



## *College Email and E-mail Etiquette Policy*

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### **Introduction**

Manhattanville College (Mville) electronic mail or e-mail is a mechanism for the official means of communicating with members of the college community including Faculty, Staff and Students. Faculty and Staff should use this service in support of the mission of the college. The College has the right to send communications to students via e-mail and the right to expect that those communications will be received and read in a timely fashion.

Access to electronic mail at Mville is a privilege and must be treated as such by all users of this system. Abuse of this system can be a matter of legal action or official disciplinary procedures. Range of penalty for violating this policy can range from a written warning, to loss of access, or even referral to appropriate Mville authorities for disciplinary action. In cases where violation severely impacts performance and/or security, the Office of Information Technology (OIT) will immediately suspend the individual's e-mail privileges.

Electronic messages for Manhattanville College are now being handled by Microsoft under their Office365 for students and Outlook for faculty and staff. This was facilitated in order to provide a consistent, reliable means of communications from Mville.

### **Privacy**

E-mail users should exercise extreme caution in using e-mail to communicate confidential or sensitive matters and should not assume that e-mail is private and confidential. **It is especially important that users be careful in sending messages only to their intended recipient(s).**

The College respects the privacy of users. It does not normally inspect, monitor or disclose electronic messages without the user's consent. However, users should realize the following:

- Electronic mail, whether or not created or stored on Mville's equipment, may be considered as a college record and be subject to disclosure under the Public Records Act or other laws or as a result of litigation.
- OIT department might need to observe certain transactional information in order to ensure proper functioning of the system. During these situations, IT staff may inadvertently see the contents of your e-mail messages.

- If there is a reason to believe that the account has been used in violation of Mville's policies and/or the law, contents of the e-mail may be inspected, and/or disclosed without the prior consent of the user.

## **Email Security**

Faculty, Staff and Students of Mville are responsible for the use and security of their e-mail accounts. Your password should not be shared to anyone. **The OIT will never ask for your password.**

Users should also exercise extreme caution in sending confidential and sensitive matters, and should take a particular care when using the "reply" command during e-mail correspondence. Users should be aware that any e-mail utilizing College-owned computer and network resources may be disclosed under College policies, state and federal laws and regulations.

## **Assignment of e-mail address**

The Office of Information Technology assigns all students and employees an official College e-mail address ([@mville.edu](mailto:@mville.edu) for employees and [@student.mville.edu](mailto:@student.mville.edu) for students). The e-mail address for employees is composed of the person first name dot last name ([John.Smith@mville.edu](mailto:John.Smith@mville.edu)). The e-mail address for students in most cases is last name, first initial of first name ([smithj@student.mville.edu](mailto:smithj@student.mville.edu)).

## **Redirecting of electronic messages**

Users who redirect their official Mville e-mail address to another address may do so at their own risk. The College will not be responsible for handling of e-mail by outside vendors. E-mails lost during redirection do not absolve a student from responsibilities associated with communication sent to their official College e-mail address.

## **Expectations regarding student use of e-mail**

Students are expected to check their official e-mail address on a frequent and consistent basis in order to stay current with the College communications. The College recommends checking e-mail daily since certain communication may be time critical.

## **Faculty use of e-mail**

Faculty will determine how e-mail is used in their classes and can require students to check their e-mail on a specific or more frequent basis.

## **Inappropriate use of e-mail**

E-mail service may not be used for:

- Unlawful activities
- Commercial purpose unrelated to the college or approved by the college
- Sending unauthorized bulk e-mail messages or SPAM

- Using the service for harassment
- Using someone else's identity and password
- Uses that violate other Mville policies or guidelines as they apply to intellectual property, sexual or other forms of harassment, and others
- Misrepresenting your identity or affiliation in e-mail communications
- Letter bombs (resending the same email repeatedly to one or more recipients to interfere with the recipient's use of email).
- Distributing viruses, worms, defects, Trojan horses, corrupted files, hoaxes or any other items of a destructive or deceptive nature
- Promoting illegal activity

Violations of this policy may result in restriction of access, or disciplinary action (up to and including dismissal).

### **Email Deletion**

Upon notification from the Human Resources (HR) Department, OIT deletes e-mail accounts belonging to individuals no longer affiliated with Manhattanville College.

"No longer affiliated" is defined as having voluntarily left the College, or terminated employment. Retired full-time faculty will retain their email addresses.

When the Office Information Technology is notified that an employee has permanently left Manhattanville College, the employee's e-mail access will be locked and deactivated. The email account and all associated email messages will then be deleted.

### **Account Update / Name Change**

All users requesting name change must go through Human Resources (HR). HR will then inform the OIT of the request of change. This only applies to any member of the administration, full-time or part-time faculty, administrators, and educational support staff.

Once the request is received, OIT will start the process of creating a new e-mail address. During this process, your old username will be locked and transformed into an 'alias'. All e-mail messages sent to your old username will be forwarded to your new username. It is your responsibility to inform anyone of your new e-mail address. OIT will assist you in moving your messages from your old e-mail account to new e-mail account.

### **Inactive Accounts**

E-mail accounts which are inactive will be deleted.

### **Campus-Wide Distribution Lists**

Campus-wide distribution lists were created to make dissemination of information faster. It should only be used for information important to ALL MEMBERS of the college community. It should not be used to send jokes, chain letters, unverified virus alerts, for sale ads or other

inappropriate messages. Repeat offenders may have their list-sending privileges revoked. **This policy is subject to change without prior notice**

## *Email Etiquette*

Please be as concise and polite as possible. Your recipients will appreciate it if you keep your email short and to the point, and you'll also increase your chance of getting a timely reply. Politeness cannot be emphasized enough. Many people say things through email correspondence they would never say in person.

- **Bold** or CAPS is often interpreted as raising your voice or shouting.
- Email is not best for expressing emotional content or opinions. If you know ahead of time that the email will take more than one back-n-forth exchange, it is probably better to have a face to face conversation or phone call.
- Only use “Reply All” if you really need your message to be seen by each person who received the original message. “Reply All” is commonly misused and not everyone needs to get the reply. Think about the intended audience when using “Reply All”.
- Use “BCC” and “CC” appropriately. There are instances where employees’ carbon copy an entire mailing list expecting input or feedback from those copied individuals. However, most copied individuals do not feel that their input is needed and wonder why they were copied. Be clear about why individuals are copied and explicitly ask for their feedback if necessary.
- Send personal emails from your non-work, or personal account. Occasionally we all need to send a personal email during working hours. In this instance, use a web-based email account such as Yahoo or Hotmail.
- Please refrain from using work email as a message board, classified ads space or other personal notification service. A work environment is a professional atmosphere and should not be utilized for personal gain. If it isn’t applicable to your job it probably shouldn’t be sent out as a mass email at work.
- Please keep attachments to a minimum and ensure that attachments you send out do not exceed the size allowed. Although our email system will allow an attachment of up to 10MB, sending a mass email copies that file for every recipient you designate. A large file (5MB+) attachment sent to hundreds of people within an institution can actually bog down the email server and cause delays to all other incoming email at the time (or bring down the email server altogether).
- Remember that your work email, the email address and all correspondence is considered public information based on New York statutes. Please keep this in mind with every email you send.

- Password protect any confidential attachments. Send the password under separate cover.
- It is often advisable to have a co-worker review the content of sensitive or important communications before you send them.