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Area 5.0
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Electronic Communications, 5.29

PURPOSE

Electronic communications on behalf of Yavapai College (the College YC) should be used to support education, research, scholarly communication, administration, and other YC business. YC provides technology resources to faculty, staff, and students that facilitate electronic communications used in furtherance of the College's mission. This policy outlines the electronic communications standards the College has implemented to ensure compliance with Electronic communication is subject to a wide range of applicable federal and state laws and regulations, including public records and disclosure/retention requirements and copyright mandates.

POLICY APPLICATION

This policy applies to any YC constituent who utilizes any College technology resources or conducts College business via electronic communications.

OPERATIONAL POLICY

~~I. EMPLOYEE RESPONSIBILITIES~~

~~Electronic communication is subject to a wide range of applicable federal and state laws and regulations, including public records disclosure and retention requirements, and copyright mandates. For this reason, the College has created standards for electronic communications through which college business is conducted. It applies whether electronic communication uses College technology resources or not.~~

I. General Statement

~~A. This policy enumerates standards for electronic communications through which YC business is conducted. College~~It applies whether electronic communication uses YC technology resources or not. YC employees have an obligation under the law to conduct collegeYC business through electronic communications in a manner that permits the communication to be captured for public records and retention requirements. Under the interpretation of the law by the Arizona State Library, Archives, and Public Records, the state agency tasked with establishing standards for record retention, the individual public official or employee is responsible for preserving CollegeYC electronic communications in compliance with state standards. See Retrieval, Disclosure, and Retention of Records: 5.28. Retrieval, Disclosure, and Retention of Records: 5.28.

~~B. Employees~~YC employees using electronic communications should be considerate of the needs of others and should not impede another employee's ability to use the electronic services that the CollegeYC provides. Descriptors like e-mail signatures should reflect the appropriate job title and college or district contact information. Using e-mail signatures or other descriptors to promote 3rd party businesses is prohibited.

~~C. Descriptors like e-mail signatures should reflect the appropriate job title and the College or district contact information. Using e-mail signatures or other descriptors to promote third party businesses is prohibited.~~

II. Application of Other Operational Policies

In addition to the standards outlined in this operational policy, other College standards expressly apply to electronic communications. For instance, policies that apply to using collegeYC resources, including equipment and time, also apply to electronic communications. Relevant other institutional operational policies include, but are not limited to:

- A. Human Resources Operational Policies
- B. Student Code of Conduct
- C. Sexual and Other Prohibited Harassment
- D. Technology Resources Standards
- E. Social Media

This list is not comprehensive. In the event of a conflict between or among policies, the more restrictive standards,the more restrictive standards will govern.

~~III. FORWARDING OF ELECTRONIC COMMUNICATIONS TO NON-COLLEGE MANAGED ACCOUNTS~~

III. Forwarding of Electronic Communications to Non-YC Managed Accounts

Use of non-College managed accounts to transact college business (including forwarding college emails to a personal account and responding from that personal account) may subject the personal account to discovery in the event of legal action involving ~~the College~~YC. Forwarding ~~the College~~YC messages to non-collegeYC accounts also increases the risk of regulatory non-compliance ~~with regards to~~regarding privacy and protection of sensitive data. Therefore, no automatic forwarding of YC e-mail messages to non-YC accounts is permitted without the explicit written consent of the Chief Information Officer (CIO) or Chief Information Security Officer (CISO).

~~For this reason, no automatic forwarding of the College email messages from employee-managed accounts to non-College accounts is permitted without the explicit written consent of the Chief Information Officer (CIO) or Chief Information Security Officer (CISO). Students are not subject to this forwarding limitation, however students are advised that the College representatives may not communicate information to non-College accounts due to FERPA (or other applicable) regulations.~~

~~Employees~~YC Users who have ~~an academic or~~ business need to forward individual messages to a third-party account are permitted to do so subject to exercising proper discretion related to the recipient, message contents, and considerations ~~related to the College~~associated with YC's Information Security Data Classification Standards which may prohibit messages from being forwarded without additional protections (eInformation Security Data Classification and Handling, 5.11.g. encryption, de-identification, etc.)~~).~~

~~IV. ACCEPTABLE USES~~

IV. Specifically Acceptable Uses

Examples of acceptable uses of electronic communications are:

