

E-mail Policy

Purpose

Electronic Mail (e-mail) is a tool provided by the College and serves as a primary means of communication, to improve education and administrative efficiency. For emailing purposes, Colby College utilizes Google G Suite for Education (Google), a cloud-based system using Colby's domain name pursuant to an agreement between the College and Google, Inc. This e-mail system is herein referred to as "Colby E-mail Accounts."

The purpose of this policy is to ensure the proper use of Colby E-mail Accounts. Account holders have the responsibility to use this resource in an efficient, ethical, and lawful manner.

Scope

This policy applies to all individuals who hold a Colby E-mail Account. The latest version of this document can be found on the Colby College website at <http://www.colby.edu/its/policies-and-procedures/>

Account Creation

Colby E-mail Accounts are created based on the official name of the staff or faculty member as reflected in Human Resource or Provost's Office records. Student and alumni accounts are created based on a user ID reflective of the name on file with the Registrar. Requests for name changes to correct a discrepancy between an e-mail account name and official College records will be processed in which case the e-mail account name will be corrected. This could be due to error or a person legally changing their name. Requests for e-mail aliases based on name preference, middle name, etc., are evaluated on a case-by-case basis.

Faculty, staff, or departments can request temporary e-mail privileges for users outside of the College. Full time faculty or staff requesting these types of accounts will be required to submit user information, rationale for the account, expiration date, and sponsor information. Such requests shall be approved by Human Resources (HR) and acted upon by Information Technology Services (ITS). Temporary accounts will be regularly reviewed to determine whether access is still required.

Account Ownership

The College owns all Colby E-mail Accounts. The College reserves the right to revoke e-mail privileges at any time.

Privacy and Right of College Access

All Colby E-mail account holders are bound by the acceptable use policy of both Colby College and Google Inc. Google retains the right to access Colby E-mail Accounts for violations of its Acceptable Use Policy.

While the College will make every attempt to keep e-mail messages secure, privacy is not guaranteed and users should have no general expectation of privacy in e-mail messages sent through Colby e-mail accounts. Under certain circumstances and under the specific direction of Colby's General Counsel, it may be necessary for Information Technology Services staff or other appropriate College officials to access Colby e-mail accounts. These circumstances may include, but are not limited to: investigating security incidents, allegations of misconduct, situations involving the health or safety of a member of the Colby community and any violations of this policy, other College policies or Google's terms of service. Administrative activities as a result of legal subpoena or other data preservation order will be carried out in accordance with the College Acceptable Use Policy.

E-mail Data Retention

E-mail messages held under Gmail Accounts will be subject to Google's retention and use policies, which may change from time to time, with or without notice. Colby uses Google as its E-mail provider, and works within Google's retention and use policies to administer this service. Colby does not specify the automatic deletion of messages, nor set a maximum retention time. Messages are typically retained until the account owner deletes them. Messages marked for deletion (i.e. put in the Trash folder) or stored in the spam folder are deleted permanently after 30 days unless the user empties them prior to automatic deletion.

E-mail Record Retention

It is the responsibility of employees to preserve College records, including e-mails or instant messages in particular circumstances:

- Those who have actual knowledge of matters in which it can be reasonably anticipated that a court action will be filed.
- A subpoena has been served or notice of same has been given.
- Records are sought pursuant to an audit or similar pending or possible investigation.

E-mail Data Recovery

Because restoration of an e-mail system is a lengthy process, requests for e-mail account restoration are generally granted only in the case that loss of the data significantly affects a business unit. If a user deletes data and later wants to get it back, an administrator may be able to recover the data. Only data that has been permanently deleted can be restored. An item is permanently deleted when the user's Trash is emptied. Data restoration services for Colby E-mail Accounts are only offered for data that have been deleted no longer than 25 days.

Expiration of Accounts

Individuals may leave the College for a variety of reasons which gives rise to differing situations regarding the length of e-mail privileges or expiration of accounts. The policy governing those privileges is set forth below. This list is not considered to be a complete list of e-mail account types. For guidance on how other e-mail accounts are expired, contact the ITS Support Center (support@colby.edu).

