

Polk State College Procedure

Subject	Reference	Date	Number
College Student E-mail System	Board Rule 4.01	June 4, 2019	1030

I. Purpose

The College has designated e-mail as an official method of student communication for topics of an academic or administrative nature. The College assigns an e-mail account to each student upon admission and expects the student to be responsible for all information sent to him or her via the College e-mail account.

As an institution of higher education, the College seeks to provide the campus community with open communication using methods that follow state and federal laws, and other College policies and procedures. The use of the College's computer systems and networks is a **privilege and responsibility** granted to faculty, staff, and students. The College expects all members of its community to use these resources appropriately. Faculty members may incorporate electronic forms of communication in their classes and specify these requirements in the course syllabus. The student e-mail policy ensures that students can comply with e-mail-based course requirements specified by the College.

II. Definitions

Username: Typically, the username consists of the first initial of a student's first name and the last name. In the case of duplicate names, a number is added to the username to distinguish the e-mail accounts. (Example: John Taylor would be jtaylor@my.polk.edu and another John Taylor would be jtaylor2@my.polk.edu).

Student Mailbox Size: Each student is allotted a maximum of 10 GB per mailbox. It is the responsibility of each user to respect the finite capacity of the computing resources made available by the College, and to limit use to not consume an unreasonable amount of those resources or to interfere unreasonably with the activity of other users. Each user account is assigned specific resources for use by e-mail messages. It is the user's responsibility to stay within these resource boundaries. Furthermore, the size of e-mail messages and attachments is limited to 10 MB (combined) for each student. These parameters are subject to change by the provider. Messages and/or attachments greater than the allocated size may be refused by the mail system.

III. Procedure

A. Assignment of Student E-mail Account

The College has contracted with Microsoft [Live@edu](http://live.com) as a third-party provider of the College's student e-mail system. Official Polk State College e-mail accounts are assigned to all students who complete a credit-admission application. A student can access his or her e-mail account via the e-mail portal at: <http://login.live.com>. A student shall use only his or her designated PASSPORT account and e-mail account, and the account is non-transferable. A student shall not use another individual's ID, password, or account. Each student must respect the privacy and

personal rights of others; an individual may not access or copy another student's e-mail, data, or other files.

B. Activation of Student E-mail Account

The student e-mail account is activated automatically by the e-mail server no later than one week after a prospective credit student has applied to the College. Each student retains this e-mail account in perpetuity. The College's administration reserves the right to revoke student e-mail privileges at any time or to discontinue the program.

C. Subsequent Use of Student E-mail Account

Following the initial activation, the student may access his or her e-mail account via the Internet at: <http://login.live.com>. The student must provide his or her username and password in order to log on to the College's student e-mail server. A student is expected to check the College account regularly, as he or she is responsible for reading all information sent via e-mail, some of which may be time sensitive.

D. The College reserves the right to communicate with students using the personal email address on file, including communication containing FERPA-protected information. During the application process, the student validates that the personal e-mail address provided is password protected and used only by the student.

Prohibited Uses of E-mail

While not an exhaustive list, the following uses of e-mail by individuals or organizations are considered inappropriate and unacceptable at the College. In general, e-mail shall not be used for:

- Engaging in forgery or attempted forgery.
- Accessing or attempting to access the files or e-mail messages of others without authorization.
- Attempting to intercept e-mail transmissions without authorization or attempting to breach security measures.
- Violating copyright laws or state and federal statutes. (Violations of copyright, licenses, or personal privacy, as well as acts such as publishing obscene materials or child pornography, may result in civil and/or criminal legal actions as well as College disciplinary actions.)
- Interfering with the ability of others to conduct College business.
- Sending chain letters or unauthorized mass mailings, or flooding others with unsolicited information.
- Engaging in commercial or for-profit activity not under the auspices of the College.
- Sending harassing messages or hate-mail. This includes sending any threatening, intimidating, or abusive e-mails to individuals or organizations in violation College rules and regulations or the *Polk State College Student Code of Conduct*.
- Spamming or e-mail bombing attacks. This includes sending international e-mail transmissions that disrupt normal e-mail service.
- Introducing intentionally any computer viruses, worms, or other harmful software.

- Sending junk mail. This includes unsolicited e-mail that is not related to College business and that is sent without a reasonable expectation that the recipient would welcome receiving it.
- Acting under a false identification, including any actions that defraud another person, misrepresent the sender or College, or fail to accurately identify the sender.
- Soliciting funds or services, selling tickets, or distributing petitions or literature for any purpose other than official College business.
- Harassing others. This includes e-mail, Internet, or electronic stalking.

Any behavior that is prohibited in the Polk State *College Catalog/Student Handbook* and/or the College's policies and procedures extends to the use of e-mail.

Any inappropriate use of e-mail or violation of this policy shall be subject to disciplinary action, which may result in suspension or dismissal. The College attempts to ensure that e-mail messages are secure and private. A student should not share his or her e-mail password or e-mail account with other persons. College policy allows system administrators to view any files, including e-mail, in the course of troubleshooting or maintaining systems. The College cannot guarantee that e-mail will be delivered, or critical data will be retained on College mail systems. Ultimately, the e-mail user is responsible for maintaining backup copies of essential files.

E. Term of Student E-mail Accounts

College-provided e-mail accounts remain active in perpetuity. The College's administration reserves the right to revoke student e-mail privileges at any time or to discontinue the program.

F. Liability for Misuse and Viruses

The College's e-mail system incorporates a virus-scanning system to help protect students from e-mail viruses. The College takes a "best-effort" approach to ensure that students are not affected by viruses in these e-mail accounts. The College does not, however, take responsibility for any data corruption, destruction of electronics, loss, or any other liability resulting from an e-mail virus or the activity of students' accounts.

G. Privacy and Public Records

As with all electronic communication, users of the student e-mail system must not assume that e-mail is private or confidential. Users must exercise diligent caution in communicating sensitive material. Any information (including e-mail messages or other data) produced, transmitted, or received by College employees "pursuant to law or ordinance or in connection with the transaction of official business" is defined as a **public record** by Florida law and is subject to the provisions of Chapter 119, *Florida Statutes*. Public records must be retained according to specific retention schedules, are subject to inspection and copying upon request by any member of the public (except as specifically exempted by law) and may not be deleted or destroyed except as authorized by law. Adherence to public records requirements is the individual responsibility of each user. In compliance with public records law(s), the College supports each individual's right to private communication and takes reasonable steps to ensure security of the network; however, the College cannot

guarantee absolute privacy of electronic communication. Non-compliance with this law results in disciplinary action.

H. Help Desk

The Microsoft Live@edu program provides a host of online and self-help material for e-mail users. The student should fully utilize these resources to resolve common problems with the College e-mail account. A student with a critical issue who requires assistance with the College e-mail account should first contact the Information Center at 863.297.1000. If necessary, the student may be referred to the College Helpdesk. A student with a technical issue may also contact the College Helpdesk directly by sending an e-mail to helpdeskrequests@polk.edu.

History:

Adopted: July 14, 2009
 Revised: April 26, 2012; June 4, 2019

<i>Reginal T. Walsh</i>	<i>7/29/19</i>	<i>Reginal T. Walsh</i>	<i>7/29/19</i>
Executive Responsible for Procedure	Date	President's Staff Member's Approval	Date
<i>M. J. Fichonetto</i>			<i>7/29/17</i>
President's Approval			Date