

LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM
Policy # 7.005

Title: EMAIL USAGE POLICY

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The Louisiana Community and Technical College System, and its educational institutions, hereafter known as (LCTCS), provides employees with electronic communications tools, including an Email System. This policy governs employees' use of LCTCS email systems.

Scope

This policy applies to full-time employees, part-time employees, independent contractors, interns, consultants, suppliers, clients, and other third parties.

The policy covers the use of the email system at the LCTCS headquarters, colleges, administrative locations, campuses as well as at remote locations, including but not limited to employees' homes, airports, hotels, client and supplier offices. Colleges and Technical Education Centers and other entities under the direction of the LCTCS are responsible for compliance at their respective institutions.

Policy

Email Exists for Business Purposes

The LCTCS allows email access primarily for business purposes.

Employees Have No Reasonable Expectation of Privacy

E-mail messages created and transmitted on LCTCS computers are the property of the LCTCS. The LCTCS reserves the right to monitor all email transmitted via the LCTCS computer systems. Employees have no reasonable expectation of privacy when it comes to business and personal use of the LCTCS email systems.

Right to Monitor, Inspect, Copy, Review, and Store

The LCTCS may at any time and without notice monitor, inspect, copy, review, and store any email, and any and all files, information, software, and other content created, sent, received, downloaded, uploaded, accessed, or stored in connection with employee usage. The LCTCS reserves the right to disclose email text and images to regulators, the courts, law enforcement, and

other third parties without the employee's consent.

Offensive Content and Harassing or Discriminatory Activities

Employees are prohibited from using email to engage in activities or transmit content that is harassing, discriminatory, menacing, threatening, obscene, defamatory, or in any way objectionable or offensive.

Employees are prohibited from using email to:

- Send, receive, solicit, print, copy, or reply to text or images that disparage others based on their race, religion, color, sex, sexual orientation, national origin, disability, ancestry, or age.
- Send, receive, solicit, print, copy, or reply to jokes (text or images) based on sex, sexual orientation, race, age, religion, national origin, ancestry, or disability.
- Send, receive, solicit, print, copy, or reply to messages that are disparaging or defamatory.
- Spread gossip, rumors, and innuendos about employees.
- Send, receive, solicit, print, copy, or reply to sexually oriented messages or images.
- Send, receive, solicit, print, copy, or reply to messages or images that contain foul, obscene, off-color, or adult-oriented language.
- Send, receive, solicit, print, copy, or reply to messages or images that are intended to alarm others, embarrass LCTCS, negatively impact employee productivity, or harm employee morale.
- Send electronic messages under another employee's names without authorization.
- Send, reply, or forward electronic chain-email messages.

Business Record Retention¹

Electronic Mail (E-mail) is not a record series for retention scheduling purposes. Rather, the retention of E-mail must be based on content, not on media type, artificial duration (i.e. 90 days) or on storage limitations. E-mail should be retained for the same duration as other records of similar content included in a given record series on an approved retention schedule.

If a record series cannot be identified under which to store an email communication, a record series should be developed and included on the institution's approved retention schedule. Until the series is scheduled the Email should be maintained for at least three years.

There are two broad categories of E-mail: record and non-record, based on their administrative and retention requirements.

1. Types and Treatment of Electronic Email Records

Non-Record (Transitory): Transitory electronic mail records are records that have limited or no administrative value to the agency and are not essential to the fulfillment of statutory

¹Extracted from the Louisiana Department of State, Division of Archives, Title 4, Administration, Part XVII. Records Management Policies and Practices, and the Louisiana State Archives

obligations or to the documentation of agency functions.

Examples:

- a. Unsolicited and junk e-mails not related to a college's work,
- b. Listserv and other e-mail broadcast lists that require subscription (including newspapers),
- c. Reminders for meetings and events (i.e. cake in the conference room, staff meeting moved from 2 p.m. to 3 p.m.),
- d. Personal non-work related e-mails received by employees.

Non-Record Email Retention Requirements:

There is no retention requirement for transitory messages. Employees receiving such communications may delete them immediately without obtaining approval.

Record:

Electronic mail records are records that have administrative value to the agency or are required to be maintained under state or federal law for a specified amount of time.

Email Record Retention Requirement:

The retention requirement for e-mail records must follow suit with records of similar content. In the event that the content of the message does not fit into an existing record series on an approved retention schedule, the e-mail content should be maintained as described in sections 3.7 and should be added to the agency's approved retention schedule if the series is expected to remain active.

2. *User Responsibilities*

The user of the e-mail system has the responsibility to manage email messages according to their institution's retention schedule.

Sender of e-mail messages within the institution's e-mail system and recipients of messages from outside the institution have the responsibility to retain the messages for the approved retention period.

Names of sender, recipient, date/time of the message, as well as any attachments must be retained with the message. Except for listserv mailing services, distribution lists must be able to identify the sender and recipient of the message.

3. *Maintenance of Electronic Mail*

Records created using an e-mail system may be saved for their approved retention period by one of the following.

- Print message and file in appropriate hard copy file.
- Place in folders and save on personal network drive or C: drive.
- Save to removable disk (including CD-ROM). 3.5" disks are not recommended for retention periods of more than one year due to the instability of this medium.
- Transfer to an automated records management software application.
- Managed at the server by an automated classification system.

Related LCTC Policies

See HR6.025 and HR6.027

Violations

A violation of this policy may result in disciplinary action up to and including termination.