



Jamestown Community College
Policies and Procedures

Policy Title	College Email Usage	Policy No.	211
Section	Information Technology, Safety & Security	Approval Date	7/20/2021
Subsection	Information Technology	Effective Date	7/20/2021
Responsible Office	Administration	Review Date	Annual

1.0 Purpose

1.1 Jamestown Community College's email usage policy helps employees use their college address appropriately. Email is essential to our everyday jobs. We want to ensure that our employees understand the limitations of using their college email accounts.

Our goal is to protect our confidential data from breaches and safeguard our reputation and technology resources.

2.0 Policy

2.1 JCC email is the primary means of communication for conducting college-related business. The use of JCC email shall be for business purposes only. JCC has the right to monitor employee use of email. Any personal use of college email is strictly prohibited.

2.2 All JCC email is the college's property and includes any email that is sent, received, created, or stored on the college's computer system. College email may be viewed and may be admissible in a legal case.

3.0 Procedures

3.1 Appropriate use of corporate email. JCC employees shall use their email for work-related purposes without limitation. For example, employees can use their email to:

- Communicate with current or prospective customers and partners.
- Login to college purchased software applications.
- Share email address with people they meet at conferences, career fairs, or other college events for business purposes.
- Sign up for newsletters, platforms, and other online services that will help them with their jobs or professional growth.
- Register for college and college supported events.
- Download eBooks, guides and other content for their personal use as long as it is safe and appropriate.

3.2 Access to all Subscribers group email addresses in OUTLOOK shall be restricted to designated positions. Requests to use any large group email address requires supervisor approval.

3.3 Inappropriate use of company email.

3.3.1 Employees represent JCC whenever they use their college email address. They must not:

- Sign up for illegal, unreliable, disreputable, or suspect websites and services.
- Send or forward unauthorized work, personal, marketing content, or solicitation emails.
- Send insulting or discriminatory messages and content.
- Intentionally spam other people's emails, including coworkers.
- Send email messages that are harassing, threatening, offensive, or disruptive in nature.

3.3.2 Employees are encouraged to report receipt of inappropriate email messages with prohibited content to a supervisor. Reports of inappropriate use of email will be investigated in a timely manner.

3.4 Email security. Email is often the medium of hacker attacks, confidentiality breaches, viruses, and other malware. These issues can compromise JCC's reputation, legality, and the security of college equipment. Employees must:

- Select strong secure passwords.
- Remember passwords instead of writing them down and keep them secret.
- Change their email password as required.
- Always be vigilant to catch emails that carry malware or phishing attempts.
- Avoid opening attachments and clicking on links when content is not adequately explained.
- Check email and names of unknown senders to ensure they are legitimate.

3.5 Email signature. Employees are to use JCC's email signature guidelines provided on the college's marketing and communications website. In addition, all email signatures should include the following:

The information contained in this email is confidential and intended only for the use of the party to whom it is addressed. If you are not the intended recipient, please be aware that you are strictly prohibited from sharing, distributing or copying this email. If you have received this email by mistake, please notify the sender.

3.6 Disciplinary action

3.6.1 Employees who do not adhere to this policy will face disciplinary action up to and including termination. Example reasons for termination are:

- Using a college email address to send confidential data without authorization.
- Sending offensive or inappropriate emails to our customers, colleagues, or business partners.
- Using a corporate email for an illegal activity.

3.6.2 Employees must adhere to this policy at all times, in addition to JCC Policy 210 Acceptable Use.

4.0 Definitions

5.0 References

5.1 Establishing and Effective Company Email Policy: Ten Guidelines, <https://www.focusdatasolutions.com/email-policy-guidelines/>

5.2 Corporate email usage policy template, <https://resources.workable.com/email-usage-policy-template>
15 Email Etiquette Rules Every Professional Should Follow, <https://www.inc.com/business-insider/email-etiquette-rules.html>