypted and/or strongly password protected.

14. When conducting College business, only a Prince George's Community College email account (e.g., @pgcc.edu) is acceptable for official College business. The use of personal email accounts to conduct College business and/or to represent oneself or one's enterprises on behalf of the College is prohibited.

15. Confidential and/or sensitive information (e.g., SSN, full birth date, credit card, medical records) must not be sent by email. The only acceptable way to transmit such information electronically is to attach the information as a

password-protected and/or encrypted file: never type the information in the body of the email; and never send a password or decryption key in the same email unless the file is encrypted or password-protected,

16. Qualified Email Accounts: Email accounts are provided to all employees, including adjuncts and working retirees. Non-working retirees will have accounts, but they will not receive broadcast emails. There will be no email accounts established for student employees, contractors, and volunteers.

5.5.2. Email Etiquette and Content

1. College email is not private and is subject to disclosure and may enter the public domain. Further, all email written and sent over the College's email system represent the College, and therefore must abide by professional email etiquette.

2. Email is not the appropriate mechanism to communicate:

   a. any sensitive or FERPA or HIPPA personal information.
   b. disciplinary actions.
   c. performance issues.
   d. when a message must be received in a timely manner, such as an emergency alert.
   e. firings.
   f. private or personal matters.
   g. when face-to-face communication is more appropriate.

3. Email can be used in conjunction with other message delivery systems for emergency alerts.

4. The use of the following is discouraged in College email:

   a. Sarcasm
   b. Colloquialisms
   c. Clichés
   d. Jokes
   e. Emoticons
   f. Personal sentiments,
   g. Solicitations associated with employee-owned businesses
   h. Fund-raising or political action statements
   i. Religious sentiments.

5. All email should:

   a. be concise.
   b. represent correct spelling, grammar, and punctuation.
   c. use the appropriate tone for the situation.

5.5.3 Email Signature Block

1. All email users must use a signature that appends to the end of outgoing email. Email signature blocks in Office 365 must comply with the College's email signature directive which is outlined as follows:

   a. All employees will set up and maintain a signature block

   b. College email cannot be used to communicate personal or cultural sentiments including religious statements, political action statements, fund-raising solicitations, statements about employee-owned businesses or any other statement using any form of electronic communication including text, graphics, images, photographs, pictures, videos, sound clips, logos and all other forms.

   c. The signature will have the following format and content:

      1) Employee name **(required)**
      2) Academic and professional degrees and credentials will follow the employee name or be presented on the next line **(optional)**
      3) Title of the position held at PGCC **(required)**
      4) Office phone # **(required)**
      5) Employee email address(s) **(required)**

      6) College name (spelled out without abbreviations) **(required)**
      7) College address **(optional)**
      8) College central phone number and web site address **(required)**

   d. An example of an email signature that complies with the directive is as follows:

      1) John D. Rockefeller, **2)** PhD, CPA
      3) Director, IT Security Services
      4) 301-583-5255
      5) john.rockefeller@pgcc.edu
      6) Prince George's Community College
      7) 301 Largo Road, Largo, MD 20774
      8) (301) 546-7422 │ www.pgcc.edu

5.5.4 Employee Email Display Name

The display name in the College email system will be the employee's name as it is stored in the Colleague system.   Nicknames cannot be used.

5.5.5 Email Retention

Each individual has 25G of space for email and attachments. The College will delete email older than three years on a continuous basis. The College does not store email on a permanent basis; however, the College will make every effort to provide email to appropriate parties if and when required by law, court order, subpoena, summons, discovery request, warrant, statute, regulation, governmental authority or when public safety is at stake.

5.5.6 Email Access after Separation from the College

1. Retired employees are eligible to retain their College email account. Such email accounts must be maintained in good standing and are subject to the Email Account Purge guideline.

2. Adjunct faculty who are not on contract with the College but remain in the active database of adjunct faculty are eligible to retain their email accounts. Such email accounts must be maintained in good standing and are subject to the Email Account Purge guideline. Adjunct faculty email accounts will be purged after two years if the adjunct has been inactive for 24 months.

3. Upon voluntary separation or termination from the College, an employee's access to their email account is immediately discontinued.

5.5.7 Email Account Purge

1. The College will develop and maintain a process for purging dormant and inactive email accounts of former employees on a periodic basis, including dormant accounts of former full-time and adjunct faculty.

