

Email Procedure	Procedure Number	8.1P
	Effective Date	May 12, 2009

1.0 PURPOSE

The purpose of this document is to provide acceptable **procedures and protocol** when using the Laramie County Community College (LCCC) email system.

Email is the official tool for relaying **immediate, need-to-know Laramie County Community College (LCCC) institutional information** to all LCCC employees. Therefore, each LCCC employee is accountable for checking email daily to ensure receiving the most current institutional information.

All employees including permanent full-time, part-time, adjunct, and students, will receive an Outlook email account and/or an EaglesEye email account.

It is each employee's responsibility to retrieve any important documents from his/her account prior to his/her separation date.

It is the hiring supervisor's responsibility to ensure an email account is initiated and terminated for every new and existing LCCC employee and to ensure each student employee's name is added to/ removed from the ***Student Employee Distribution List***.

2.0 REVISION HISTORY

Adopted on: 9/1/08

Revised on: 5/12/09

3.0 PERSONS AFFECTED

All Laramie County Community College Employees

4.0 DEFINITIONS

- A. *Immediate, need-to-know institutional information* – Any information required to be relayed to all LCCC employees. This may include but is not limited to payroll announcements, 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.

5.0 PROCEDURES

A. ISSUANCE

- 1) All non-student employees will use Outlook as their official email and will be added to the ***LCCC Distribution List***. All students will use EaglesEye as their official email. There will be a distribution list set up in Outlook for all student employees titled the ***Student Employee***

Distribution List that will contain their EaglesEye email addresses and be utilized when relaying “immediate, need-to-know information” to student employees.

- 2) Upon hiring an employee (non-student), the hiring supervisor or designee emails the ITS Division (helpdesk@lccc.wy.edu) to establish an Outlook email account for the new employee. Please include: first name, last name, division of the new employee, and the person’s email address to notify once the new account has been established.
- 3) Upon hiring a student employee, the hiring supervisor or designee emails the ITS Division (helpdesk@lccc.wy.edu) to add the student’s EaglesEye email account to the **Student Employee Distribution List**. Please include: first name, last name, division of the new student employee, and the person’s email address to notify once the account has been added.
- 4) Once the ITS Division has established the email account, notification will be sent to the hiring supervisor or designee. 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.
- 5) This process should take no longer than three working days for the date of hire.

B. TERMINATION

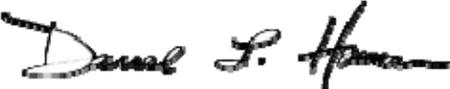
- 1) When employees permanently separate their employment from LCCC, the hiring supervisor or designee must email the ITS Division (helpdesk@lccc.wy.edu) with the employee name and separation date. The ITS Division will terminate access to the email account after the employee’s last official working day or remove the student employee from the **Student Employee Distribution List**.
- 2) Notification of voluntary terminations of full-time and part-time employees must be completed within 7 days of termination by the hiring supervisor or designee.
- 3) Non-voluntary terminations **must** be handled immediately to avoid unnecessary emails to/from the terminated employee. This notification will come from the Human Resources office.
- 4) Returning adjunct employees (or other returning employees including students) may keep their email account and/or remain on the **Student Employee Distribution List**. The hiring supervisor or designee will determine termination of these accounts on a case-by-case basis. Retired employees have the option of keeping their email account for life.

C. The email system may be used for incidental person use. However, it should not interfere with LCCC business. It is recommended that using the email system for personal use be done after hours, over the lunch break, or on breaks.

D. Email may not be used for discriminatory or harassing messages of any kind. Users should be aware of LCCC harassment policies, which may include disciplinary action resulting in termination. All emails should adhere to Laramie County Community College values and its civility statement.

E. Laramie County Community College does not make it a policy to review email accounts assigned to an employee. The College may do so as directed by law enforcement; in supporting the safety of the College, LCCC employees, and students; and as directed by the President.

