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I. PURPOSE

Establish acceptable use standards and guidelines for Central Texas College's electronic e-mail system.

II. SCOPE

All users of the Central Texas College electronic e-mail system.

III. USE AGREEMENT

The Central Texas College electronic e-mail system (e-mail) is to be used only for College-related activities. CTCD reserves the right to inspect any equipment and resources for prohibited files and downloads at anytime and for any reason. The College reserves the right to limit, restrict, or extend e-mail privileges and access to its computing resources. Administrative units within the College may define additional procedures and conditions for use of e-mail resources under their control so long as they are consistent with this policy statement.

IV. GUIDELINES

- A. Use of the campus electronic mail system is restricted to authorized CTC faculty and staff for CTC business communications. The use of the CTC e-mail system for personal communications is not authorized.
- B. Departments are responsible for requesting the creation and deletion of e-mail accounts for their respective staff. Contact the CTC IT Customer Service Center by phone at extension 3103 or by e-mail at help.desk@ctcd.edu.
- C. E-mail should be checked at least twice a day. E-mail is the de facto standard for most communications between faculty, staff, students, vendors, government officials, business partners, and professional colleagues. To the extent possible, e-mail should be answered the same day it is received. Administrative and academic units may impose more stringent standards for checking and responding to e-mail.
- D. Managing e-mail accounts. It is the responsibility of all e-mail account holders to manage the use, message content, and size of their e-mail accounts.
 - 1. Delete old messages. While CTC does not presently enforce disk space quotas for e-mail, the recommended maximum size of an e-mail account is 100 megabytes including e-mail in the deleted mail folder. IT will monitor the size of e-mail accounts and inform users when their account is over the limit.
 - 2. Save (rather than open) attachments. Save attachments on your hard drive (C drive) and then, delete the attachment from the e-mail message or delete the message. This will free-

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up copious amounts of disk space on the e-mail server. Consider the size of your attachments. The maximum file attachment size is set to 50 megabytes. This applies to both inbound and outbound e-mail. If an exception is required, contact the CTC IT Customer Service Center.

- 3. Be security conscious. Passwords must be changed periodically. Always exit the e-mail system when leaving a workstation unattended. Do not share passwords with other individuals and never write it on a post-it note attached to a workstation monitor. Delete messages and attachments of unknown origin. If you are not sure from whom an e-mail was received, delete it. Attachments containing viruses will most always be quarantined. Delete messages with a quarantined attachment.
- E. Use proper e-mail etiquette. E-mail, and the image it conveys, creates an impression of the sender and CTC in the mind of the recipient.
 - 1. Create a favorable impression by adhering to the following guidelines:
 - a. Be tactful, courteous, and polite.
 - b. Keep sentences short and to the point.
 - c. Use white space for easier reading.
 - d. Acknowledge receipt of messages promptly.
 - e. Do not type messages using all capital letters. This is considered yelling at the intended recipient.
 - f. Avoid attempts at irony or sarcasm as they are unprofessional and might be misunderstood.
 - 2. E-mail messages should include:
 - a. Subject*.
 - b. Message.
 - c. Sender's name, title, department, and telephone extension.
 - * Note: The subject line should never be left blank. Most anti-spam programs will perceive this as a spam message and block it.
 - 3. When users expect to be out of the office for a day or more, activate the "out of office assistant" in Outlook. This will auto-respond to people who send e-mails to you during your absence. Your "out of the office" message should include:
 - a. Anticipated date of return.
 - b. Person to contact in your absence.
 - c. Whether you will retrieve and respond to e-mail during your absence.
- F. Off-campus e-mail access. Use Outlook Web Access (OWA) to access your CTC e-mail account. An internet connection and a web browser are needed to access OWA.

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G. Use of Third-Party E-mail Systems (for example, Hotmail). The Campus e-mail system provides service for conducting Central Texas College business. Electronic mail of a personal nature is prohibited within the campus e-mail system. While third party e-mail systems (hotmail, yahoo, etc.) exist outside the Exchange e-mail server realm, communications via third-party e-mail systems utilize the resources of the campus network. The use of third-party e-mail systems is not permitted and the use thereof by CTC employees may result in disciplinary action.

V. RESPONSIBILITIES

- A. Faculty, staff, and students of Central Texas College are expected to abide by local, state, and federal laws.
- B. Laws governing traditional communication (harassment, obscenity, libel, copyright) also apply to online communications. If you receive an inappropriate e-mail, print it and notify the IT Director of Customer Service. IT will work with Human Resources and/or the campus police to obtain information concerning malicious, threatening, or inappropriate communication.

VI. CONSEQUENCES OF MISUSE

Any employee found to have violated this policy will be subject to disciplinary action in accordance with the Human Resources Management Operating Policies and Procedures Manual. Additionally, the contents of the e-mail box along with applicable computer records, such as transaction logs, may be provided to Human Resources or the police as part of an investigation.