2. On June 30 of every year, the following email accounts and all email and other content within the accounts will be purged from the system:

    a. Accounts for terminated employees.
    b. Accounts for deceased employees and retirees.
    c. Accounts for adjunct faculty and WDCE adjuncts that have been off-the-payroll for at least 24 months.
    d. College and departmental distribution lists that are obsolete will be purged.

e. Email older than 3 years will be purged from all accounts on a continuous basis.

5.5.8 Email Password Security

The sharing of email passwords is not permitted at the College. In those instances where an individual user (requesting user) must access the email account of another user (original user) for specific College business, the original user's supervisor may request in writing that proxy rights be assigned to the requesting user that will allow them to access the original user's email account. The Director of IT Security Services must be notified in advance of the password sharing. The password sharing must have a time limit.

5.5.9 Broadcast Email

1. The following broadcast email procedures will be implemented coinciding with Microsoft Office 365 Exchange/Outlook.

2. These procedures do not affect area, department, unit or function-specific groups that have been created to which group owners can send email. These groups will continue to be maintained as they have in the past.

3. The broadcast email procedures are as follows:

   a. **College business-related announcements for employees are to be posted in myPGCC directly in the "Announcements" section of the employee portal.** Any employee can contribute an information item as long as the information is related to College business.   Directions to contribute an announcement are provided in myPGCC (employee portal). Examples of College business-related announcements include regular committee meetings such as the College-Wide Forum, Academic Council, constituent meetings, collegiate centers events, honors and graduation ceremonies, grant announcements and deadlines, budget sessions, payroll issues, benefits information, College Enrichment Day programming, professional development training, Foundation news, etc. Employees are reminded that any announcement posted here must comply with College policies and procedures.

   b. **College academic and student services-related announcements are to be posted in myPGCC in the "Announcements" section of the student portal.** Any employee can contribute an information item; however, the

proposed announcement will automatically be sent to the Director of Student Services Operations for review and approval.   Directions for posting an announcement are provided in myPGCC (student portal). Examples include information about various student, academic and WDCE services; student governance; student organizations; student activities; enrollment schedules and events; etc.

c. **Non-College business-related information will be posted in the myPGCC employee "Bulletin Board."** Notices such as retirement parties, births, marriages and deaths, items for sale, etc., are to be posted in the Bulletin Board section of the employee portal (myPGCC). Employees will be able to post these non-College business messages themselves, without any approval. Directions for posting an item to the Bulletin Board are provided in myPGCC. Employees are reminded that any information posted here must comply with College policies and procedures.

d. **All College-related scheduled events/activities are to be posted in myPGCC in the "College Events" section of the employee portal.**   All College-related scheduled events/activities must be reviewed and posted by the Dean of College Life Services.   Directions to submit a request to have an event/activity reviewed by the Dean of College Life Services are provided in the "College Events" section of myPGCC (employee portal; click on "Add an Event"). Acceptable requests will be posted within eight (8) business hours after receipt. Examples of events/activities include all internal requests for use of College facilities, special guest speaker engagements, Bluebird Blues Festival, receptions, theater productions, music recitals, community events, etc. External events may be posted at the direction of the Dean of College Life Services. Note that all College sports events are posted on the Portal and Website by the Athletic Department.

e. **Only operational alerts and emergency notifications** will continue to be distributed by College-wide email. The following individuals and offices are granted permission to send out emergency and/or critically important email:

   1) President and the President's Executive Associate
   2) Senior Team Members and their Executive Associates
   3) Technology Services Help Desk

4) Facilities Management
5) Chief of Campus Police
6) Evening Administrator
7) Human Resources
8) Center for Professional Development
9) Office of Marketing and Creative Services

f. If an individual or organizational unit not listed above needs to send a broadcast email, they must first obtain the approval of a College vice president.

5.5.10   College-Wide Email Distribution Lists

1. Technology Services will maintain the following central distribution lists:

   a. PGCC-All – includes all full and part-time employees, but excludes Student Workers and Non-Working Retirees
   b. PGCC-Student Workers – includes all work-study students
   c. PGCC-Retirees – includes working and non-working retirees
   d. PGCC-Working Retirees – includes retirees currently employed by PGCC
   e. PGCC-Non Employees – includes selective non-employees provided with accounts in Office 365 (These are rare instances where a formal contract is issued to an individual who works for the College, but without pay)

2. Inclusion in these distribution lists is based upon data in the Colleague system especially the position title.

5.5.11   Email Message and Recipient Limits
The Office 365 system imposes multiple limits and restrictions as follows:

1. Message Limits

These limits are applied to every email message.

   a. Message size limit = 25MB
   b. File attachment limit = 125 attachments per email
   c. Subject length limit = 255 characters

