

Key points for Distribution List Use Recommendations

- a. Polled CCC CIO's on whether their District or Institution has Institution wide DLs and whether special approval for use is required. – Rec'd 25 responses – almost all commented on the amount of problems prior to Special-Use procedures or because they haven't implemented any yet.
- b. Classify specific or larger DLs as special-use DLs - see next page for list recommendations.
- c. Modify the name of the special-use DLs to include "(approval required)" in title to remind users of the special approval and use procedures.
- d. Special use DLs require Special Approval and Use Procedures
- e. Only a Vice President, President, Vice Chancellor or the Chancellor can approve use.
- f. Only an Approver or Designee can send/forward an email to these special-use DLs (not on behalf of – this is a current email system limitation).
- g. Establish Standardized Guidelines for approval of special-use DLs
- h. 2 megabyte message size restriction for all Special Use DL's.
- i. DLs not designated as special-use do not have an approval and use procedures
- j. DLs will only be available for internal District users and not accessible via the Internet
- k. Only a Vice President, President, Vice Chancellor or the Chancellor can approve creation of a new DL.
- l. Position these changes as the DLs are still available for everyone to use, will be more appropriate

5.0 Distribution Lists (DLs)/Large Mailings

Distribution lists facilitate the sending of emails to larger, specific populations of District employees. Distribution Lists (DLs) are created for District business and should only be used for the purpose for which they were created.

Special-Use distribution lists will be designated with the text "(approval required)" in the title, eg. "DL for City College (approval required)", and will require special approval for use from a Vice President, President, Vice Chancellor or the Chancellor. Only these approvers and their designee's have access to send or forward emails to these special-use Distribution lists. District employees who wish to send a message to any of these special-use DLs will need to send the email to the Vice President, President, Vice Chancellor or the Chancellor for approval. The Vice President, President, Vice Chancellor or the Chancellor will either forward the email to the Distribution List themselves or authorized one of his or her designees to send the email. Approvers and their designees have the ability to send or forward email messages to any of these special-use DLs, but due to email system limitations, do not have the ability to send on behalf of the originator. Although specific department or campus-based approval request procedures may be defined, the guidelines below will be utilized for approval of email that can be sent to these restricted Distribution lists.

- Should clearly identify the originator of the email message.
- Should be of significant benefit to everyone on the distribution list.
- Other means of communication will not be timely enough to utilize.
- Prevents significant inconvenience for the recipients if the information is not received.
- Should contain text only and not include any graphical backgrounds or graphics except for District approved logos.
- Should only be distributed utilizing the blind copy (BCC) functionality to avoid replies sent to the entire DL.
- Should be less than the maximum size setting of 2 megabytes.
- Must comply with applicable District policies.

Use of other smaller, non special-use Distribution lists not designated with the text (approval required) in the title, do not require special approval or procedures for use, and can be addressed directly from the Outlook email client.

Requests to create new Distribution lists must be approved by a Vice President, President, Vice Chancellor, or the Chancellor.

Distribution lists will only be available for internal District email users only and will not be addressable by external email systems.

Distribution Lists currently in use at SDCCD –
Recommend Categorized as Special-Use

CIO Email Responses on whether your Institution has a special
procedure for Campus or Institution wide DLs

| <u>Name of DL</u> | <u># of names in DL</u> | | |
|------------------------------------|-------------------------|-------------------------------|----------------|
| DL for District Office | 323 | 1. West Hills College | no restriction |
| DL for City College | 722 | 2. College of the Redwoods | no restriction |
| DL for City College Contract | 150 | 3. Palomar College | no restriction |
| DL for City Faculty Adjunct | 244 | 4. Allan Hancock | no restriction |
| DL for City Faculty Contract | 200 | 5. West Valley-Mission CCD | no restriction |
| DL for Mesa College | 1076 | 6. Mt. San Jacinto CCD | no restriction |
| DL for Mesa Classified | 195 | 7. Miracosta College | no restriction |
| DL for Mesa Faculty (adjunct) | 474 | 8. College of the Canyons | no restriction |
| DL for Mesa Faculty (contract) | 268 | 9. Butte-Glenn CCD | no restriction |
| DL for Miramar College | 455 | 10. College of the Sequoias | no restriction |
| DL for Miramar Contract Classified | 108 | 11. Victor Valley College | no restriction |
| DL for Miramar Faculty (adjunct) | 111 | 12. Southwestern CCD | no restriction |
| DL for Miramar Faculty (contract) | 107 | 13. Mendocino College | restricted |
| DL for CE | 643 | 14. Cuesta College | restricted |
| DL for CE Faculty (adjunct) | 316 | 15. Antelope Valley College | restricted |
| DL for CE Faculty (contract) | 116 | 16. State Center CCD (Fresno) | restricted |
| DL for ECC | 135 | 17. South Orange CCD | restricted |
| DL for Centre City | 90 | 18. San Mateo CCD | restricted |
| DL for Cesar Chavez | 58 | 19. Solano College | restricted |
| DL for Mid City | 143 | 20. Citrus College | restricted |
| DL for North City Center | 84 | 21. Grossmont Cuyamaca CCD | restricted |
| DL for West City Center | 67 | 22. Foothill DeAnza | restricted |
| | | 23. Merced College | restricted |
| | | 24. Coast CCD | restricted |
| | | 25. Solano College | restricted |

