EL PASO COMMUNITY COLLEGE PROCEDURE

CR-4	**Use of EPCC E-mail as Official Mode of Communication for Employees**	**APPROVED**: January 10, 2014	**REVISED**: February 1, 2019
		Year of last review: 2021	
		AUTHORIZING BOARD POLICY: CR	

Classification: Institutional
Responsible Vice President or Associate Vice President: Vice President of Information Technology/Chief Information Officer
Designated Contact: Vice President of Information Technology/Chief Information Officer

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OBJECTIVE: El Paso Community College (EPCC) is committed to using its resources efficiently. Electronic mail (EPCC e-mail) allows the College to distribute timely information to the District community with efficiency and economy.

DEFINITIONS:

Electronic Mail System: A computer software application that conveys electronic messages from one system to another.

Electronic Mail (E-mail): Any message, form, attachment, or other communication sent, received, or stored within an electronic mail system.

EPCC Employee E-mail Account: The official e-mail account is username@epcc.edu.

Official Communication: Communication that supports the academic or administrative needs of EPCC.

PROCEDURE:

I.   Responsibilities:

    A.   The Vice President of Information Technology/Chief Information Officer (CIO) is responsible for clarification, review and updating of this procedure.

    B.   The Vice Presidents and the Associate Vice President of Employee Relations are responsible for the enforcement of this procedure for employees.

II.   Official Mode of Communication

    A.   This procedure establishes EPCC e-mail as EPCC's official means of communication to current employees and sets forth the responsibility which members of the EPCC community have regarding e-mail use. EPCC will use e-mail to conduct and notify employees of EPCC related business, District emergencies and general information of importance to the EPCC community.

    B.   Official communications sent by EPCC are intended to meet the academic and administrative needs of the College District. EPCC will consider employees to have received correspondence sent to their official EPCC e-mail account. The provisions of College Procedure CR-1 *Electronic Mail Services, Personal and Broadcast E-mail, and E-mail Restrictions*, apply to both students and employees.

    C.   E-mail that resides on EPCC's electronic mail system and/or devices owned by EPCC are the property of EPCC. E-mail is a communication tool used to facilitate business and academic communications. The use of any EPCC resources for electronic mail must meet the academic and administrative needs of EPCC.

III.   Employee E-mail

A.   EPCC will direct official communication to employees' official EPCC e-mail account.

B.   Employees are responsible for reading their EPCC e-mail on a regular basis and for recognizing that certain communications are time-sensitive. Employees will retain all responsibility associated with official communications.

C.   Communication via the EPCC employee e-mail system is subject to the same public information, privacy and records retention laws as other forms of communication.

D.   EPCC's employee e-mail system is considered a critical service. College Procedure CR-2 *Acceptable Use of Information Technology,* and College Procedure CS-2 *Computer System Security,* apply to the employee e-mail system.

E.   EPCC reserves the right to immediately deny use of employee e-mail when there is reason to believe that violations of the procedures in Section III.D, above, have occurred. In such cases, the alleged violation will be referred to the appropriate Vice President and the Associate Vice President for Employee Relations for further investigation and adjudication under EPCC's employee conduct procedures.

F.   EPCC will not be responsible, nor provide Information Technology department support services, for e-mail services other than those provided by EPCC.

1.   EPCC will not forward employee e-mail messages to another e-mail account. Redirecting EPCC e-mail by employees to outside accounts and sharing messages with third parties may negate the privacy protection rights and protections afforded to EPCC.

2.   If e-mail containing Personally Identifiable Information (PII) is inadvertently forwarded to a non-EPCC account, the employee will permanently delete such information in a timely manner. PII includes, but is not limited to, birthdate, Social Security Number, name and address.

G.   EPCC does not approve redirecting (or auto-forwarding) employee e-mail messages to a non-EPCC-mail account.

1.   Redirecting EPCC e-mail by employees to outside accounts and sharing messages with third parties may negate the privacy protection rights and protections afforded to EPCC.

2.   Redirecting e-mail creates a potential risk of sensitive information leaving EPCC in the form of a message text or attachment. Employees must not use features of their EPCC e-mail messages to automatically forward to a non-EPCC-e-mail account information which is in violation of College Procedure CR-2 *Acceptable Use of Information Technology Resources*.

IV.   Email Professionalism

A.   EPCC employees should ensure the use of email reflects a positive image of the College.

B.   Backgrounds, fonts and other aesthetic elements on email should be ADA compliant, be professional and be clear to read.

C.   Employees should display a professional photograph for the directory and email correspondence. Professional photographs can be taken by contacting a photographer in the Office of Marketing and Community Relations. If an employee chooses to not display a photo, as an alternative the EPCC logo should be displayed.

D.   All email should have a signature line that includes the employee's name, title & department, office location and phone number. Guidelines for proper format will be posted on the Marketing website. Exceptions to this must be approved by the supervisor.

E.   Supervisors will ensure their reporting employees are maintaining email professionalism.

V.   CONFIDENTIALITY AND SECURITY

   A.   Official communication to registered students will only be sent to an official EPCC student email account.

   B.   Faculty and staff must use only their official EPCC e-mail account for official e-mail correspondence. The use of an EPCC e-mail account is required to meet the academic and administrative needs of EPCC.

   C.   All EPCC e-mail accounts are subject to the *Freedom of Information Act*.

VI.   Compliance with Related Procedures

   All messages sent using the El Paso Community College e-mail system must adhere to EPCC's procedures. College Procedure CR-2 *Acceptable Use of Information Technology Resources,* Procedure CS-2 *Computer System Security* and Procedure CR-1 *Electronic Mail Services, Personal and Broadcast E-mail, and E-mail Restrictions,* are available on the EPCC website.