



USE OF ELECTRONIC MAIL **(EMAIL)** **POLICY**

Policy #: 5.002
Responsible VP:
Technology and
Institutional Effectiveness
Responsible Office:
Office of Technology
Approved By:
Leadership Team
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1. Policy Summary

Molloy College's email service supports the administrative and educational activities of the College and serves as one of the official means of communication at the College. The purpose of this policy is to ensure that email services remain available, reliable, and are used to conduct college business in accordance with Molloy's mission.

2. Policy Scope

This policy **applies to all members of the Molloy community who are permitted to utilize the College's email services**, as detailed in the Computing Privileges and Acceptable Use of Technology Policy.

3. Policy

Molloy provides electronic mail (email service to faculty, staff, students, and other affiliated individuals including alumni and professors emeritus). Use of Molloy email services must be consistent with Molloy's educational goals, business operations and mission, as well as comply with local, state and federal laws. Use of email must also adhere to related policies defined in [Section 5](#) of this policy.

3.1 Molloy Email Addresses and Accounts

Faculty and Staff

Email service is available to faculty and staff for conducting and communicating College business. Incidental personal use of email is allowed with the understanding that the primary use of email is job-related, and that occasional use of email for personal reasons does not adversely impact work responsibilities or the performance of the network.

Email services are provided only while a user is employed by the College and once a user's electronic services are terminated, as specified in the Computing Privileges and Acceptable Use Policy, employees may no longer access the content of their mailboxes.

Faculty and staff email users are advised that electronic data (and communications using the College network for transmission or storage) may be reviewed and/or accessed by authorized College officials for purposes related to College business. Molloy has the authority to access and inspect the contents of any equipment, files, or email on its electronic systems.

Students

Email services are available for students to support learning and for the purpose of communication between the College and the students. Services are provided only while a student is enrolled in good standing at the College. Student email services may be terminated as per the conditions specified in the Computing Privileges and Acceptable Use Policy. Upon termination, the account holder may no longer access the contents of his/her mailbox.

Student email users are advised that electronic data (and communications using the College network for transmission or storage) may be reviewed and/or accessed by authorized College officials for purposes related to College business. Molloy has the authority to access and inspect the contents of any equipment, files, or email on its electronic systems without notice.

Alumni and Others

Individuals with special relationships with Molloy, such as alumni or consultants, who are neither employed nor enrolled at Molloy, are granted limited email privileges, including an email address, commensurate with the nature of their special relationship. Molloy is free to discontinue these privileges at any time for any or no reason in the College's sole discretion.

3.2 Prohibited Use of Email

- Unauthorized access to another person's email;
- "Spam," chain letters, or other wide distribution of unsolicited email (refer to Molloy's "Mass Email Policy");
- Commercial activities or personal monetary gain;
- Partisan political or lobbying activities;
- Transmission of sensitive data including but not limited to Social Security numbers, driver's license scans, passport information, credit card numbers, bank account numbers or other items that individuals expect to remain private. This includes transmission of your own or someone else's sensitive data.
- Copies of documents in violation of U.S. copyright laws;
- Sensitive information not intended for public dissemination;
- Creation and use of a false or alias email address in order to impersonate another or send fraudulent communications;
- Promotion or support of personal agendas not in accordance with the mission of the College;
- Use of email address to sign up for promotions, sweepstakes, or any website of questionable content not related to College business.

3.3 Security and Privacy of Email

Molloy endeavors to provide secure, private and reliable email services by following sound industry standard information-security practices. All email users should exercise extreme caution when using Molloy email services to communicate sensitive data or confidential matters.

Molloy College Information Technology (IT) staff members will not “whitelist”* accounts of family, friends, or any other non-College business-related contacts.

3.4 Storage and Information Retention

Users are permitted to store email in their inboxes and personal folders. Email moved to the “Deleted Items” folder will be permanently deleted by the system when the message has been in the folder for 30 days. Retrieval of email that is permanently removed from the deleted items folder is not possible. Molloy users should consistently delete unwanted emails but retain emails they may need in cabinet folders or the Inbox.

Electronic mail (email) correspondence with students may constitute "education records" subject to the provisions of the federal statute known as the Family Educational Rights and Privacy Act of 1974 ([FERPA](#)). The College may access, inspect, and disclose such records under conditions that are set forth in the statute.

3.5 Best Practices in Use of Email

Attachments

Certain file types are restricted from being attached to emails including .zip, .exe, and other similar, potentially malicious file types. These file types cannot be sent or received using Molloy email services.

Malware

Molloy users should be careful not to follow links or open attachments from any sender if the user cannot be certain the link or attachment is legitimate. It is best to contact the Helpdesk to investigate a suspicious email.

Password Protection

Molloy requires strong passwords for the protection of all network accounts. Network accounts should be kept safe at all times and never shared via email. Molloy IT staff will never ask you to send them a password via email. Any email requesting access to your account, even if it looks legitimate, should be deleted. Refer to the [Password Policy](#) for further guidance.

Email Forwarding

Molloy does not support forwarding of email to another service such as a personal Gmail or Yahoo account. Users are highly cautioned against forwarding of mail to these services as they may become compromised and used to gain unauthorized access to other College services.

Off-Campus Access to Email

Access to Molloy email accounts is provided via Microsoft Exchange services. Configuration information is located on the Molloy website. Access via the internet is provided via webmail portals which can be accessed from any web browser.

Accessibility

Attention to detail is key when formatting email. There is extensive information available from [Microsoft](#), with details on each of the following points:

- Maintain a logical reading order
- Do not use PDFs
- Use large and readable fonts
- Keep the content simple
- Use enough white space in your copy
- Use the right color schemes
- Include a text-only option
- Make the clickable links prominent
- Use precise subject lines
- Coding considerations
- Use semantic tags
- Use proper Alt text for images

4. Definitions

- **College:** refers to Molloy College
- **Molloy:** refers to Molloy College
- **Whitelist:** refers to a list of email addresses, domains, and/or IP addresses that will not be scanned by College security scanners.

5. Penalties and Consequences

Users in violation of these policies mentioned in this document may be subject to disciplinary action in accordance with Molloy College handbooks.

6. Related Policies and/or Documents

- Accessibility Policy
- Civility Policy
- Computing Privileges and Acceptable Use Policy
- Copyright and Fair Use Policy
- Employee, Student and Faculty Handbooks
- FERPA Policy
- Mass Email Policy
- Password Policy

7. Contact Information Regarding this Policy

- Dominick Russell, drussell@molloy.edu, 516-323-4823

