



## Blue Mountain Community College *Administrative Procedure*

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**Procedure Title:** Email Guidelines  
**Procedure Number:** 04-2008-0001  
**Board Policy Reference:** IV.A.

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**Accountable Administrator:** Associate Vice President, Information Technology  
**Position responsible for updating:** Information Technology Systems Manager  
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**Date Approved by Cabinet:** 11-28-17  
**Authorizing Signature:** *Signed original on file*  
**Dated:** 11-28-17  
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**Reviewed:** 10-17

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### **Purpose/Principle/Definitions:**

BMCC provides e-mail services to support the academic, research, and administrative functions of the public institution. Employees must be mindful that use of e-mail is a privilege, not a right, and should be treated as such by all users. Employees are permitted to use e-mail in a prudent manner for personal communications as long as such personal use does not interfere with the employee's performance of his or her job responsibilities or the business use of e-mail by other employees. Since confidentiality is not readily attainable when using e-mail and because many e-mail communications are public records, employees should never use e-mail to send any message that would be a source of embarrassment to the sender, to the recipient, or to BMCC if the message were to be seen by others.

### **Definitions**

***E-Mail*** means an electronic message transmitted between two or more computers or electronic devices, whether or not the message is converted to hard copy format after receipt and whether or not the message is viewed upon transmission or stored for later retrieval. ***E-mail*** includes electronic messages that are transmitted through a local, regional, or global network.

***Public Records*** means all writings made, maintained, or kept by the State, or any agency, institution, or subdivision thereof, for use in the exercise of functions required or authorized by law or administrative rule, or involving the receipt or expenditure of public funds.

### **Scope of Policy**

All e-mail communications and associated attachments transmitted or received over the BMCC network are subject to the provisions of this policy. Additionally, since Oregon law provides that

e-mail communications written in the conduct of public business are generally considered to be public records, all e-mail communications written and sent in the conduct of public business by BMCC employees are subject to applicable provisions of this policy, regardless of whether the communication was sent or received on a public or privately owned personal computer.

### **Application of Public Records Statutes to E-Mail**

E-mail messages are subject to many of the same statutes and legal requirements as other forms of communication, which govern the retention, archiving, and destruction of BMCC documents and records. The Oregon Public Records Law treats electronic documents and files in the same manner as paper documents. All such documents are generally considered to be public records and are subject to public inspection unless they are covered by a specific statutory exception, such as the Family Educational Rights and Privacy Act (FERPA). E-mail messages that are public records must be retained in either paper or electronic format. E-mail messages that are not public records should be deleted after viewing. The Archives and Public Records Act requires that all documents pertaining to the business of BMCC, whether in paper or electronic form, be retained, archived, or destroyed, as appropriate. Disposition decisions regarding individual documents should be made at the operational unit level with cognizance of the definition of public records and in accordance with the BMCC record retention plans. Although current BMCC practice includes the daily back-up of central computer files, including some e-mail messages, such back-up is only undertaken for temporary storage purposes and is not intended to serve as a mechanism for archiving public records.

### **Privacy and Confidentiality**

Even though e-mail users may intend their messages to be private communications between themselves and another party, the privacy and confidentiality of e-mail cannot be guaranteed by BMCC for many reasons, including the following: e-mail messages may be saved indefinitely on the receiving computer, copies of e-mail messages can be made electronically or on paper, e-mail messages can be intentionally or accidentally forwarded to others, and messages may be sent to incorrect e-mail addresses or be improperly delivered by an e-mail system. Although BMCC employees are permitted to use E-mail for personal communications, be aware, all e-mails from a BMCC e-mail account are public information and can be requested for viewing at any time. There are more appropriate avenues of communication available for matters requiring privacy or confidentiality.

### **Confidentiality Statement:**

THIS MESSAGE AND ACCOMPANYING DOCUMENTS ARE COVERED BY THE ELECTRONIC COMMUNICATIONS PRIVACY ACT, 18 U.S.C. §§ 2510-2521, AS AMENDED, AND CONTAINS INFORMATION INTENDED FOR THE SPECIFIED INDIVIDUAL(S) ONLY. THIS INFORMATION IS CONFIDENTIAL. IF YOU ARE NOT THE INTENDED RECIPIENT OR AN AGENT RESPONSIBLE FOR DELIVERING IT TO THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT YOU HAVE RECEIVED THIS DOCUMENT IN ERROR AND THAT ANY REVIEW, DISSEMINATION, COPYING, OR THE TAKING OF ANY ACTION BASED ON THE CONTENTS OF THIS INFORMATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY E-MAIL, AND DELETE THE ORIGINAL MESSAGE.

### **Monitoring of E-Mail Communications by BMCC**

BMCC does not intend to monitor e-mail usage by its employees in a regular or systematic fashion; however, it does reserve the right to monitor such usage from time to time and without

prior notice. Such monitoring may include tracking addresses of e-mail sent and received, accessing in-box messages, accessing messages in folders, and accessing archived messages. E-mail monitoring which focuses on a specific individual or a selected group of individuals, must be based on a reasonable suspicion of misuse or wrongdoing and must be approved in advance by the appropriate vice president or the President. BMCC may take corrective action or disciplinary action against an employee based upon information obtained from monitoring or inspecting his or her e-mail communications. Furthermore, BMCC may disclose e-mail communications sent to, received by, or relating to an employee to law enforcement officials without giving prior notice to the employee.

