Ohlone Community College District (District) maintains an electronic mail system. The following general guidelines apply to the administration and management of electronic mail at the District.

**Delegated Authority.** The administration and management of the electronic mail system of the District is delegated to the Vice President of Administrative and Technology Services or designee.

**Reasonable Expectation of Privacy.** Students and employees do not have reasonable expectation of privacy. The District has the right to inspect, monitor, and evaluate usage of an electronic mailbox for legitimate purposes.

**Electronic Mail Platform.** The District reserves the right to host the email system or subscribe to a third-party service provider for its email needs, and by extension, the use of these services is governed by the same policies and procedures of the District.

**Official Communications.** All official communications in electronic format among students, faculty, staff, and administrators should be made through the District’s email and communication systems to ensure confidentiality and security of official records. All employees shall comply with email etiquette and decorum in accordance with the Institutional Code of Ethics administrative procedure (AP 3050).

Electronic communications may be made through another system as an exception if there are no other means to connect to students or potential students. The department or division responsible for sending official communications will work with IT Services to ensure continued security and confidentiality of official communications and student records.

**Accuracy of Electronic Mail Messages.** The use of the District’s email system is the responsibility of all users. The District does not guarantee the accuracy and veracity of the content of an email sent by and/or to its employees and students. The content of emails and attachments is the sole responsibility of the sender.

**Student Email.** All credit and noncredit students will be provided an official District email account. Faculty and staff will communicate to the students, by electronic means, through the District email system. Students are responsible for reading in a timely manner their emails related to, but not limited to, registration, admission/re-admission, scholarships, financial aid, billing, instruction, conduct, advising, and/or counseling. A student’s failure to open and read official email from the District in a timely manner does not absolve the student from knowing and complying with the content of such communication.

**Employee Email.** While employed, employees have the sole access to their email box. Supervisors may gain access to the mailbox of their supervised employee(s) upon approval from the Vice President for Human Resources and from the Vice President of Administrative and Technology Services for a legitimate and time-bounded purposes. Once the approval has been granted, the appropriate supervisor shall notify the employee of such read-only access.

Employee email retention from the primary email system is 5 years and for deleted mailbox retention is 180 days. The email retention does not include archived emails or other emails stored in other communication tools such as learning management systems and student information system. Similarly, the email retention period does not apply to other electronic documents required to be preserved to comply with legal requirements in compliance with Records Retention and Destruction (AP 3310).
A separated employee’s mailbox shall be disabled immediately on the day/time their separation from the District takes effect. A supervisor may request delegation of the said mailbox through the approval of the appropriate division vice president and the Vice President Administrative and Technology Services.

Email accounts of employees bestowed the emeritus status shall be provided access to their emails in accordance with AP 7217.

**Personally Identifiable Information.** The District shall not allow emails to/from external recipients that contains or has an attachment with sensitive, personally identifiable information. Departments or divisions requiring transmission and/or receipt of emails containing personally identifiable information shall work with IT Services to use alternative secure ways to send or receive communications.

**Litigation Holds.** Due to litigation, the District shall provide a copy of the filtered mailbox of an employee or student to the District’s lawyers only. Such requests will require authorization from the Vice President of Human Resources and Training (for employees) or the Vice President for Student Services (for students), and the Vice President of Administrative and Technology Services. The President/Superintendent will be notified of such a request.

**Public Information Requests.** For public information requests, requests must conform to the administrative procedure on public information requests (AP 3300) and must be authorized by the Vice President of Administrative and Technology Services. The affected employee will be notified accordingly.

**Security of Emails.** The District reserves the right to delete from mailboxes any email and/or its attachment/s that may potentially have harmful effects on the District’s technology infrastructure and systems. In such an event, the Vice President of Administrative and Technology Services or designee will notify those concerned.

- Ohlone College AP 3050 – Institutional Code of Ethics
- Ohlone College BP 3720 – Computer Use Policy
- Ohlone College AP 3720 – Computer Use Administrative Procedure
- Ohlone College AP 3300 – Public Records
- Ohlone College AP 3310 – Records Retention and Destruction
- Ohlone College AP 7217 – Emeritus Status

*Adopted: June 2020*