- *Faculty who leave before retirement:* Faculty who leave before retirement may keep their e-mail account for one year from the end of the last term in which they taught. If such separation is for cause, e-mail privileges may be immediately revoked without notice.
- *Staff who leave before retirement:* Staff members who leave the College will have e-mail privileges revoked effective on their last worked day. If such separation is for cause, e-mail privileges may be immediately revoked without notice.
- *Retired Faculty & Staff:* Faculty and staff retired e-mail account access is outlined in the Retiree E-mail Account Policy.
- *Contractors:* E-mail access will be managed in consultation with Human Resources.
- *Students who leave before graduation (transfer/withdraw):* Students who leave the College without completion of their degree may keep their e-mail privileges for two months after the last term in which they were enrolled.
- *Deferred Students:* Students who defer their admission will have their account closed.

- *Students on approved leave:* Students will be permitted to retain their e-mail privileges while on approved leave.
- *Expelled students:* If a student is expelled from the College, e-mail privileges may be terminated immediately upon the directive of the Dean of the College Office.
- *Suspended students:* If a student is temporarily suspended from the College, they will be permitted to retain their e-mail privileges.
- *Special Students:* E-mail privileges for non full-time students attending courses (i.e. high school or exchange students) will be terminated two months after the conclusion of the term or period of enrollment/engagement.
- *Auditors:* E-mail will be terminated two months after the audited course ends.
- *Docents:* E-mail will be terminated one month after their relationship with the College ends.
- *Alumni:* Students who have graduated from the College will be permitted to retain their e-mail privileges if their account remains active until December 31 of the graduating year when their account will become inactive. Accounts are deleted on March 1 of the following year.

Account Holder Responsibilities

Data that is classified as sensitive should not be stored in or transmitted via e-mail. This includes but is not limited to personally identifiable information (PII), social security number, bank account information, tax or other accounting forms, background checks, sensitive research data, or other protected forms of data as outlined in College and ITS policy.

Users who use e-mail communications in other countries or with persons in other countries should be aware that they may be subject to the laws of those other countries and the rules and policies of their systems and networks. Users are responsible for ascertaining, understanding and complying with the laws, rules, policies, contracts and licenses applicable to their particular uses.

Approval and transmission of e-mail containing official College announcements is automatically granted to Senior Staff and their proxies. Other students, faculty, and/or staff who wish to post must submit their message to the appropriate senior staff office.

Approval and transmission of e-mail for general college notices to students, faculty, and/or staff have standard membership group guidelines as dictated by the appropriate division office, Dean of Students (for student communications) and the Campus Office of Communications.

Each individual assumes personal responsibility for the use of their Colby E-mail Account. This responsibility involves maintaining the confidentiality of the account password to assure the continued security of the account and all information contained within. All e-mail 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 the College Acceptable Use and Information and Data Security Policies.

ITS maintains the College's official e-mail system; faculty, staff and students are expected to read e-mail on a regular basis and manage their accounts appropriately.

Departmental Accounts

Requests for shared departmental accounts are handled by ITS and require designation of an account administrator to assume primary responsibility for the security and use of the account.

Personal E-mail Accounts

In order to avoid confusing official College business with personal communications, employees are not permitted to use non-Colby E-mail Accounts (e.g. yahoo, personal Gmail, etc.) to conduct Colby College business.

Acceptable Use and Policy Violations

Use of any College E-Mail Account is pursuant to this policy as well as the College Acceptable Use Policy for Information Technology. Any violations of this policy or related policies are handled through processes outlined in the Acceptable Use Policy.

Additional References

Colby College Information Technology Acceptable Use and Information and Data Security Policies
<https://www.colby.edu/informationsecurity/policies>

Google Privacy and Terms of Service
<https://policies.google.com/terms?hl=en>

Approval, Review and Revisions

IT Committee: April 4, 2019