## Official Use

- BMCC e-mail services are College resources which are intended to be used for instruction, instructional support, faculty advising, service, administration, and college-related correspondence in support of the College's mission and operation.
- BMCC provides these e-mail services to students, faculty, staff, and other authorized persons who are affiliated with the College for their use when engaging in activities related to their roles in the College.
- Access to e-mail is an essential tool that imposes on users certain accompanying responsibilities. The same standards of conduct that are expected of students, faculty and staff regarding the use of other College facilities, services, and resources apply to the use of e-mail.

## Misuse of BMCC e-mail

- Using e-mail for illegal activities is strictly prohibited. This includes, but is not limited to: obscenity; child pornography, threats, harassment, theft; attempting unauthorized access to data or attempting to breach any security measures on any electronic communications system.
- College e-mail services may not be used for non-college commercial activities, personal financial gain, non-approved charitable activities, or for the advancement of any political agenda.
- E-mail users shall not give the impression that they are representing, giving opinions, or otherwise making statements on behalf of the College or any unit of the College unless expressly authorized to do so.
- College e-mail services may not be used for purposes that could reasonably be expected to cause, (directly or indirectly) strain on any computing or network systems, or interference with others' use of e-mail or e-mail systems. Such uses include, but are not limited to, the use of e-mail services to:
  - Send or forward chain letters. These e-mails often contain warnings that may very well be hoaxes.
  - "Spam" – that is, to exploit list serves or similar systems for the widespread distribution of unsolicited mail.
  - "Letter-bomb" – that is, to resend the same e-mail repeatedly to one or more recipients.
  - "Phishing" – that is, attempting to obtain financial or other confidential information, by sending an e-mail posing as a legitimate organization.
- Knowingly send or transmit computer viruses

If you receive a suspicious email you are unsure about, please contact IT for assistance. Please note, IT will not email you asking for your login information or passwords.

## **Use of E-mail for Official Correspondence and/or File Storage**

The College's electronic communications system (e-mail) is a message transmission system and therefore should not be used as a file storage or file management system. The e-mail system should not be used to store documents or e-mail messages that are the basis for official action, historical record, or truly official communication. E-mail should not be used for document retention purposes, even it is archived with the intent to save it. If a particular e-mail needs to be saved for official document retention purposes, it should be printed or saved as a separate document.

- The e-mail system is not designed as an official document storage system. Using e-mail as a document filing system means storing important documents on the College server along with tons of spam, casual messages, drafts, student assignments, and other inconsequential messages; and therefore, depending upon the circumstances, the stored e-mail may or may not be retrievable.
- Special steps do not need to be taken to "save" most e-mail. Official communication, important documents, and important e-mails that are must be saved should be printed and stored in appropriate paper files or stored as documents and backed up on the College's server (typically on the "F" or "I" drive). E-mail can be converted and saved as a separate document (click File>Save As>HTML) or saved as a pdf file if that software is loaded on the computer.
- Attachments need to be saved separately.

### **E-mail Signatures**

Employees are to use one of the official BMCC standardized e-mail signature on all e-mail communications. Additions to or changes made to these signatures – other than to modify contact information as it pertains to each employee – is not permitted. This includes the use of quotations, colored/patterned backgrounds or graphics/pictures. E-mails from a BMCC-affiliated address are meant to represent the College, which is why a standardized e-mail signature is important. Other e-mail signatures are not permitted. Templates for the approved standardized e-mail signatures can be found on the staff page of the BMCC website.

### **Approved BMCC Standardized E-Mail Signatures**

**Instructions on next page**

**'STUDENTS FIRST SIGNATURE' template -- (addressed to recipients inside the organization)**

#### **(Display Name)**

(Title)

(City) | (State) | (Zip)

Phone: ((XXX) XXX-XXXX) | mobile:



[www.bluecc.edu](http://www.bluecc.edu)

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### **'LOGO SIGNATURE template --- (addressed to recipients outside the organization)**

#### **(Display Name)**

(Title)

(City) | (State) | (Zip)

Phone: (XXX) XXX-XXXX | mobile:



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### **'WOLF LOGO SIGNATURE template --- (addressed to recipients related to athletics)**

#### **(Display Name)**

(Title)

(City) | (State) | (Zip)

Phone: (XXX) XXX-XXXX | mobile:



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#### Office 365 E-mail Signature Instructions:

- 1.) Select New E-mail
- 2.) Signature > Signatures
- 3.) Select New
- 4.) Type a name for this signature: > then select OK
- 5.) Copy and paste e-mail signature template into 'Edit signature' text box
- 6.) Edit the template by inputting your personal information into the spaces provided in the signature. Please do not add any additional lines of text or information to the signature templates.
- 7.) Select New to add additional signatures or select OK if finished with signatures

#### **Violations**

Suspected or known violations of policy or law should be reported to the appropriate supervisory level for the operational unit in which the violation occurs. Alleged violations will be evaluated by the appropriate College authorities and/or law enforcement agencies. Violations may result in various actions, including but not limited to academic dishonesty or Code of Conduct proceedings, faculty, staff or student disciplinary action up to and including dismissal, referral to law enforcement agencies; or other legal action.