

## ELECTRONIC COMMUNICATION

It is the Administrative procedure of the Southwestern Oregon Community College District to encourage the responsible use of electronic communication to facilitate learning, teaching, research and other College business in support of the College mission. This procedure governs the use of, access to, and disclosure of electronic communications to assist in ensuring that the College's resources serve those purposes.

### ALLOWABLE USE

Southwestern electronic communication systems are to be used for College business to support the College's mission. Electronic communication at Southwestern is not a right, but a privilege. All electronic communications on Southwestern Oregon Community College equipment, including telephone, computing or networking systems, as well as any electronic communication addresses, mailboxes, voice mailboxes, or accounts assigned by the College, are the property of the College and are subject to public records laws. Electronic communications users are required to use the systems in an ethical and responsible manner and comply with all state and federal laws, and College policies. College employees must use their college assigned email for college business email communications.

### PROHIBITED USE

Unacceptable uses of electronic communication systems include, but are not necessarily limited to, the following:

1. The use of any electronic communication device to convey a message in any form (text, image, audio or video) that defames, intimidates, harasses, humiliates, or is otherwise intended to harm, insult or humiliate another in a deliberate, repeated or hostile and unwanted manner under a person's true or false identify;
2. Disrupting or preventing a safe and positive educational or working environment;
3. Disrupting orderly operation of the college;
4. Conducting unlawful activities;
5. Sending offensive or abusive messages;
6. Downloading or sending material of a discriminatory or pornographic nature or in violation of the Board policies regarding harassment;
7. Political advocacy or campaigning activities in violation of ORS 260.432
8. Conducting any commercial activities;
9. Gathering or otherwise collecting information about others for commercial or private use;
10. Engaging in wasteful and/or disruptive practices such as conducting or forwarding illegal contests, pyramid schemes or chain letters, spamming, or overloading the system;
11. Reselling access to the Internet;
12. Forging electronic communications;
13. Intentionally transmitting computer viruses;
14. Conducting any activity which adversely affects the availability, confidentiality or integrity of Southwestern Oregon Community College's technology.

### LISTSERVS

A *ListServ* is designed to provide an easy way to create and maintain large e-mail mailing lists. These lists can be used for the one-way distribution of information, for e-mail based discussion, questions and

answers, etc. Lists are created by Integrated Technology Services (ITS) but are "owned" by an e-mail user who manages and maintains the ListServ membership list.

Any employee of Southwestern Oregon Community College is entitled to become a ListServ owner. Campus-based organizations and departments, including unions, are also entitled to own lists, but an *individual* within the group must be designated as the list owner. All lists "owned" by a Southwestern employee and stored on or utilizing College computers must be approved by the ITS Department's ListServ administrator prior to creation and the following general guidelines will apply:

- It is the list owner's responsibility to learn the commands necessary to manage the list's subscribers.
- Under no circumstances, can a list be used to participate in or promote activities that are illegal or violate Southwestern Oregon Community College policies or the laws of the state of Oregon.
- ListServ owners and members should use good judgment and act responsibly when sending mass mailings via ListServ.

## COLLEGE PROVIDED MASS MAILING LISTSERVS

Because e-mail now reaches almost all faculty, administration and staff, as a service to the College community, several e-mail based mass mailboxes have been created and are maintained by the ITS Department. These mailboxes are designed to facilitate the timely and cost-effective distribution of information to the campus community.

Examples of Campus mass mailing lists are:

1. general-announce
2. MASSC-announce
3. faculty-announce
4. ptfac-announce
5. classified-announce

In order for these lists to remain a reliable means of communication, it is important that members of the College community abide by a few guidelines. These guidelines are not designed to limit free speech but are intended to keep your mail volume at a reasonable level.

The official College mass mailing lists are intended only for:

- Announcement of deadlines
- Announcement of changes in campus policies, procedures, organizations, or departments
- Notification of changes in the availability of college services and/or facilities
- Grant required announcements
- College-wide assessment surveys

Campus Mass Mailing Lists are not intended for messages of a personal nature. Examples of inappropriate use include, but are not limited to:

1. Personal opinion, public debate, or campaigning;

2. Soliciting support (financial or otherwise) for charity or special causes not connected with a sanctioned College effort;
3. Union business;
4. Giveaways, items for sale, or requests (personal property such as furniture, tickets, equipment, books, etc.);
5. Unverified “public service” announcements (such as virus alerts, unsafe products, “blackball” lists, etc.);
6. Chain letters;
7. Services offered or services sought (except for College related services);
8. Lost and found (except when it is Southwestern property, or involves time sensitive property such as keys or animals).

Socctalk mass mailing listserv:

In addition to College provided mass mailing listservs, socctalk mass mailing list may be used for the following:

- Announcing fundraisers, employee involvement in cultural events, and educational opportunities for both SWOCC and the surrounding community
- Personal communications to announce personal items for sale or requests for items. This does not include Mary Kay, Avon, Pampered Chef or other forms of self-employment activities. However, employees may not put the cost of the item but rather provide contact information for anyone interested.
- Personal opinion and public debate for relevant educational purposes. Discussions should not demean, harass, or bully.

Inappropriate uses of socctalk would include, but are not limited to:

- Campaigning;
- Union business;
- Posting of cartoons, jokes, etc. that could be perceived as offensive

For all ListServ and Mass Mailing messages, the sender’s audience should be considered carefully (e.g., do not send a mailing to all employees if you only need to reach classified staff). As with all e-mail, messages posted to mass mailing lists should be treated like a message posted to a bulletin board and not regarded as private or confidential.