- A. Communications with local and foreign educators, students, administrators, researchers and colleagues in connection with instruction or research
- B. Communication and exchange for scholarly development or to debate issues in a field of knowledge
- C. Use in applying for or administering grants or contracts for research or instruction, but not for non-college public relations activities
- D. Announcements of new products or services for use in research, ~~the College~~college administration, student services, or instruction but not commercial advertising of any kind
- E. Factual vendor communication relevant to official collegeYC business
- F. Communication incidental to otherwise acceptable use, except for illegal or specifically

unacceptable use

- G. Marketing by ~~the College~~YC regarding its educational opportunities and programs

~~V. UNACCEPTABLE USES~~

~~Examples of unacceptable uses of electronic communications are:~~

V. Specifically Unacceptable Uses

The following is a list of some unacceptable uses, but unacceptable uses are not limited to this list.

- A. Using electronic communications for illegal activities, or activities that constitute harassment
- B. Use in for-profit activities (sales, consulting for pay, etc.) unrelated to ~~the College~~YC
- C. Communications that violate ~~the College~~YC policies
- D. ~~Bulk messaging containing unwanted solicitations or information ("spam")~~Bulk messaging containing unwanted solicitations or information ("spam")
 - 1. Note: Bulk/Mass email users should consider utilizing a third-party email service. YC Microsoft (M365 Outlook) email environment does not support mass emails.
 - 2. Email send thresholds may be set for one-time and daily (within a 24-hr period) limits to ensure efficient use of the email system as well as minimize impacts of attempts at malicious, phishing, and spam emails sent to YC user email accounts. Users who exceed set thresholds could be blocked from sending emails for up to 24 hours.
- E. Anonymous communications, or communications that impersonate another individual
- F. Allowing anyone else to use your account
- G. Communication that would disrupt normal operations of the College systems or networks
- H. Violations of open meeting law requirements
- I. Communicating about ~~the College~~YC business without complying with the retention requirements

~~VI. CONFIDENTIALITY~~

VI. Confidentiality

The confidentiality of electronic communications cannot be assured. Under certain conditions, ~~authorized the College~~selected YC employees may have access to them consistent with applicable law or operational policy. Any confidentiality may also be compromised by unintended redistribution or the inadequacy of current technologies. Employees, therefore, should exercise extreme caution in using electronic communications to communicate confidential or sensitive matters and should not assume that their electronic communication is private or confidential.

~~VII. COMPLAINT PROCEDURES~~

VII. Complaint Procedures

Employees experiencing misuse, abuse, harassment, or other incidents related to electronic communications should report the matter through the supervisory chain of command and/or the Human Resources Department. If the employee receives an electronic communication from an outside party that is inappropriate, the employee may also wish to contact the authority at the company or service from which the sender is transmitting. Violations of privacy or property involving electronic communications may be reported, even if the perpetrator is not a member of the college community if the communication relates to **collegeYC** business. As specified in Operational Policy [Technology Resource Standards: 5.27](#), limited incidental use of electronic communications using **collegeYC** technology resources is permitted. Employees should avoid any incidental use that may result in misuse, abuse, harassment, or inappropriate communications.

~~VII. ENFORCEMENT OF STANDARDS~~

VII. Enforcement of Standards

Engaging in any activity that violates these electronic communications standards may result in the loss of access privileges or other discipline.

DEFINITIONS

Electronic Communication: A communication transmitted by means of an electronic device, including but not limited to a telephone, **smart-phone****smartphone**, computer, laptop, or other hand-held device, communication transmitted through e-mail, text message, instant message, **voice-mail****voicemail**, social networking sites, **web-page****webpage**, video, chat rooms, blogs, etc.

Family Educational Rights and Privacy Act (FERPA): A federal law enacted in 1974 that protects the privacy of student education records.

RELATED POLICIES

[Technology Resource Standards: 5.27](#)

[Retrieval, Disclosure, and Retention of Records: 5.28](#)

[Information Security Data Classification and Handling, 5.11](#)

RELATED PROCEDURES

There are no related procedures.

RELATED INFORMATION

There is no related information.

POLICY HISTORY

Adopted 6/20/2013

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Transferred to PolicyStat 12/1/2021

Modified 9/25/2024

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Approval Signatures

Step Description

Approver

Date

DRAFT