

Gordon State College

E-mail System Acceptable Use and Security Policy

Revisions

Original Date: March 15, 2011

Revision Number	Description	Date	Revised By
1	Modified to reflect USG IT Handbook Section 5.16 Email Use and Protection Standard	1/15/2015	Troy Stout
2			
3			
4			
5			

Reviewed

Review Date	Reviewed By
1/22/2015	Troy Stout

Policy

Electronic messaging systems must be effectively managed and protected across Gordon State College in order to protect the confidentiality, integrity, and availability of all college information systems/resources.

Purpose

Electronic messaging (e-mail) is an essential and enabling application that facilitates the flow of information within the College and with external correspondents. The college depends on the availability and responsiveness of e-mail for the normal conduct of business.

Scope

This policy applies to all e-mail systems and services owned or operated by Gordon State College, all e-mail account users at the college (both temporary and permanent), and all e-mail records.

General Standards

1. Access to e-mail is governed by the college's user access controls for Domain accounts (see User Account Controls – Section 8: Domain Access)
2. E-mail systems are protected from viruses and other malicious intentions through the use of anti-virus software, edge firewalls, and a managed Spam firewall.
3. E-mail systems are configured with SSL Certificates in order to require encryption for web access and password entry.
4. Users of all e-mail systems must be aware that information originated in or received through e-mail messages is probably not encrypted and should not be considered as confidential or unaltered. E-mail will not be used for the conveyance of confidential or sensitive information unless encryption measures are employed by the sender/receiver and approved by Information Technology.
5. All individual e-mail accounts are recorded in the College's electronic directories and records.
6. The widespread acceptance of e-mail both within the College and as a part of our personal lives as a means of rapid communication and dissemination of information has led to the availability of a wide variety of consumer and enterprise applications and services. These applications and systems can be purchased and installed often without regard for the necessary ongoing administrative support needed to maintain system integrity, security, and/or confidentiality of the information conveyed by the system. Therefore, Gordon State College will limit the number of e-mail systems serving the college and will use only enterprise class systems to supply e-mail services.
7. Unauthorized e-mail forwarding is prohibited. E-mail forwarding must be approved by the e-mail account user or Gordon State College management.
8. E-mail attachments received on campus will be filtered to exclude specific filename extensions (e.g. .exe, .com) as may be determined to be a security threat by the Information Technology Department. E-mail messages shall also be no larger than 20 MB (including attachments).
9. The Gordon State College Information Technology Department reserves the right to access and inspect electronic messages stored on college-owned email systems when deemed necessary for troubleshooting activities and/or maintaining availability and performance. All individuals'

privileges and rights of privacy will be preserved to the greatest extent possible. All e-mail monitoring must be reviewed and approved by the college's executive management.

10. Access to e-mail systems may be restricted when there is substantial reason to believe that violation of law or college policies have taken place or when compelling circumstances exist that could adversely impact the confidentiality, integrity, and availability of college information resources.
11. All College hosted email systems will be configured to prevent use by third parties as e-mail relay platforms.
12. Gordon State College is not responsible for any loss or damage incurred by an individual as a result of personal use of college-owned electronic messaging systems.
13. Backup copies of e-mail systems only exist primarily to restore service in case of failure in order to assure system integrity and availability, not to provide future retrieval. The Information Technology Department will not routinely retrieve electronic communications from such back-up facilities for individuals.

User Responsibilities

1. It is the responsibility of each user to protect the confidentiality of their account and password information.
2. It is the responsibility of all e-mail account holders to properly maintain their account so as not to exceed storage limits.
3. Gordon State College often delivers official communications via e-mail. As a result, faculty, staff, and students with e-mail accounts are expected to check their e-mail in a timely fashion so that they are aware of important announcements and updates.
4. All e-mail account holders have a responsibility to protect IT resources by not opening and/or responding to e-mail messages from unknown sources. Users should contact the Information Technology Department immediately if they are unsure about the authenticity of an e-mail communication. Note that attachments are the primary source of computer viruses and should be treated with extreme caution.

Appropriate Use

1. All e-mail transmitted to or from the college e-mail system shall comply with the [Gordon State College Computer and Network Usage Policy](#) where applicable.
2. Use of Gordon State College e-mail systems for the creation or distribution of any disruptive or offensive messages is prohibited.
3. Indiscriminate mass e-mailing to the college community can quickly tax the capabilities of the processing systems to deliver other messages that may be critical. Additionally, the receipt by College users of excessive numbers of mass e-mailing messages is a work-place irritant and does not promote the efficient use of information system or human resources. Use of the e-mail systems of the College for mass distribution will be governed by the criticality of the content of mailings as follows:
 - **Critical Messages:** Messages deemed emergency alerts through the Gordon College Emergency Notification System (GCENS) policy and procedures will be considered critical and may be broadcast through the e-mail system.
 - **Informational Messages:** Users of e-mail systems at Gordon State College are not permitted to arbitrarily send messages to all, or nearly all, users unless they are fulfilling a business and/or role-oriented tasks.

- Messages **personal** in nature such as births and deaths, which need to be distributed to the entire campus community, should be submitted to the Public Information Specialist. The Public Information Specialist will disseminate through e-mail or faculty/staff forum as appropriate.
4. Mass mailings about viruses or other malware warnings shall not be distributed by general users, and shall be validated, approved, and distributed by the appropriate security administrator(s).