Electronic Mail Policy

1.0 Purpose

KCC's email services support the educational and administrative activities of the college and serve as a means of official communication by and between users and KCC. The purpose of this policy is to ensure that this critical service remains available and reliable, and is used for purposes appropriate to the college's mission.

2.0 Scope

This policy applies to all members of the KCC community who are entitled to email.

3.0 Policy

KCC provides electronic mail services to faculty, staff and students, and to other affiliated classes of individuals, including alumni and official visitors. Use of KCC email services must be consistent with KCC's educational goals and comply with local, state and federal laws and college policies.

3.1 KCC Email Addresses and Accounts

Faculty and Staff
Email services are available for faculty and staff to conduct and communicate college business. Incidental personal use of email is allowed with the understanding that the primary use is job related, and that occasional use does not adversely impact work responsibilities or the performance of the network.

Email services are provided only while a user is employed by the college and once a user's electronic services are terminated, employees may no longer access the contents of their mailboxes.

Faculty and staff email users are advised that electronic data (and communications using the college network for transmission or storage) may be reviewed and/or accessed by authorized college officials at any time. KCC has the authority to access and inspect the contents of any equipment, files or email on its electronic systems.
Students
Email services are available for students to support learning and for communication by and between the college and themselves. The services are provided only while a student is enrolled in the college and once a student's electronic services are terminated, students may no longer access the contents of their mailboxes.

Student email users are advised that electronic data (and communications using the college network for transmission or storage) may be reviewed and/or accessed in accordance with Kankakee Community College's Acceptable Use Policy. KCC has the authority to access and inspect the contents of any equipment, files or email on its electronic systems.

Alumni and Others
Individuals with special relationships with KCC, such as alumni or official visitors, who are neither employed nor enrolled at KCC, are granted limited email privileges, including an email address, commensurate with the nature of their special relationship. KCC is free to discontinue these privileges at any time.

3.2 Acceptable Use under College Policies
Email users have a responsibility to learn about and comply with KCC's policies on acceptable use of electronic services. Violation of KCC policies (including this one) may result in disciplinary action dependent upon the nature of the violation. Examples of prohibited uses of email include:

- Intentional and unauthorized access to other people's email;
- Sending "spam", chain letters, or any other type of unauthorized widespread distribution of unsolicited mail;
- Use of email for commercial activities or personal gain (except as specifically authorized by college policy and in accord with college procedures);
- Use of email for partisan political or lobbying activities;
- Sending of messages that constitute violations of KCC's Student Code of Conduct or the employee handbook.
- Creation and use of a false or alias email address in order to impersonate another or send fraudulent communications;
- Use of email to transmit materials in a manner which violates copyright laws.

3.3 Security and Privacy of Email
KCC attempts to provide secure, private and reliable email services by following sound information technology practices. However, KCC cannot guarantee the security, privacy or reliability of its email service. All email users, therefore, should exercise extreme caution in using KCC email to communicate confidential or sensitive matters.
3.4 Best Practices in Use of Email

Confidential Information
When sending confidential information, it is strongly recommended that the user encrypt the message. Users transmitting confidential documents as email attachments must password protect them, or utilize other secure methods.

Viruses and Spyware
KCC email users should be careful not to open unexpected attachments from unknown or even known senders, nor follow web links within an email message unless the user is certain that the link is legitimate. Following a link in an email message executes code that can also install malicious programs on the workstation.

Identity Theft
Forms sent via email from an unknown sender should never be filled out by following a link. Theft of one's identity may result.

Password Protection
KCC's policy recommends the use of strong passwords for the protection of email. A strong password should contain digits or punctuation characters as well as letters.

Departmental Email Boxes
Departments that provide services in response to email requests should consider having departmental email boxes. Shared mailboxes may help support departmental functional continuity for managing requests sent via email.

Forwarding Email
KCC email users may choose to have their email delivered to an ITS managed mailbox or forwarded to another mail repository. However, a non-KCC forwarding address should not be used if there is a reasonable expectation that confidential information will be exchanged. Email is not considered a secure mechanism and should not be used to send information that is not considered public.

Staff email users on an extended absence should create an “Out of Office” message, which should include the contact information for another staff member who can respond while the user is away from the office.
4.0 Related Policies and Procedures

The following listing is provided for the purpose of directing users to policies and procedures that are related to use of email, but it is not exhaustive of all college policies and procedures that might have application to email usage.

Acceptable Use Policy

Questions or comments to: itpolicy@kcc.edu

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