

Employee Email Procedure	Procedure Number	8.1P
	Effective Date	April 20, 2018

1.0 PURPOSE

In accordance with Employee Email Policy 8.1, the purpose of this procedure is to outline general procedures for the use of email. Implementation of this procedure ensures that members of the College community have access to this essential form of communication, when appropriate. This is especially relevant as it relates to disseminating critical College administrative and academic information.

2.0 REVISION HISTORY

Adopted on: 4/20/18 (Replaced Email Procedure 8.1P)

3.0 PERSONS AFFECTED

This procedure applies to all persons including without limitation: The Board of Trustees, employees, retirees, and all other authorized persons who are affiliated with Laramie County Community College (LCCC) – referred to in this procedure as “users” – who access or use the College's email system. LCCC encompasses the Cheyenne Campus, Albany County Campus, Pine Bluffs Outreach, and LCCC’s presence on Warren Air Force Base.

4.0 DEFINITIONS

- A. *Email* – Email is a mechanism for official communication within LCCC. Official email communication systems are intended to meet both the academic and administrative needs of the College community.
- B. *Mass Email Message* – Email messages sent to the LCCC Distribution List.
- C. *LCCC Distribution List* – Email accounts inclusive of all LCCC employees, Board of Trustees, Foundation, third-party tenants, and Wingspan.
- D. *Official Email Account* – Email account(s) identified by Integrated Technology Services (ITS) as “official” and assigned to users for which a request was made. For example username@lccc.wy.edu.

5.0 PROCEDURES

- A. Employee Account Creation
 - 1) Following the Onboarding Checklist for Supervisors and the LCCC New Employee Request ITS Form, both accessible via LCCC’s web portal, the hiring supervisor, or designee, is responsible for requesting an official email account for their new employees.
 - 2) Once ITS has established the official email account, confirmation of the account name will be sent to the hiring supervisor, or designee, and to the HR email account. The hiring supervisor, or

designee, is responsible for giving the new employee the email address and providing access to any necessary training for email usage.

- 3) Employees will use the official email account. Employees will be added to the LCCC Distribution List.

B. Employee Account Deletion

- 1) Following the Separation Checklist and the IT Employee Separation Request Form, both accessible via LCCC's web portal, it is the supervisor's responsibility to terminate separating employees' official email account.
- 2) ITS will terminate access to the official email account after the employee's last official working day and remove the employee from the LCCC Distribution List.
- 3) Involuntary terminations must be handled immediately to avoid unnecessary emails to/from the terminated employee. Notification under these circumstances will be communicated by the HR office to the Chief Information Officer.
- 4) Upon termination of employment with LCCC, users will not be able to access their official email account. Users should ensure all needed information stored in the official email account has been captured elsewhere. Employees, who are expected to return to LCCC's employment within 12 months, will have their account disabled (not deleted) upon supervisor's notification. The supervisor, or designee, will determine termination of these accounts on a case-by-case basis.
- 5) Employees who resign, retire or otherwise terminate employment will have their official email account terminated.
- 6) Retiring employees will have the option to have a retiree-designated email account and be placed on an LCCC Retiree Distribution List.
- 7) HR will notify ITS, by the fifth of each month, when employees leave the College. Accounts, whose names are provided by HR, will be disabled for 30 days prior to deleting the network, email and portal accounts.

C. Special Accounts

Board of Trustee members and authorized persons who are affiliated with LCCC, will receive an official email account and/or an Intranet/Portal official email account. Official email accounts are created, on a case-by-case basis, for use when engaging in activities related to their roles with the College.

D. Employee Email Use

- 1) Email is the official tool for relaying immediate, relevant LCCC institutional information to all LCCC employees and a main tool for conducting business. Therefore, each LCCC employee is accountable for checking email on each scheduled workday to ensure receiving the most current institutional information. Immediate, relevant institutional information refers to any information required to be relayed to all LCCC employees. This may include but is not limited to payroll announcements, Human Resources (HR) benefit announcements and other business services information; event announcements; emergency information; employee and/or event recognitions; maintenance and computer system announcements; or any other kinds of institutional information that must be shared with LCCC employees.
- 2) Email communications are an essential function of LCCC business operations. Every effort should be made to answer emails within two workdays. If it is anticipated that response may take longer than two days (including during holidays and approved leave), users should engage the

Out-of-Office reply designating an alternate correspondent for time-sensitive or critical material. If an absence was unanticipated, the employee's supervisor will work with ITS to gain access to the account as needed to continue business operations.

- 3) All employees' signature lines must contain, at a minimum, the College approved signature guidelines found in the HR portal office.
- 4) Employees must only use the College official email account for official email correspondence. Employees should be aware that their supervisors might access their official email account in order to continue to conduct College operations after termination. Supervisors seeking such access must use the IT Employee Separation Request Form. The requesting department will then have 30 calendar days to either forward or copy the work-related email out of the account. After 30 days the account will be disabled and all remaining email correspondence will be deleted.
- 5) In the process of planning for approved extended leave, employees are advised to work with their supervisor to ensure an understanding that supervisors might access their official email account in order to continue to conduct College operations during the employee's absence.