2. Recipient and Sender Limits

These limits are applied to messages, senders, or recipients to combat spam and mass-mailing worms or viruses.

   a. Recipient limit = 500 recipients allowed in the To:, Cc: & Bcc:
   b. Message rate limit = 30 per minute
   c. Recipient rate limit = 1500 per 24 hours per sender

3. **Retention Limits**

These limits control the amount of time that items in specific folders in the Inbox are accessible.

    a. Deleted Items folder retention period – 30 days
    b. Retention period for items removed from the Deleted Items folder – 14 days
    c. Junk Email folder retention period – 30 days

4. **Distribution Group Limits**

These limits apply to distribution groups (aka distribution lists).

    a. Maximum number of distribution group members – 100,000 members
    b. Limit sending messages to large distribution groups – 5000 or more members
    c. Maximum message size for large distribution groups – 2MB

5. **Moderation Limits**

These limits control moderation settings used for message approval applied to distribution groups and transport rules.

    a. Maximum size of the arbitration mailbox – 10GB
    b. Maximum number of moderators – 10 moderators
    c. Expiration for messages waiting for moderation – 2 days

5.5.12　Large Mailings

Because of the limits and restrictions imposed by Microsoft, large mailings cannot be sent through the Office 365 system. A solution has been developed that enables users to send large mailings from Outlook through an in-house email relay server that does not have the limits. Users who are required to send large mailings should contact the Technology Services Help Desk to make Technology Services aware of their needs well in advance of their mailing deadline so the solution for large mailings can be implemented on their office computer and testing and training completed.

5.5.13　Email Recalls

1. Employees are required to cooperate and assist with email recalls by clicking on "Accept" in the recall message without opening the email and any attachments being recalled.

2. If the original email is opened before the recall is received, the employee is required to delete manually the original email and all attachments and to then send an email to the sender of the original email stating that the original email and any attachments have been deleted.

3. The employee is required to delete the email and attachments from the Inbox, the Deleted Items folder and any other folders that contain the email and attachments.

5.5.14 Exceptions

1. Exceptions to these mandatory guidelines may be approved by the Vice President for Technology Services for operational needs and in emergency situations. Any permanent change to any mandatory guideline is to be shared with the Senior Team Council, and if appropriate, the College-Wide Forum for information purposes.

2. In the absence of the Vice President for Technology Services, exceptions can be approved by the Chief Technology Officer.

5.5.15 Email Communication Procedures

5.5.15.1 Email Procedures for Organizational Unit Accounts
1. Organizational units (groups) may request an organizational unit account (known as a shared account) in Office 365. Examples include Help Desk, E-Learning, VITA, etc.
2. Requests should be submitted through the normal new account request form Where is this form?. Organizational unit heads must identify the employee who will act as the owner of the shared account and employees who should have access rights to use (e.g., access and send email) the shared account.
3. The shared account is to be used strictly to electronically transmit official College reports and documents as required to satisfy federal, state, or local reporting requirements and other mandates.
4. Emails from the shared account should be sent only to the necessary recipients with no carbon or blind carbon copies sent to College employees.
5. Organizational unit email accounts will include a "Reply To" address to which confirmation messages and other email communication can be directed.

5.5.15.2 Junk Email Handling
1. The junk email filter evaluates each incoming message to assess whether it might be spam, based on several factors. These can include the time when the message was sent and the content of the message. By default, the junk email filter is turned on and the protection level is set to low. This level catches only the most obvious spam. Users can make the filter more aggressive by changing the level of protection that it provides.

2. The junk email filter doesn't stop delivery of junk email messages, but moves suspected spam to the Junk Email folder.

3. Users can adjust the Junk Email folder settings by clicking on the Home tab, click on Junk, and then click Junk Email Options.

4. Junk Email Options allows a user to block and unblock suspected spam emails and enable additional email security measures.

5.6   *Mandatory Guidelines for Remote Access to Email*

Purpose: To define Mandatory Guidelines for Remote Access to technology resources at Prince George's Community College. These mandatory guidelines and procedures are designed to minimize the risk of damages to the College's technology resources while providing access as necessary to facilitate a learning-centered environment. Damages include but are not limited to the loss of sensitive confidential data, intellectual property, damage to public image, and damage to or compromise of critical internal systems.

5.6.1   Remote Access

1. The College will provide remote access to the employee email system at the following web address: mail.pgcc.edu

2. Remote access capabilities may be used for College-related activities only. Remote access privileges may not be passed to or shared with colleagues, family members, friends, students, or acquaintances.