Key Points for Student Government Account Recommendations

- a. Only Student Government accounts can be approved by a Vice President, President, Vice Chancellor or the Chancellor.
- b. Student Government accounts should only be used for District business only and not incidental personal use.
- c. Student Government accounts will not have access to any District DLs.

6.0 Student Government Accounts

Individual Student Government email accounts, for use on the District's email system, may be approved by a Vice President, President, Vice Chancellor, or the Chancellor, to support District business communication only. Student accounts will not have access to any District provided distribution lists.

Key Points for Inspection, Access and Notification Recommendations

- a. In addition to prior policy language for inspection for:
 - An investigation due to suspected misconduct or misuse, or
 - To protect health and safety, or
 - To prevent interference with the business or academic mission of the District, or
 - To obtain substantive information required for District business continuity that is not more readily available by some other means.
- b. Add language for authorization to provide access to another user's email
 - This happens 3-4 times a year at SDCCD. Recommended by legal Analysts from case precedents, if you provide access to staff's email, must identify reasons, approval process and staff notification
 - Only for Business Continuity, must be approved by a Vice President, President, Vice Chancellor or the Chancellor
 - Requires notification to the user upon return

3.0 Inspection, Access and Disclosure

The District reserves the right to inspect and disclose the contents of electronic mail in the course of an investigation due to suspected misconduct or misuse, in order to protect health and safety, to prevent interference with the business or academic mission of the District, or to obtain substantive information required for District business that is not more readily available by some other means. A District employee may maintain key business information in his or her mailbox and not be available in a reasonable time period to provide or grant access to such information. If this information is believed to be substantive and necessary for continued business operations and where prior consent of the user was not obtained, temporary access to an individual's mailbox may be authorized by a Vice President, President, Vice Chancellor or the Chancellor.

Approval for this type of access will only be granted when business operations (business continuity) may be at risk. Employees will be notified upon their return, of the decision to grant access to their mailbox to another user. If the additional user access is still in use when the owner returns, the additional user's access will cease and the original user will be responsible for changing their network and email account passwords.

District E-mail is subject to disclosure under the California Public Records Act or other laws, or as a result of litigation. This includes email-related data stored on an email server hard drive or a local PC hard drive. The District will inspect and disclose the contents of electronic mail when such action is necessary to respond to legal processes and to fulfill the District's obligations to third parties.

ELECTRONIC MAIL (E-Mail) Proposed Draft

1.0 Policy Statement

The District electronic mail system is provided to support efficient communication for administrative and business processes while supporting the academic environment with timely communication for teaching and learning. While the District supports the principles of academic freedom, freedom of speech, and individual privacy, the District must ensure business continuity and compliance with all legal obligations.

2.0 Policy Principles

This policy is applicable to all authorized users of the SDCCD email system. Individuals who use District electronic mail services are expected to comply with all state and federal laws, District policies and procedures, and with normal standards of professional and personal courtesy and conduct.

District email accounts can be authorized by a Vice President, President, Vice Chancellor or the Chancellor. Email accounts are for use by the authorized user only and any attempt to gain access to another user's email account, email messages or files is a violation of this policy.

Access to the District email system is for District business. District email services may be used for incidental personal use provided that such use does not directly or indirectly interfere with the operation of electronic mail services or other District computing resources, burden the District with incremental cost, or interfere with the e-mail user's employment or other job related obligations. District email may not be used for personal monetary gain, political gain or commercial purposes.

While the District does not routinely inspect, monitor, or disclose electronic mail without the email holder's consent, the confidentiality of any Email message cannot be guaranteed. E-mail should not be used as a means of communicating confidential or sensitive material, or any individual's personal identifiable information.

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4.0 Email System Limitations

The District reserves the right to set limits on the maximum size of individual emails, the maximum size of user mailbox storage, and the maximum size of emails sent to Distribution lists.

