

# Polk State College Procedure

Subject	Reference	Date	Number
College Student E-mail System	Board Rule 4.01	April 26, 2012	1030

## I. Purpose

The College has designated e-mail as an official method of communication with students regarding 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.

Appropriate Use of Student E-mail: As an institution of higher education, the College intends to provide the campus community with open communication as long as such use is in compliance with 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. This student e-mail policy ensures that all students are able to 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](mailto:jtaylor@my.polk.edu) and another John Taylor would be [jtaylor2@my.polk.edu](mailto:jtaylor2@my.polk.edu)).

Student Mailbox Size: Students are 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 so as 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 students. 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 as a third party provider of the College's student e-mail system. Official college e-mail accounts are assigned to all

students who complete a credit-admission application. Students can access their e-mail accounts 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. Accounts are non-transferable. Students shall not use another individual's ID, password, or account. Students must respect the privacy and personal rights of others; they 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 24 hours after a prospective credit student has applied to the College. Students retain their e-mail accounts 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, students may access their e-mail accounts 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. Students are expected to check their College accounts regularly, as they are responsible for all information sent to them via e-mail, some of which may be time-sensitive.

**D. 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 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 that violate College rules and regulations or the 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 computer viruses, worms, or other harmful software.
- Sending junk mail. This includes unsolicited e-mail that is not related to College business and is sent without a reasonable expectation that the recipient would welcome receiving it.

- Acting under a false identification, including any actions that defraud another, or misrepresent 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 *Student Handbook* and/or the College policies and procedures extends to the use of e-mail.

*Inappropriate use of e-mail or violations 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. Students should not share their e-mail passwords or e-mail accounts. 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 their provided 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 activity of a student account.

#### 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. Responsibility for adhering 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 will result 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 utilize these resources to the fullest extent to resolve common problems with an e-mail account. A student with a critical issue who requires assistance with his or her college e-mail account should contact the College Helpdesk by sending an e-mail to helpdeskrequests@polk.edu.

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**Distribution:** All Holders of the Polk State College Procedure Manual

			
Executive Responsible for Procedure	Date	President's Staff Member's Approval	Date
			
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