

Maine Maritime Academy Information Technology Department Electronic Mail Policy

Purpose

This Policy Statement applies to all users of the Maine Maritime Academy (“MMA”) electronic mail (e-mail) system. Expressly, this policy applies to any user who has an MMA e-mail address (any @.mma.edu e-mail address). This Policy Statement establishes important guidelines and restrictions regarding any use of e-mail at MMA, including retention of e-mail. E-mail has become a valuable tool for accomplishing MMA's daily academic, educational, public service, and research initiatives, and is the official means of communication within MMA. Messages must be composed in ways that reduce the possibility of ambiguity or confusion as to destination, intent or source.

Definitions

For the purposes of this Policy Statement, the following definitions shall apply:

“*Computing resources*” shall be defined as all devices and services (including, but not limited to, personal computers, laptops, tablets, smart phones, software and services) owned or provided by MMA, the user or otherwise, which are part of or are used to access (1) the MMA network, peripherals, and related equipment and software; (2) *data* communications infrastructure, peripherals, and related equipment and software; (3) voice communications infrastructure, peripherals, and related equipment and software; (4) and all other associated tools, instruments, facilities, and the services that make use of any technology resources owned, operated, or controlled by MMA. *Computing resources* or components thereof may be individually assigned or shared, single-user or multi-user, stand-alone or networked, and/or mobile or stationary.

“*Data*” shall include all information that is used by or belongs to MMA or that is processed, stored, maintained, transmitted, copied on, or copied from MMA *computing resources*.

“*Forged communications*” (sometimes referred to as “spoofing”) shall be defined as e-mails that are made to appear as if they originated from an organization or individual other than the individual from whom the message was actually sent.

“*Protected information*” shall be defined as *data* that has been designated as private, protected, or confidential by law or by MMA. *Protected information* includes, but is not limited to, employment records, medical records, student records, education records, personal financial records (or other individually identifiable information), research *data*, trade secrets, and classified government information. *Protected information* shall not include public records that by law must be made available to the general public. To the extent there is any uncertainty as to whether any *data* constitutes *protected information*, the *data* in question shall be treated as *protected information* until a determination is made by MMA or other legal authority.

General Policy

The official means of communication by MMA to faculty, staff, and students shall be the individual’s primary MMA (@mma.edu) e-mail address. As members of the Maine Maritime Academy community, users are expected to check their e-mail on a regular basis.

Rerouting of information (i.e. links, attached files, etc.) cannot, and will not be guaranteed beyond the MMA primary e-mail gateway if a user has created a forwarding address to any other e-mail service and/or

off-site Internet Service Provider (ISP) account. Auto-forwarding of email is allowed to gmail.com.

MMA e-mail users are required to comply with federal and state law, Academy policies, and standards of professional and personal ethics. All communications sent via e-mail shall be consistent with applicable administrative policies, are subject to discovery, and remain the property of MMA.

Individuals to whom MMA e-mail accounts are assigned are responsible for managing and monitoring their accounts, and for actions taken with their accounts. Accounts and account passwords are not to be shared, transferred, rented, or sold.

Unless an individual or an organization has explicitly solicited anonymous comments or input, all communications sent using any MMA technology service or facility must clearly identify the actual sender by a valid address in the basic header or in the message text. The deliberate creation or facilitation of misleading or *forged communications* is prohibited under any circumstance.

No one may imply or state in an e-mail that they represent or speak on behalf of MMA, or any organizational element of MMA, unless they have been formally authorized by MMA.

Protected institutional and personal information shall not be sent via e-mail, unless specific steps are taken to ensure that the transmission or content of the e-mail is secure and encrypted in accordance with Academy standards, and the personal information is therefore provided this additional level of protection.

The only approved method of sending *protected institutional and personal information* is by using the MMA provided Mailgate Secure Mail application.

Access to the e-mail server is gained by either the Outlook client or a secure browser session (https). All e-mail is stored on MMA's server.

Eligibility

The use of an MMA e-mail account is a privilege granted by MMA, in its sole discretion, to facilitate MMA's mission and operations. Academy e-mail accounts (@.mma.edu) will be provided to active faculty and staff, and to all currently enrolled students. When an individual's affiliation with MMA ends, eligibility to use an Academy provided e-mail account also ends. As a courtesy, students who graduate will be given a grace period of six months in which to establish a new e-mail account. After that time period has elapsed, the account will be terminated. Students who are dis-enrolled from MMA will also lose their e-mail privileges.

All requests for employee account creation must come from the Human Resources office. By default, employee accounts will be deleted upon the employee's termination date.

Any proposed requests for longer time extensions may be made and will be evaluated on a case by case basis by the Chief Technology Officer. Requests must be submitted via e-mail to the Chief Technology Officer, accompanied by the name of the account, the reason for extension, the length of extension requested, and the approval of the Executive (VP or higher) level sponsor.

Any account that is inactive for more than 9 months will be deleted.

Accounts not related to Maine Maritime Academy business are prohibited.

Naming Convention

As with any official communication that carries the MMA name, it is important that users be cognizant that MMA image is always under scrutiny and that an identified, regulated standard for assigning e-mail accounts is necessary. Employees and affiliated individuals who are granted an MMA e-mail account will receive an address in a format determined by MMA that is distinguishable, as well as unique.

In general, the format of every e-mail account shall be **firstname.lastname@mma.edu**. In the case of a duplicate name, the format shall be **firstinitial.middleinitial.lastname@mma.edu**. In the case of a second duplicate, the format shall be **firstname.middleinitial.lastname@mma.edu**.

Staff known professionally by a name other than their legal name may request an account which reflects this. The Human Resources department will ask new employees what their preferred name / nickname is, and by default that name will be used to generate the e-mail address.

Personal Use

Employees may use MMA provided e-mail for personal use so long as that use does not create any cost to MMA, does not interfere with the employee's official duties, is brief and its volume or frequency does not disrupt MMA business, does not compromise the security or integrity of MMA data or systems, and is not commercial in nature. It is important to note that while personal use of e-mail is permitted, those e-mail messages are still considered public record, are subject to administrative and legal policies, and remain the property of MMA.

Mail Storage and Retention

By default, student e-mail accounts are given 1 GB of storage, staff and faculty accounts are given 2 GB of storage. Requests for increased storage space may be made and will be evaluated on a case by case basis by the Chief Technology Officer. Requests must be made via e-mail and include the account name and reason for the increase in storage.

The retention period for e-mail sent and received through MMA's e-mail system shall be as follows:

- Students – Messages in the Inbox are retained for 180 days. Student email is not archived.
- Staff and Faculty - Messages in the Inbox are retained for 180 days. All messages sent and/or received are archived for 2 years.

In cases where a user falls in to both retention categories, the longest retention period will be applied.

Spam and bulk mail filtering are provided to each MMA e-mail account holder. By default, all junk mail is held at this appliance, while bulk mail is delivered. Users should check their spam filter settings to make sure that unwanted e-mail is held at the appliance. Inbound external e-mail messages are held in the spam appliance for 45 days. All messages held in the appliance are the property of MMA and are subject to administrative policies and legal discovery.