

Employee Questions/Comments
 2111A-Barton Community College Individual Email Address

<u>Questions/Comments #1</u>	
Questions/Comments	<p>Concern:</p> <p>1) not auto-forward Barton Community College email to an external email account. (Auto-forwarding between institution email accounts is permitted. Auto-forwarding to external/personal accounts is not permitted, though manual forwarding of individual messages to an external account is generally permissible if in accord with all other applicable Barton Community College policies, standards, and procedures.)</p> <p>Many of our adjunct instructors don't typically use Barton email accounts. They use their USD, military, business, etc. email accounts and don't regularly check their Barton email accounts. If information is go to get to them in a timely manner, they need to be able to auto forward their Barton to their work email.</p> <p>Mark</p> <p>And the administration just heard complaints about it this last Friday.</p> <p>Mark</p> <p>Michelle,</p> <p>The highlighted areas are the areas of concern (see below). I have no issues with the employee being required to use a Barton email account to log onto our system, but the highlighted areas imply that we cannot send and employees cannot reply via their personal email account when conducting college business. Even if it is an email to a USD instructor telling them to check their PAWS account and approve their assignment so they will be paid. Yes, they will have to log onto our system via their barton email account, but they will get the message to do so via their work email.</p> <p>Thanks, Mark</p> <p><u>Purpose</u> Barton Community College has obligations to ensure integrity and accessibility of records, and security of sensitive institutional information that may be sent or received via email. This procedure advises affiliates of their obligations to use only their Barton Community College email account¹ and not personal email accounts</p>

¹ Barton Community College Email Account: Email account(s) provided by Barton Community College Information Services for the purpose of transacting institutional business.

	<p>for institutional business and to manage the records resulting from that use in accordance with applicable policy, standards and procedures.</p> <p><i>All Barton Community College employees will:</i></p> <ol style="list-style-type: none">1) maintain and use only Barton Community College email accounts and not use any external/personal accounts² to conduct the business of Barton Community College.
	<p>Michelle,</p> <p>HR is not sending these email out (this example), the supervisors of the employee are sending them to the employees USD account, Military account, Hotmail account, etc. Whatever the employee typically uses on a daily basis. Then, when contacted, these employees must use their Barton email to get into our systems (or so I assume). HR does send out information to employees using their “preferred” email account which may not be a Barton account. So does the business office. I generated over 6,000 bills yesterday and sent them, and about 2/3 of them were to student’s and employees non-Barton accounts. The vast majority of my responses are from non-Barton email accounts.</p> <p>When an employee or a student contact us needing information, this may very well be from a non-Barton account. I can give you multiple examples, but another is when correspondence is returned to us, the phone no longer works, and the employee (typically adjunct or part time), does not answer their Barton email. We then go to the employees other email choices.</p> <p>I think if the policy has some verbiage that outlines what cannot be sent via a non-Barton email, that would help. I don’t expect that anyone would be sending information via a Hotmail account that is confidential information. Messages such as “please contact me” or “please log into your Barton Email account” or “please give me a call” or “please approve your time or leave” is not confidential information. Even the bills I send only have the student’s first name, ID number, and amount they owe. You will find that most of the departments on campus communicate via these email accounts (Barton as the first choice, but will rely on these other email accounts to make contact with these employees if necessary).</p> <p>These are Adjunct faculty members, part time staff, or individuals that are on an advisory board that use their work email. We have to be able to communicate with these people. There is a big difference between communication and sending confidential/important information. I always</p>

² External/Personal Email Account: An email account provided by an organization not affiliated with Barton Community College. This may be a personal Gmail, Yahoo, or other account, or may be provided by another organization (such as a professional organization, or another institution with which the user is also affiliated.)

