

# DAVIDSON-DAVIE COMMUNITY COLLEGE

Information Technology

## **TECHNOLOGY SERVICES**

### PROCEDURE 7.1.1

#### **I. COLLEGE E-MAIL SYSTEM**

The College e-mail system is a mechanism for efficient communication to and from internal and external constituents of the College to support the mission and initiatives of the institution. The following guidelines in using e-mail are established:

- A.** Announcements to all faculty and staff should pertain to College services, programs or events and have the approval of a senior administrator (President, Vice President, Director, or Dean).
- B.** Use of the Out of Office Assistant is recommended when faculty/staff are not available to respond to e-mails within a 24- hour period.
- C.** Employees should use Virtru Email Protection to send sensitive attachments to insure data privacy.
- D.** Employees are prohibited from sending e-mail, individually or in bulk, related to: personal websites, chain e-mail, jokes, spam, animations, hoax virus warnings, e-mail for personal financial gain, hate e-mail, religious beliefs, commercial e-mails, personal or political campaigns, fraudulent, harassment, threatening, illegal, gambling, terrorist activities, etc.
- E.** Employees should use their College email address ending in @davidsondavie.edu when the email is for conducting College business.
- F.** Sending e-mail that purports to come from an individual other than the person actually sending the message is unauthorized. The transmission of unsolicited commercial or advertising material is not authorized.
- G.** Standard College information should be included in e-mail signatures directed to external constituents. For example, the following information should be used as a template in Arial 12-point font:

Name

Position

Davidson-Davie Community College

P.O. Box 1287 | Lexington, NC 27293-1287

336.249.8186, ext. XXXX | 336.XXX.XXXX

[Davidson-Davie Community College Website](#)

- H. Appropriate College information about events, programs, registration deadlines, etc., may be included with the standard signature information.
- I. The following statement is automatically attached to all messages sent to users not on the College E-Mail system: "E-mail correspondence to and from this address may be subject to the North Carolina Public Records Law and shall be disclosed to third parties when required by the statutes. (NCGS.Ch.132)".
- J. If a mobile device, including laptops, containing College e-mail is lost or stolen, the user's e-mail will be deactivated to protect the College's information. The employee should report the missing device immediately to his/her supervisor and the Information Technology Department.

## **II. REMOTE ACCESS TO COLLEGE NETWORK**

Remote access to College computer resources which contain personally identifiable information (PII) must be authorized by the employee's senior administrator and the Vice President of Financial and Administrative Services. Acceptable remote access must be via a system that logs employee activity which can be reviewed by information technology personnel. Software that allows users access to internal systems and is not logged by the College's internal control systems is strictly prohibited.

Remote access is limited to the College's supported virtual private network system. Software to allow access will only be installed on College owned devices in order to protect the integrity of the College's internal systems. Vendors may be provided access once a non-disclosure agreement is in place between the College and vendor.

Web conferencing software (i.e. WebEx, GoToMeeting, Google Hangouts, etc.) are acceptable means of online and remote meetings. Users are responsible for following FERPA guidelines and ensuring sensitive student and employee information is not exposed to outside organizations.

Users should disconnect immediately from an online session when the meeting or work being performed has concluded. The use of software that allows remote access to College desktops via a web browser (i.e. LogMeIn, GoToMyPC, etc.) or other means not permitted by ITS are strictly prohibited.

## **III. USE OF NON-DDCC SUPPORTED WEB RESOURCES**

The College recognizes the availability and academic benefits of web resources other than those provided by the College. The purpose of this section is to outline the use of non-College supported web resources. When available, employees are encouraged to use College-supported web resources before using another web resource. The following guidelines apply when using a web resource not hosted or supported by the College:

- A.** A College employee shall moderate the site/resource whenever possible.
- B.** When a site moderator is present, the site moderator shall be clearly defined on the resource along with contact information. Minimum information shall be:
  - o Moderator Name & Title
  - o Division (i.e. Applied Technology)
  - o Contact Information
  - o Course and Section (when appropriate)
- C.** Site moderators are responsible for any and all content on the site. Content includes but is not limited to hyperlinks, comments, posts, files, advertisements, photos, etc. Questions regarding appropriate content shall be directed to supervisors.
- D.** When a site moderator has editorial control, the web resource must have the following standard disclaimer:
  - o “The views, opinions, and conclusions expressed on this site are those of the author(s) and not necessarily those of Davidson-Davie Community College (DDCC). The content of this site may not have been reviewed or approved by DDCC, and the author is solely responsible for its content. DDCC does not independently verify, nor does it exert editorial control over the information on pages outside of the [Davidson-Davie Community College Website](#) domain.”
- E.** All information and links on the resource are the responsibility of the site moderator and shall respect the College’s confidential and proprietary information.
- F.** The site moderator shall maintain academic integrity and promote appropriate usage.
- G.** Unless academic in nature, the site shall not contain content that a reasonable person would find to be the position of the College, including commercial, religious or political content.

Adopted: October 2020