

**Wheaton College**  
**Email Communications Policy**  
**January 5, 2017**

**I. Purpose**

The purpose of this policy is to ensure email communication is used in a way that supports the College's mission.

This policy applies to all users of email services provided, owned, or funded in part or in whole by the College and all college email records in the possession of or generated by college employees, students and other users of email services provided by the College, regardless whether the records were generated on college or non-college owned computers.

The College may engage approved third parties to manage electronic mail correspondence and mailing lists. This policy pertains to all electronic mail services provided, owned, or funded in part or in whole by the College regardless of location of service infrastructure. Technical Infrastructure (TI) is charged with managing email services for the Wheaton community.

**II. Policy**

**A. Official Use:** E-mail is an official method of communication at Wheaton College. The College-provided email account will be used for communication of official information to students, faculty, staff and other individuals. Personal and confidential information as defined in local, state and federal law will not be transmitted via email.

**B. Expectations of Use:**

1. The College-provided email account is to be used for conducting College business over email. It is not a substitute for a personal email account, and should not be used as such.
2. Wheaton community members are expected to check their Wheaton email account on a regular basis.
3. All use of email will conform with local, state, and federal privacy laws, including the Family Educational Rights and Privacy Act of 1974 (FERPA).
4. Personal and confidential information as defined in local, state and federal law will not be transmitted via email.
5. Accounts are subject to storage quotas.
6. Senders may be limited to sending any message to a maximum number of accounts to prevent accidental or intentional misuse. Users

must not attempt to circumvent the established requirements for broadcast messages to the Wheaton community.

7. **Acceptable Use:** All use of College-provided email must meet College requirements for acceptable use as defined by the Acceptable Use Policy and any other applicable College policies.

### **C. Assignment of email addresses**

Technical Infrastructure will assign each user one official College email address [LastName\_FirstName@WheatonCollege.edu]. It is to this official address that the College will send email communications. This official address will be the email address listed in College directories and on business cards.

### **D. Redirecting email**

Users may have email electronically redirected to another email address. Having email redirected does not absolve a faculty member, staff member or student from the responsibilities associated with communication sent to his or her official email address.

### **E. Educational uses of email**

Faculty may determine how email will be used in their classes. It is highly recommended that if faculty have email requirements and expectations they specify these requirements in their course syllabus. Faculty may expect that students' official email addresses are being accessed and faculty may use email for their courses accordingly.

### **F. Account Management**

Email accounts will be created and deleted according to the Account Management Policy. Wheaton College email accounts are intended primarily for current students, staff and faculty. Other individuals may be granted email accounts according to the Account Management Policy.

### **G. Retention**

Email is not designed to be a records management or retention platform. Please see the Wheaton College Email Retention Policy for details regarding preservation of email communication.

### **H. Privacy and Ownership**

Electronic mail is a College resource and is provided as a college-related communications tool. All accounts and their contents remain the property of Wheaton College. College employees with legitimate business purposes may have the need to view your electronic mail messages. It is also possible that others may view your

messages inadvertently, and there is no guarantee of privacy for an electronic mail message.

TI email service managers will not access individual email accounts or disclose the content of mail transmitted or stored via the College's email service unless:

1. a court order or other compulsory legal process is invoked;
2. an authorized individual (the President and Vice-Presidents of the College) formally requests access to an account (s) via a signed, written document;
3. an account holder requests TI staff, in writing, to access the holder's account;
4. an account holder requests TI staff in person to access the holder's account, presenting appropriate identification

### **III. Options for Broadcast Messages to the Wheaton Community**

#### **A. Official Messages:**

Technical Infrastructure (TI) creates and maintains official College broadcast mailing lists as defined by the Office of Communication. All members of the Wheaton community are subscribed to at least one of the official broadcast mailing lists.

The President and Vice Presidents and their designees will be authorized to send broadcast messages to the lists which reach all faculty and/or staff and /or students.

Official Wheaton Broadcast Mailing Lists as of February 6, 2013:

wheatonfaculty@wheatoncollege.edu

wheaton\_staff@wheatoncollege.edu

wheaton\_YY@wheatoncollege.edu [Where YY indicates the last two numerals of the class year]

[faculty\\_emeritae@wheatoncollege.edu](mailto:faculty_emeritae@wheatoncollege.edu)

Parent Email List

#### **B. Informative Messages / Digest Lists**

Technical Infrastructure (TI) creates and maintains College Digest broadcast mailing lists as defined by the Office of Communication.

Digest Lists are offered as an Opt-in service. Messages sent to the Digest Lists are informative, but are not Official broadcast messages.

The President and Vice Presidents and their designees will be authorized to send messages to the Digest lists which reach faculty and/or staff and /or students.

Wheaton Digest Mailing Lists as of February 6, 2013:

staff\_faculty@wheatoncollege.edu

YYYY@wheatoncollege.edu [Where YYYY indicates the class year]

### **C. Special Purpose Mailing Lists**

#### 1. College initiated and hosted mailing lists

Members of the Wheaton community have several options to create mailing lists for special purposes:

Other mailing lists may be created on demand by the TI system administrators following the policy here: <http://wheatoncollege.edu/technology/started/getting-started-with-email/mailling-list-subscription-policy>

These mailing lists may be created for a class, department, or any other subset of the Wheaton Community. One person will be designated the mailing list manager, and will be responsible for maintaining the addresses subscribed to the list.

OnCourse, the Wheaton College learning management system, allows faculty to manage email correspondence to students from within course modules.

WINDOW, which is accessible through insideWheaton, provides faculty with a list of their students and their email addresses.

#### 2. Third Party Mailing Lists

Wheaton College does not provide lists of College email addresses to third party services unless approved by a Vice President of the College.

#### **D. Emergency Notification Mailing List**

Wheaton College maintains an electronic notification system to alert students, faculty, and staff in the event of a serious campus emergency. This system sends a prepared message via text messaging (SMS), cell phones and email addresses. The emergency message may provide instructions, or specific information for your use, in maintaining your personal safety and that of our community.

Students, faculty and staff should ensure their contact information is up to date, by logging into the college's web self service system (WINDOW), under the personal information tab. In the event of a campus emergency, the college will use the contact data to notify you with relevant, timely information.