	<p>use my bartonccc.edu to correspond with these individuals, but many are emailing me with a work or personal email account. You can track my email to them via our system, but this may very well be going to a yahoo, Hotmail, USD, or military address. I don't think the issue is with our full time faculty and staff as we typically communicate using our barton email. It is just that we are sending to non-barton email. So if the concern is not being able to capture the information for litigation, we should be able to as we should have one side of the conversation.</p> <p>Does this help?</p> <p>Thanks, Mark</p> <hr/> <p>Michelle,</p> <p>I attached a Word document showing what my concerns are in addition to your edited document. While I think this is closer, it still doesn't solve the issue of our Adjunct and PT employees being allowed to use their full time work email to receive and send short lived, non-confidential emails.</p> <p>Thanks, Mark</p>
Response(s)	<p>In response to your concern: please see below in red Concern:</p> <ol style="list-style-type: none"> 1) not auto-forward Barton Community College email to an external email account. (Auto-forwarding between institution email accounts is permitted. Auto-forwarding to external/personal accounts is not permitted, though manual forwarding of individual messages to an external account is generally permissible if in accord with all other applicable Barton Community College policies, standards, and procedures.) <p>Many of our adjunct instructors don't typically use Barton email accounts. They use their USD, military, business, etc. email accounts and don't regularly check their Barton email accounts. If information is go to get to them in a timely manner, they need to be able to auto forward their Barton to their work email. – This is a culture that needs to be changed and supported by the Barton Administration; auto-forwarding of institutional emails allows intellectual property and sensitive data to leave the relatively safe confines of our internal network without adequate security precautions. With further security implementations, those who are not fulltime will need to change their practices and check individual account emails.</p> <p>Thank you, Michelle</p>

Those who wish not to follow their employers policies which are set forth to protect the institution and its constituents, may seek employment elsewhere.

Thank you,
Michelle

Mark,

I like to read these, digest and read again.
I understand what you are saying now.
Help me help you while making this so that we don't have gray area.

Why I have that in there is because we witness employees emailing very important information to and from and use their personal accounts. When litigation takes place, Barton IT does not have access to the personal email. (I know everyone thinks we do, but @yahoo isn't going to let me have access ;)

I believe what you are saying, when HR sends out time notifications, check your PAWS account, those types of email, they don't believe they will be read or taken care of timely.
Because I don't want gray area, I really need a defined line, I assume those types of emails can be identified. For those identifiable emails, we can create a contact list and use that for these type of notifications.

What does that sound like?
We can manage it globally, it would be a "special HR list" and only HR can use it.

Thoughts?

Thank you,
Michelle

Mark, please read over I am trying to capture the "spirit" of it.

Michelle

Questions/Comments #2

Questions/Comments	<p>I would like to provide the following comments for the New Barton Policy – 2111A – Barton Community College Individual Email Address</p> <p>The BTCE area deals with many partners that are now using their “personal” email addresses. Some examples of these partners are as follows:</p> <ul style="list-style-type: none">• College Advantage Program<ul style="list-style-type: none">○ Most Concurrent Education Partnership (CEP) instructors use their high school email address. These normally have a .net or .com extension• Kansas Department of Corrections (KDOC)<ul style="list-style-type: none">○ Most individuals we work with at the facilities use their KDOC email address. These addresses have a ks.gov extension <p>Much of the communication with these partners is time specific and therefore, information is needed in a timely fashion. I am not sure how communication will go with these groups of Barton employees without the use of their current email extensions. This will certainly cause difficulties in communication.</p> <p>Jane</p>
	<p>Michelle:</p> <p>As I am sure you are aware, I am concerned about communication with high school CEP instructors with the change in the email policy. People smarter than I asked the following:</p> <p>Since our Bartoncougar.org emails are currently in the portal – is there any way to put bartonccc.edu email into the portal as well? These instructors are accustomed to looking in the portal to certify rosters, enter grades, etc. I don't know if this is an option or not.</p> <p>Please let me know</p> <p>Jane</p>
Response(s)	<p>Jane,</p> <p>What is taking place starting with the new email policy is to build a foundation of standards to bring this institution into compliance with mandates. The new email policy is the fresh start to implement standards and consistency. It is one of the most important implementations to protect the intellectual property and sensitive data.</p>

