

East Georgia College Computer Services Department Campus Email Policy

Scope of Policy

The focus of this policy is to govern the use of electronic mail (Email) communications via the East Georgia College Email servers and network. To help protect the college's Email and other IT resources from computer viruses, worms, SPAM email, etc., the college utilizes an anti-SPAM firewall (Barracuda 300 Spam firewall) and virus scanning systems (TrendMicro VirusWall Scanner, McAfee Anti-virus software). McAfee Enterprise Anti-virus software is installed on all campus computers, servers and laptops/notebooks.

Regulations of Policy

1. All Email traffic (incoming and outgoing) that utilizes the East Georgia College Email server will be scanned by the VirusWall Scanning application and/or anti-SPAM firewall for the following to help protect the college's IT equipment from worms, viruses, Spam Email, etc. This includes the scanning of files attached to email messages. The contents of messages will also be scanned for items that are known to be related to SPAM Email.
 - a. File types: .exe, .bmp, .jpeg, .scr, .com, .pif, .zip Because these file types are known to house viruses, worms, etc., all inbound and outbound Email messages containing attached files with these file extensions will automatically be quarantined by the VirusWall Scanning system. Email messages having valid attached files will be release from quarantine by the computer services department. Please contact the computer services department for assistance with quarantined email messages.
 - b. Attached files must follow standard file naming conventions of having only one file extension. In other words, no attachment containing more than one period "." in the file name will be allowed.
 - c. The content of all inbound email messages will be scanned for items associated with SPAM email. These messages will automatically be removed from the email system. The Barracuda Anti-SPAM firewall appliance assists in managing incoming email that is classified as SPAM or "junk" email.
2. Faculty, staff and students who use their East Georgia College Email account for sending "valid" attached files listed in Regulation 1 should contact the computer services department for assistance in proper delivery of the messages via the VirusWall Scanning application.
3. Sending unsolicited email messages via an East Georgia College email account, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email spam) is prohibited.
4. Any form of harassment occurring via an East Georgia College Email account, computer system, telephone, paging device or any other form of electronic communication device is prohibited.
5. Unauthorized use, or forging, of email header information is not allowed.
6. Solicitation of email for any other email address, other than that of the poster's account, with the intent to harass or to collect replies is not permitted.

7. Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type is not permitted.
8. Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups (newsgroup spam) is not allowed.
9. Users of the East Georgia College email system must use their East Georgia College email accounts only in support of academic pursuits and/or college business.
10. Users of the East Georgia College email system who suspect their email account has been accessed or utilized by an unauthorized party should contact the college's computer services department as soon as possible.
11. Because official East Georgia College communication to students is often sent to students via their East Georgia College student email accounts, and because the college cannot guarantee the functionality of outside / third-party email systems (i.e., YahooMail, Hotmail, etc), the forwarding of a student's email address to such outside / third-party email systems is not allowed.
12. Report any violations of these policies to **abuse@ega.edu** or by contacting the EGC Computer Services Department.

Retention of Electronic Mail

No retention of EGC email messages (incoming or outgoing) is maintained by the college's computer services department. When users (faculty, staff, students) remove email from the server, no backup of removed messages is maintained. However, a two-week backup tape rotation is maintained for restoring *only* the operating system and functionality of the email server.

Active Time Period for East Georgia College Email Accounts and Disclaimers

Student Email Accounts:

- a. New students email accounts are created without the request of the student at the time they are accepted for admission to East Georgia College and before orientation/registration.
- b. Readmitted students' email account will not be reactivated until after they have been registered for the returning semester.
- c. Student email accounts names are system generated and can only be changed as a result of an official name change. The student must first request an official name change in the registrar's office. Once the name change has been processed, the Computer Services Department will create the new email and GA View Vista accounts and transfer any existing "inbox" email messages to the new email account. A ".forward" will temporarily be put on the student's old email account for two weeks so that any email going to the old email account will go to the new email account.

Notification that the new accounts are active will be sent to the "old" email account.