- F. Every effort should be made to answer emails with 48 hours. You should use the out of office assistant in Outlook to let people know you will not be answering emails while you are out of the office.
- G. Users should not share their email account or password with anyone without authorization.
- H. Users should not allow anyone access to their email account.
- I. Upon termination of employment with LCCC, users' email accounts will be closed, so they should ensure all information needed on the email account has been capture elsewhere.
- J. Users should not knowingly use their email to violate federal, state, or local laws. This includes sending trademarked, copyrighted, intellectual property, or legally protected material without permission.
- K. Users should not knowingly distribute illegal software, malicious software, viruses, hoaxes, spyware, pornography, phishing scams, or spam.
- L. Users should never send confidential information to the **LCCC Distribution List** or the **Student Employee Distribution List**.
- M. Users should not send emails campus-wide that promote specific political candidates or non-College related legislative issues.
- N. Every employee must read this procedure and the "Dos and Don'ts for Email Communication" (see attached before using the LCCC email system).

REQUIRED APPROVALS	NAME/SIGNATURE	DATE
Originator(s) Name(s)	Communications Team, Co-chaired by Maryellen Tast, Lynn Stalnaker	Jan 2008
Approval by President's Cabinet		5/12/09
Approval by President		5/12/09

Attachment

Dos and Don'ts for Email Communication

(Excerpts from "5 Steps to Professional Presence" by Susan Bixler and Lisa Sherrer Dugan)

<p>1. Be extremely careful in using certain keys or functions:</p> <ul style="list-style-type: none">• The bold key, the underline key, and the all caps key are the equivalent of shouting at someone. The exception is their use in titling a document.• The exclamation point is often used to show anger and frustration.• The Reply to All key can either save time or clog us the serve and burden all the recipients with yet one more email to read.
<p>2. Determine if email is the best way to communicate a message. Sometimes picking up the phone and speaking with someone directly will result in a more expedient and satisfactory solution.</p>
<p>3. Make absolutely certain that your information is accurate. Because email can be printed, archived, forwarded, and broadcasted, it becomes a permanent, inerasable document with your name attached to it. Contrary to what the delete key says, email is never permanently deleted and can be retrieved.</p>
<p>4. If you are angry or emotion, don't send an email. Cool off, sleep on it, and then reconsider your response. Once you have determined your response, put yourself in the receiver's place and determine how you would feel receiving it.</p>
<p>5. Reread each email for spelling errors and correct grammar. Use the built-in spelling and grammar checker.</p>
<p>6. Keep it fairly short and friendly. Many people limit their emails to what can be viewed at any one time on the screen. Others limit it to two pages. In any case, don't create an attachment if you can get the same information in the body of the email, unless formatting is important. Then an attachment with bullets and tabs will look and print much better.</p>
<p>7. Be discriminating when attaching lengthy attachments. They take time to download, especially in remote locations, and time to read. Also, make certain that you attach the correct document.</p>
<p>8. Consider the volume of email a recipient receives before inclusion in a broadcast list. Always consider whether a "cc" is really required.</p>
<p>9. Be extremely wary of sending anything that could be viewed as sexist, racist, or disparaging to others. The stakes are very high in terms of what employees can and can't send via company communications. Aside from losing important proprietary information, lawsuits addressing a "hostile workplace environment" can lead to million-dollar lawsuits. Something you think is funny can be offense to others.</p>
<p>10. Be very careful about marking something "urgent." Use this warning only when it is required.</p>
<p>11. If you have not previously corresponded with someone, introduce yourself with your first email by identifying your company, a mutual colleague, an area of interest, your background, or some important linking.</p>
<p>12. Always update or complete the subject heading on the email. The subject heading should be indicative of the content of the email. This courtesy will help individuals who receive numerous emails each day to prioritize those which need action first.</p>
<p>13. If you only email someone periodically, use a greeting and a closing.</p>
<p>14. If you are in constant and consistent email relationships with data going back and forth many times in one day, it is not necessary to use a greeting every time. However, it is polite to do a brief sign-off, like a simple "Thanks."</p>

15. If you set up telephone or in-person appointments using email, be certain to follow up to confirm with a phone call. Systems and servers go down and nothing is totally foolproof—technology or one’s memory.
16. Keep communication clear by marking your email message with FYI or the action you require. It is important to be thorough and explicit in your communication by directing the recipient on what to do with the information you have provided.
17. Add a clear title in the subject line of every email you send.
18. When in doubt, don’t send it.