	<p>The next layer will be when we move to Office 365. This is to rid Barton of the bartoncougars.org domain.</p> <p>This fall we will be implementing O365 for employees, then in the spring or depending on what BTAC decides, we will implement O365 for students and students will then have @bartonccc.edu accounts which will then show in the portal, so should the employees email.</p> <p>In the meantime, those employees will need to change their culture and check their bartonccc.edu email from one of two ways.</p> <ol style="list-style-type: none"> 1. From a browser https://internal.bartonccc.edu/it/employee-email.html 2. Contact Renee and Team to set up bartonccc.edu email on cell phone <p>Respectfully, Michelle</p>
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Questions/Comments #3	
Questions/Comments	<p>I would like to provide additional comments for the New Barton Policy - 2111A - Barton Community College Individual Email Address.</p> <p>The CEP instructors whose "personal" email addresses are included in the global address directory use their USD email addresses for all communication with the College. In addition to the extensions listed below, some schools use .org or .edu.</p> <p>These instructors do not use Portals for day-to-day course requirements and only use it to access their PAWS accounts to enter certification rosters and grades, effectively only checking their Portals once or twice per semester (for semester-long classes) and once or twice per year (for year-long classes).</p> <p>While they may have good intentions and try to check their Portals more frequently upon hearing of the policy change, as Jane mentions below, much of the communication we send it time sensitive, and the new policy may leave important action-required information sitting for long periods of time.</p> <p>This, combined with the fact that these instructors are unreachable by phone during the school day, will cause major issues in communication with a large pool of our adjunct instructors.</p> <p>Thanks, Karly Little</p>
Response(s)	

Questions/Comments #4

Questions/Comments	<p>Note: Mr. Solie's comments are shown in yellow highlighter below.</p> <p><u>Purpose</u> Barton Community College has obligations to ensure integrity and accessibility of records, and security of sensitive institutional information that may be sent or received via email. This procedure advises affiliates of their obligations to use only their Barton Community College email account³ and not personal email accounts for institutional business and to manage the records resulting from that use in accordance with applicable policy, standards and procedures.</p> <p>What must I save? How long? If I delete, is it saved by the college anyway? If I must save or archive, what must be archived and what is ok to delete? I delete correspondence from students that I read in Outlook because I know that it is also showing up in Canvas and being saved or archived there.</p> <p><u>Audience</u> Barton Community College Affiliates who conduct institutional business via email.</p> <p><u>Compliance</u> Failure to comply with this procedure may put Barton Community College information assets at risk and may have disciplinary consequences for employees, up to and including termination of employment.</p> <p>Violation of this procedure may also carry the risk of civil or criminal penalties.</p> <p><u>Roles and Responsibilities</u> <i>Supervisors:</i> Make this procedure available to team members and provide guidance on implementation.</p> <p>If there are certain policies that must be followed, training must be regularly provided</p> <p><i>Information Services Staff:</i> Monitor implementation and provide assistance as requested.</p> <p><i>All Barton Community College employees will:</i></p>
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- 2) maintain and use only Barton Community College email accounts and not use any external/personal accounts⁴ to conduct the business of Barton Community College.

Pattern of behavior is more important than a single abuse of the policy. (deliberate action to conceal illegal behavior would be an exception to the pattern of behavior example).

- 3) enter and maintain a Barton Community College email account address (and not an external/personal account) in the Barton Community College Campus Directory (unless an exception exists and no directory entry is present).
- 4) not auto-forward⁵ Barton Community College email to an external email account. (Auto-forwarding between institution email accounts is permitted. Auto-forwarding to external/personal accounts is not permitted, though manual forwarding of individual messages to an external account is generally permissible if in accord with all other applicable Barton Community College policies, standards, and procedures.)

If the purpose is to protect college information from hacking at less protected sites then this is acceptable. If the purpose is to prevent an employee from having a record of their correspondence that is within their control, then it is problematic. Would a former employee in a legal dispute with the college have access to their email if they requested it? If not, it is reasonable to automatically forward all correspondence to a private email to be archived and not used or consulted unless needed at some time in the future. An alternative would be to permit an employee to save the correspondence to a flash drive or cd so that it could not be hacked, but would be available if needed in the future.

- 5) Ensure that email is retained, sent to archives, or otherwise managed in accordance with the Barton Community College Records Retention Schedule.

Is this the individual employee's responsibility or the responsibility of the IT department?

⁴ External/Personal Email Account: An email account provided by an organization not affiliated with Barton Community College. This may be a personal Gmail, Yahoo, or other account, or may be provided by another organization (such as a professional organization, or another institution with which the user is also affiliated.)

⁵ Auto-forward: The act of forwarding email through the use of an automated forwarding mechanism. Once configured, these mechanisms forward email from one server to another without any user intervention and/or oversight.