Currently, the District's email system is configured to:

- Support a maximum, single email message size of 10 megabytes. Email messages larger than 10 megabytes will not be delivered and the sender will be notified the message is too large.
- Support a maximum, single Internet message size of 10 megabytes. Internet messages will be “bounced” back to the originator stating the email has exceeded the District’s email size restriction.
- Provide a default mailbox size limit of 100 megabytes. Recognizing that certain District positions require larger mailboxes, requests for additional mailbox storage can be approved by the Director of Information Technology.
- Distribution list email messages will be restricted to 2 megabytes.

5.0 Distribution Lists (DLs)/Large Mailings

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Distribution lists will only be available for internal District email users only and will not be addressable by external email systems.

6.0 Student Government Accounts

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7.0 Retention, Archiving and Holds

Copies of email system stores, mailboxes and messages are kept on email system backups and retained for 30 days. Users are responsible to maintain their own mailboxes and manage the long term storage of any District critical emails. Once an official request for email records is received by the District, the 30 day archive tape is removed from backup rotation and kept off line for 12 months or until official word is received the request/inquiry has been completed.

8.0 Service Restrictions

Access to District electronic mail services is a privilege that may be restricted without prior notice and without the consent of the e-mail user when required by and consistent with the law or when there is substantial reason to believe that violations of policy or law have taken place. The Director of Information Technology may need to suspend email services to individuals or system wide to preserve the integrity of the email system or other related computer transaction system(s) which may require network priority over electronic mail services.

9.0 Disciplinary Action

Subject to the requirements for authorization and notification, the District may deny or revoke access to its electronic mail when required by and consistent with law, when there is a substantiated reason to believe that violations of District policy and procedures or law have taken place. Violations of state or federal law may result in a referral to the appropriate law enforcement agencies.

10.0 Prohibited Use

Use of District Email shall not be for communications that:

1. Discriminate on the basis of race, creed, color, gender, religion, disability, sexual orientation;
2. Constitute sexual or other forms of harassment, intent to annoy or physically threaten;
3. Infringe copyright law;
4. Breach security of unauthorized access;
5. Constitute political campaigning for or against any candidate for public office or any ballot proposition, or constitute lobbying any federal, state, or local official (elective or non-elective) with respect to any matter not involving official District business;
6. Promote personal or commercial business interests;
7. Jeopardize the email reliability of the email system and user mailbox by knowingly sending or forwarding "junk" e-mail or chain letters; exploiting list servers or mail relays with "SPAM" mail; resending the same e-mail repeatedly ("letter-bomb"); intentionally loading virus programs or other malicious software code.
8. Violate District policy or state or federal law;

11.0 Definitions

1. Mail Holder. An Email user who is in possession of a particular Email record, regardless of whether that Email user is the original creator or a recipient of the content of the record.
2. Email record. An electronic copy of an email message, considered to be an official District record.
3. Substantiated Reason. Reliable evidence indicating that a violation of law or District policy or procedures has occurred.
4. Distribution List. A single address listing representing a collection of many individual user email addresses.

Policy 0550, revised mm,dd,yy

Office of Primary Responsibility:
Information Technology

Attachment A - Recommended Email Etiquette

1. E-mail should not be considered private. Ask yourself, would I want a jury to read this? Would I want to it read on the front page of tomorrow's newspaper? Don't write anything in an email that you don't want repeated.
2. Avoid sending ANY confidential or sensitive information via e-mail.
3. Make subject lines descriptive.
4. Messages should be concise and to the point.
5. Users should always avoid using stationary, graphics, large attachments and animated graphics or electronic cards.
6. Acknowledge when you receive e-mail with a reply to say "thanks" or "got it".
7. Use of UPPERCASE words is equivalent of shouting in someone's ear. Avoid where possible.
8. Develop an orderly filing system for e-mail you wish to keep by creating and using folders, sub-folders and archives.
9. Delete old e-mail and empty the Deleted Items folder weekly.
10. When responding to a particular subject, create a thread by replying to the original message.
11. Avoid reproducing a message in its entirety when responding. Instead, be selective with what you reproduce and only do it as needed.
12. Avoid sending messages using the (To:) a large number of addressees; use Blind Carbon Copy (Bcc:) instead to reduce broadcast replies and unnecessary email traffic.
13. Avoid using Reply All; it often goes to more people that you realize.
14. Avoid sending jokes. Ask yourself if the joke is appropriate for all staff to read.
15. Avoid sending a message when you are upset or angry, wait until you have had time to calm down.
16. Work out problems face to face, not with e-mail.
17. Be cautious when using sarcasm and humor.
18. Never forward chain letters or animated cards and messages. They can have a very serious and negative impact on the operation of the District network.
19. Signatures or Signature files should not exceed four lines.
20. Avoid sending e-mail to long lists of recipients; create a mailing list instead.
21. Ignore junk and SPAM e-mails; responding often makes it worse.
22. Use smiles to indicate tone of voice: (smile) or :).
23. Send virus warnings and other potential hoax messages to the Help Desk only. They will do the research and issue official warnings if necessary.
24. Avoid extracting and using text from someone else's message without acknowledgment. This is plagiarism.
25. Avoid making changes to someone else's message and passing it on without making it clear where you have made the changes. This is misrepresentation.
26. Be tolerant of others' mistakes. Some people are new to this medium, and may not be good typists, or they may accidentally delete your message and ask you to resend it.
27. Use the Out of the Office Assistant to advise others that you will not be able to respond when you will be unavailable for an extended period of time.
28. Use e-mail in a professional and courteous manner.
29. Intellectual property will be determined by District guidelines and needs to be respected when using materials provided on the Internet.
30. Users shall not give the impression that they are representing, giving opinions, or otherwise making statements on behalf of the District unless appropriately authorized to do so.
31. Remember there are laws governing defamation, copyright, obscenity, fraudulent misrepresentation, and freedom of information, wrongful discrimination and other forms of written communication also apply to e-mail.