It will be the responsibility of the student to transfer any email messages from their sent or other personal folders, including filters and other webmail settings. It is also recommended that the student inform their instructors and other individuals who routinely send them email of their new email account information.

- d. Student email passwords are derived from information known by the student. Do not share your password with anyone. Students who believe their password has been

compromised may request a password change by either sending a request to **cswork@ega.edu** using their EGC email account or in person with proper picture identification to an EGC Computer Services staff member at the EGC Swainsboro or Statesboro campus. If you sent the password change request by email, it is recommended that the student delete the sent email from their sent folder to prevent persons you suspect of having your email password from being able to view the sent message that contains your newly requested password.

Email Password reset requests will not be taken over the phone or from non EGC email accounts.

- e. It is highly recommended the student preserve their EGC email account for academic work only. All important college correspondence is sent only to the EGC email account. This correspondence includes account balance notifications, Mid-Term grades, drop notices, registration notices and pin numbers and test registration information. It is the responsibility of the student to ensure their email inbox has the available space to receive official correspondence.

It is recommend that students obtain other free email accounts (hotmail, yahoo, gmail) for the purpose of subscribing to various mailing lists available on the internet.

- f. A student's Email account will be closed and all Email messages deleted for any student who has not attended classes at East Georgia College for over one year period of time. This time period begins when the student was last enrolled and taking classes at East Georgia College.
- g. Student's email storage is limited to 30MB of disk space on the email server. Once the disk quota has been reached, the email client will not receive any new mail until the student increases available disk quota by deleting unneeded email messages. It is the responsibility of the student to manage their email storage. Students should do the following to help manage their email storage space.
 - i. Check for new mail often
 - ii. Delete any unwanted email
 - iii. Empty the Trash email folder in the EGC Webmail system. To empty the Trash email folder, click on the "Empty" option when in the Webmail system. Email is not deleted from the server until the Trash email folder is emptied. Email in the Trash folder will still consume part of the disk quota until the folder is emptied.
- h. Additionally, due to disk storage limitations, it may be necessary, WITHOUT NOTICE, for the East Georgia College Computer Services department to:
 - i. Delete email messages that are old (i.e., email messages that are several months in age from date of receipt) from currently enrolled students email accounts
 - ii. Delete email containing large attachments.
 - iii. Delete email with specific subject line which may have been classified as SPAM that made it through spam filters.

Therefore, it is the responsibility of the student to print out or save to another format any email message that the student wishes to permanently retain.

NOTE: Email that has been moved from the inbox folder into a personal folder in webmail will not be removed. It is recommended that the student move important email out of the "inbox" into a personal folder to ensure it is not deleted.

Faculty & Staff Email Accounts:

- a. Faculty and Staff email accounts must be requested by submitting a “Network Request Form” which can be found on the EGC intranet or by going to the following URL: **http://wwi.ega.edu/Forms/network_access.htm**. If you require assistance in completing this form, please request assistance from Computer Services, Human Resources, your Department Head / Manager or your departmental secretary.
 - i. Account names will be the first letter of the first name, followed by the first seven characters of the last name when possible.
 - ii. Password can be requested, but must meet the minimum password standards of: at least six characters in length and include one numeric value and cannot consist of a subset of the account name (i.e., account name **asmith** with a password of **asmith1** or **smith1**)
 - iii. Password changes must be requested with the “Network Request Form”.

- b. Faculty and Staff who use the EGC Webmail system exclusively to check / send email have a default disk quota of 30MB. Disk quota increases must be requested by submitting an online “Computer Services Work Request”, which is accessible via the EGC Intranet website: wwi.ega.edu

- c. The following POP email clients are supported by Computer Services: Eudora, Outlook and Webmail (primarily for off campus access).

- d. When a faculty or staff member is no longer an employee of East Georgia College, the Email account for that faculty or staff member will be closed.

Any person utilizing an East Georgia College email account who violates any of the regulations listed in this policy is subject to disciplinary action. Please refer to the "Enforcement" section of the *East Georgia College Acceptable Use Policy* for additional information regarding this issue.