## SYSTEM PROTECTION AND RESOURCE LIMITATIONS

The ITS technical staff at Southwestern Oregon Community College reserves the right to:

- set the amount of disk space available for electronic communications mailboxes;
- carry out necessary purges of information stored on the servers to preserve the integrity of the system;

- run virus scans and quarantine electronic communications that contain viruses;

Users are responsible for retaining their own records and therefore are advised to keep back-up copies of important documents, distribution lists, calendars, voice mail, on their hard-drives or appropriate backup media.

## PRIVACY AND SECURITY

Employees should know that the College will treat all messages or other information sent, received, or stored on College equipment as business messages and/or information, which the College is entitled to review, monitor, and disclose. Employees who make incidental use of the College systems to transmit personal messages should be aware that these messages will be treated no differently than business messages. Therefore, employees should not place any correspondence or information they consider to be of a personal or confidential nature onto College equipment, including but not limited to disks, recorders, transmitters, computers, telephones or other such equipment. The College may, at any time, inspect and/or retrieve all data and information stored on any equipment owned and/or operated by the College. Employees who choose to place information of a personal or confidential nature on College equipment cannot expect that the information will be kept private or confidential. Furthermore, by using the College's electronic communications systems, employees acknowledge that they are aware of and are covered by this policy.

Southwestern Oregon Community College attempts to provide secure and reliable electronic communication services. However, secure and reliable services do not in any way guarantee confidentiality or privacy of electronic communication, which is the electronic equivalent of sending a postcard. Confidentiality may be compromised by applicability of law or policy, unintended redistribution, network 'sniffing' and interception, or inadequacy of current technologies to protect against unauthorized access. All users should be aware of the following:

1. You should not assume confidentiality or privacy of electronic communications. It is recommended that you not send confidential College communications (as determined by law, policy, etc.) via electronic communications.
2. In the course of routine systems maintenance, troubleshooting and mail delivery problem resolution, ITS Technical Staff may inadvertently see the content of electronic mail messages. Technical Staff shall not intentionally search electronic communication records or transactional information for violations of law or policy. However, they shall report any violations discovered in the course of their duties.
3. Electronic communication may be subject to disclosure under law. Backup copies may be retained for periods of time and in locations unknown to senders and/or recipients, even if you have deleted it from your account or PC.
4. Messages can be easily forwarded without your permission, or knowledge, to individuals or groups, even though it may violate copyright law.
5. Messages can be intercepted while in transit through the network by hackers.
6. Forwarded messages can be altered from the original.
7. Once a message is received on a machine outside of Southwestern Oregon Community College, all of the above concerns continue to apply.
8. Electronic communication is not confidential.

9. College employees are expected to comply with College requests for copies of records in their possession, or that for which disclosure is required to comply with applicable laws, regardless of whether such records reside on College electronic communications resources.

## EMAIL RETENTION STANDARD

This standard is intended to help employees determine what information sent or received by email should be retained and for how long. The information covered in these guidelines applies to, but is not limited to, information that is either stored or shared via electronic mail or instant messaging technologies.

## RETENTION REQUIREMENTS

Email is subject to the same records and retention rules that apply to other documents and must be retained in accordance with [OAR 166-450-0000](#).

Email is one of the many methods of communicating information and does not in and of itself constitute a public record under the Public Records Act. However, information transmitted by business email may become a public record if it is made or received in the transaction of public business by a state agency.

If information transmitted by email meets the definition of a “public record”, then it may not be deleted or otherwise disposed of except in accordance with [OAR 166-450-0000](#). The retention requirement associated with any document is determined by its content, not the method of delivery. All Employees are required to follow the retention schedule for Community Colleges codified in [OAR 166-450-0000](#), as well as any applicable federal regulations.

## TYPES OF EMAIL

For retention purposes, email messages generally fall into the following two categories:

### ***Email of limited or transitory value***

For example, a message seeking dates for a meeting has little or no value after the meeting. Retaining such messages serves no purpose and takes up space. Messages of limited or transitory value may be deleted when they no longer serve an administrative purpose. Other examples of transitory messages are charity campaigns, listserv messages, meeting reminders, reading or reference materials, or FYI email.

### ***Email containing information having lasting value***

Email is sometimes used to transmit records having lasting value. For example, email about interpretations of a department’s standards may be the only record of that subject matter. Such records should be transferred to another medium and appropriately filed, thus permitting email records to be purged. Examples of public records are policies and directives, correspondence related to official business, work schedules, agendas, drafts of documents that are circulated for approval, or any document that initiates, authorizes, or completes a business transaction.

## RETENTION METHODS

While methods for reviewing, storing, or deleting email may vary, compliance with the retention requirements of Oregon records requirements may be accomplished by doing one of the following:

### ***Retention of Hard Copy***

Print the email and store the hard copy in the relevant subject matter file as would be done with any other hard copy communication.

### ***Electronic Storage of Email***

Integrated Technology Services technical staff electronically stores email for seven years.

Data owners may electronically store the email in the college document imaging system so that it may be maintained and stored according to its content definition under [OAR 166-450-0000](#).

## EMAIL BACKUP AND RECOVERY

Backups do not replace records retention; they are a function of Disaster Recovery. Each department must make provisions to retain documents and messages in accordance with their departmental records procedures and applicable law.

### **BP 5052**

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