Summary Log of Proposed Email Policy Changes

1. In General, Email policies should be more explicit in defining District rights and access to user mailboxes, individual rights and notification, retention policies and litigation holds. In addition, recommendations are included to better manage employee and student government accounts use for Distribution lists.
2. Although similar topics have been grouped together in this draft of recommended changes, final Policy format will be decided once content and language is approved.
3. Added additional language for Policy Statement.
4. Added section for User Identity because the District does not require a separate login and password for email access and to firm up language for email misrepresentation and unauthorized access.
5. Added new section on Inspection and Disclosure.
6. Defined Business Continuity and the district's procedure for granting access to another user's mailbox.
7. Added additional section for Notification and Access to define how and when a user will be notified if access to their mailbox was authorized.
8. Added section for System Configuration limitations.
9. Added section for Distribution List utilization.
 - a) Proposed procedure for large Distribution list utilization approval process and approval guidelines for all approvers.
 - b) Proposed renaming of DLs to identify those with special approval process.
 - c) Proposed removal of all DL access from outside the District email system.
10. Proposed new section on Student Government accounts and proposed restriction on use of DL's.
11. Added section on Email Retention, Back ups and Litigation Holds.
12. Added section on email service restriction and temporary suspension.
13. Added additional language in Disciplinary Action section

ELECTRONIC MAIL (E-Mail) (Current Policy)

1.0 DESCRIPTION

The District recognizes that principles of academic freedom and privacy of information hold important implications for electronic mail and electronic mail systems. This policy reflects these principles within the context of the District's legal and other obligations.

2.0 FUNCTIONS AND RESPONSIBILITIES

The District encourages the use of its electronic mail system and respects the privacy of users. The Email system shall be used for District business and only incidentally for personal use which does not violate District policies or restrictions. While the District does not routinely inspect, monitor, or disclose electronic mail without the Email Holder's consent, the confidentiality of any Email message cannot be guaranteed. Subject to the requirements for authorization and notification, the District may deny or revoke access to its electronic mail when required by and consistent with law, when there is a substantiated reason to believe that violations of District policy and procedures or law have taken place, or when required to meet time-dependent, critical operational needs. Except in emergency situations, inspection must be authorized in writing by the Chancellor or appointed designee. When appropriate, the District's legal counsel's advice should be sought.

The Chancellor shall: (1) establish procedures for using the District's Email system; and (2) appoint a district officer responsible for assuring compliance with the rules of this policy.

3.0 DEFINITIONS

5. Mail Holder. An Email user who is in possession of a particular Email record, regardless of whether that Email user is the original creator or a recipient of the content of the record.
6. Personal use. Electronic mail services may be used for incidental personal purposes provided such use does not (a) interfere with the operation of computing facilities or electronic mail services; (b) burden the District with noticeable costs or (c) interfere with the Email user's employment or other obligations to the District. Email records are considered to be official District records.
7. Substantiated Reason. Reliable evidence indicating that a violation of law or District policy or procedures has occurred.

4.0 RESTRICTIONS

Use of District Email shall not be for communications that:

9. Discriminate on the basis of race, creed, color, gender, religion, disability, sexual orientation;
10. Constitute sexual or other forms of harassment;
11. Infringe copyright law;
12. Breach security of unauthorized access;
13. Constitute political campaigning for or against any candidate for public office or any ballot proposition, or constitute lobbying any federal, state, or local official (elective or non-elective) with respect to any matter not involving official District business;
14. Promote personal or commercial business interests;
15. Violate District policy or state or federal law;

5/18/98

Policy 0550
Office of Primary Responsibility:
Information Technology