E. Confidentiality and Security

- 1) Users shall not share their password with anyone or allow anyone access to their official email account.
- 2) Email communications must comply with all privacy and information security regulations that govern business at LCCC. These include: the Family Educational Rights and Privacy Act of 1974 (FERPA), as defined and explained in 3.4.2P which protects the confidentiality, of student records, and the Acceptable Use Policy (8.3 and 8.3P), which forbids employees from sending confidential information to the LCCC Distribution List.
- 3) Email users should not use email to communicate confidential or sensitive matters, and should be aware that email communications are neither private nor confidential.
- 4) Users should only send messages to the intended recipient(s). Particular care should be taken when using the "reply" command during email communication, because many mailing lists are configured to deliver replies to the entire list, not just the author of a given message.
- 5) All email correspondence can be considered an official record and is subject to the relevant provision of the [Freedom of Information Act](#).
- 6) Employees communicating formal administrative messages with current credit LCCC students are expected to use the student's official Academic or Administrative email accounts provided to them by LCCC, which are defined in the Student Email Procedure 8.5P.
- 7) The College does not routinely monitor or screen email. However, the College has the right, consistent with the College policy and applicable law(s), to access, review and release all email information that is transmitted over or stored in College Systems, whether or not such information is private in nature, and therefore, confidentiality or privacy of email cannot be guaranteed.
- 8) Because of the nature of the medium; the need for authorized staff to maintain email systems; the College's accountability as a public institution; situations involving the health or safety of people or property; violations of College codes of conduct, regulations, policies, or laws, other legal responsibilities or obligations of the College; or the locating of information required for College business, ITS may review and disclose the content of email messages stored on College servers as directed by law enforcement, legal counsel, by the Office of the President and/or members of President's Cabinet.

F. Misuse

- 1) Users must be aware of all policies and procedures regarding any misuse of information by means of email. Email or electronic messaging systems may not be used for transmitting messages containing pornography, profanity, derogatory, defamatory, sexual, racist, harassing, or offensive material, unless it is appropriate for legitimate educational or business purposes.
- 2) Email may not be used for discriminatory or harassing messages of any kind. Users are subject to the harassment policies (6.2 and 6.2P) and code of conduct policies (6.10 and 6.10P), which may include disciplinary action resulting in termination. Email and electronic messaging should represent personal and professional integrity in line with the LCCC Mission and Vision of the College, found on the LCCC Website.
- 3) Transmission of trademarked, copyrighted, intellectual property, legally protected or regulatory restricted material without appropriate permission, authority and safeguards is prohibited by LCCC and may subject the sender to civil or criminal penalties.
- 4) Using email for illegal activities is strictly prohibited. Illegal use includes, but is not limited to obscenity, child pornography, threats, harassment, theft, attempting unauthorized access to data or attempting to breach any security measures on any electronic communications system; attempting to intercept any electronic communication transmission without proper authority; and violation of copyright, trademark or defamation law.
- 5) In addition to illegal activities, the following email practices are expressly prohibited: entry, examination, use, transfer, and tampering with the accounts and files of others, unless appropriately authorized pursuant to this policy; altering email system software or hardware configurations; or interfering with the work of others or with College or other computing facilities.
- 6) College email services may not be used for non-college commercial activities, personal financial gain, non-approved charitable activities, or for the advancement of any political or religious agenda. This includes use of the system address book and email lists.
- 7) Email users shall not give the impression that they are representing, giving opinions, or otherwise making statements on behalf of the College or any unit of the College unless expressly authorized to do so by the Office of the President or members of President's Cabinet.
- 8) College email services may not be used for purposes that could reasonably be expected to cause, (directly or indirectly) strain on any computing facilities or interference with others' use of email or email systems.
 - a. Do not send or forward electronic submissions with malicious intent, such as chain letters, "Spam", or "Letter-bomb" (resending the same email repeatedly to one or more recipients).
 - b. Do not knowingly send or transmit illegal software, computer viruses, malicious software, hoaxes, spyware, or phishing scams.

G. LCCC Distribution List


- 1) Use of LCCC Distribution List and Group Email Distribution Lists
 - a. Use of the LCCC Distribution List is for information important to all members of the College community.
 - b. Email primarily of interest to a particular group should be sent to the individual group email distribution list. For example, Faculty group, Professional Staff group, Student group, Retirees, etc.
 - c. Announcements for personal use or personal benefit (for example, for-sale items, event tickets, etc.) should be posted on the Portal community subscription and not on the LCCC

Distribution List. Public events should be submitted to Public Relations to be posted on the website.

- d. College email distribution lists are not made available to outside organizations other than as specified by legal or policy requirements. Emails may not be sent to these distribution lists from outside sources.
- e. When sending mass email messages, the receiving distribution list name should be entered on the BCC line.
- f. When replying to mass email messages, sent to the distribution list, users should not “reply to all,” but reply only to the email originator.

H. Resources

- 1. Policies, Procedures and additional documentation can be found at <http://policies.lccc.wy.edu>.
- 2. Distribution List group names and definitions can be found at <http://UnderConstruction>.

REQUIRED APPROVALS	NAME/SIGNATURE	DATE
Originator(s) Name(s)	Information Technology Governance Committee Chad Marley, Chief Technology Officer	5/9/17
Approval by President's Cabinet		3/27/18
Ratified by College Council	Sabrina Lane, College Council Co-chair	4/20/18
Approval by President (Signature)		4/20/18