	<p>Exceptions: If email which would constitute institutional business (other than marketing or other short-lived messages which may be deleted immediately) is received on a personal/external account, the affiliate may comply with this procedure by forwarding a copy of the message to their Barton Community College account and notifying the sender to use the Barton Community College account in the future. Other exceptions to this procedure may only be authorized in writing by the President or his/her designee.</p> <p>Other Problem not directly related to this policy, but related: Inability to send students email through canvas prior to the beginning of the course is a problem.</p> <p>Peter Solie</p>
Response(s)	<p>Note: Ms. Kaiser's comments are shown in green highlighter below.</p> <p><u>Purpose</u> Barton Community College has obligations to ensure integrity and accessibility of records, and security of sensitive institutional information that may be sent or received via email. This procedure advises affiliates of their obligations to use only their Barton Community College email account⁶ and not personal email accounts for institutional business and to manage the records resulting from that use in accordance with applicable policy, standards and procedures. What must I save? How long? If I delete, is it saved by the college anyway? If I must save or archive, what must be archived and what is ok to delete? I delete correspondence from students that I read in Outlook because I know that it is also showing up in Canvas and being saved or archived there. Please see policy 1111, procedure 2113. (Which is out for review now too)</p> <p><u>Audience</u> Barton Community College Affiliates who conduct institutional business via email.</p> <p><u>Compliance</u> Failure to comply with this procedure may put Barton Community College information assets at risk and may have disciplinary consequences for employees, up to and including termination of employment. Violation of this procedure may also carry the risk of civil or criminal penalties.</p> <p><u>Roles and Responsibilities</u> <i>Supervisors:</i> Make this procedure available to team members and provide guidance on implementation.</p>

⁶ Barton Community College Email Account: Email account(s) provided by Barton Community College Information Services for the purpose of transacting institutional business.

If there are certain policies that must be followed, training must be regularly provided. Implementation of training is to come 2018-2019 and continue.

Information Services Staff: Monitor implementation and provide assistance as requested.

All Barton Community College employees will:

- 1) maintain and use only Barton Community College email accounts and not use any external/personal accounts⁷ to conduct the business of Barton Community College.

Pattern of behavior is more important than a single abuse of the policy. (deliberate action to conceal illegal behavior would be an exception to the pattern of behavior example). Currently not all college employees are using an @bartonccc.edu email account. Due to regulations/policies for the institution to follow and be in compliance, employees must now use @bartonccc.edu email accounts.

- 2) enter and maintain a Barton Community College email account address (and not an external/personal account) in the Barton Community College Campus Directory (unless an exception exists and no directory entry is present).
- 3) not auto-forward⁸ Barton Community College email to an external email account. (Auto-forwarding between institution email accounts is permitted. Auto-forwarding to external/personal accounts is not permitted, though manual forwarding of individual messages to an external account is generally permissible if in accord with all other applicable Barton Community College policies, standards, and procedures.)

If the purpose is to protect college information from hacking at less protected sites then this is acceptable. If the purpose is to prevent an employee from having a record of their correspondence that is within their control, then it is problematic. Would a former employee in a legal dispute with the college have access to their email if they requested it? If not, it is reasonable to automatically forward all correspondence to a private email to be archived and not used or consulted unless needed at some time in the future. An alternative would be to permit an employee to save the correspondence to a flash drive or cd so that it could not be hacked, but would be available if needed in the future.

This is to protect FERPA, HIPAA, PII information contained in emails

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⁸ Auto-forward: The act of forwarding email through the use of an automated forwarding mechanism. Once configured, these mechanisms forward email from one server to another without any user intervention and/or oversight.

about students/employees. When employees use any other email beside a bartonccc.edu, it violates regulations not just set by Barton Community College, but by FERPA, HIPAA, GLBA, GDPR, Financial aid red flag warnings. As for legality issues, legal manages disputes.

- 4) Ensure that email is retained, sent to archives, or otherwise managed in accordance with the Barton Community College Records Retention Schedule.

Is this the individual employee's responsibility or the responsibility of the IT department? Both. Records retention procedure is being updated as well. (please see previous response)

Exceptions:

If email which would constitute institutional business (other than marketing or other short-lived messages which may be deleted immediately) is received on a personal/external account, the affiliate may comply with this procedure by forwarding a copy of the message to their Barton Community College account and notifying the sender to use the Barton Community College account in the future.

Other exceptions to this procedure may only be authorized in writing by the President or his/her designee.

Other Problem not directly related to this policy, but related: Inability to send students email through canvas prior to the beginning of the course is a problem. This stement does not make any sense because the only way a student exists to this extent in the system, was created a bartoncougars.org email account. Please contact me directly about this issue so that we can help you understand better.

Michelle