



The American College of Greece

Email Policy

Introduction and purpose

Email is an important method of communication for College purposes and carries the same weight as paper-based communications. The purpose of this policy is to describe the acceptable use of the College's email and related services, systems and facilities.

Email is an excellent communication vehicle to send messages to the American College of Greece population. Because of the versatility and ubiquity of email technology, the American College of Greece has established the use of e-mail (acg.edu, alba.acg.edu, etc.) as an official means of communication. The official email system used by ALL ACG division is based on the Microsoft Office 365 platform.

Email services are provided by the College to support its primary role of education, research and associated functions related to this role.

The College complies with, and adheres to, all its current legal responsibilities including under Data Protection, Electronic Communication and Intellectual Property legislation.

Responsible College Office & Officer

The Office of Information Resources Management (IRM) and its InfoSec Operations Team are responsible for the maintenance of this policy, and for responding to questions regarding this policy.

Who is governed by this policy?

The acg.edu email domain and service is owned by The American College of Greece and this policy applies to all individuals who are granted an acg.edu email account. Those individuals covered include, but are not limited to, faculty, staff, students, alumni, those who are working on behalf of the College, and/or individuals authorized by affiliated institutions and organizations.

Activation and usage of an acg.edu email account automatically signifies acceptance of this policy.

Definitions

Email account - An email account is the location where mail is actually delivered. It is a combination of a login username and password and disk space.

Email username - The actual name of the account as typed in at the College Email system prompt when logging onto email.

Email name address - The <username@acg.edu> or <username@alba.acg.edu> address is the name address or alias. It is linked to a preferred email account but is, itself, not an account username, but rather a permanent email alias. Use of the name address ensures that the email address will remain the same the whole time one is at ACG.

Email delivery address - The <username@acg.edu> or <username@alba.acg.edu> address is the delivery address. Each e-mail account has its own unique delivery address which can be given out to correspondents as one's e-mail address or a person may opt to use the email name address in addition to or instead of the delivery address.

Email

I. Email Accounts

Users are to take precautions to prevent the unauthorized use of e-mail account passwords. Passwords are not to be shared with others and their confidentiality is to be strictly maintained. In choosing passwords, users should select codes that are difficult to guess and should change them on a regular basis. Users will be held accountable for all actions performed with their passwords, including those performed by other individuals as a result of user negligence in protecting passwords. Email administrators, college officials and other computer support staff will never ask you for your password. For more information, please see ACG's Password Policy.

No one is to use another individual's account, with or without permission.

Email accounts are assigned a fixed disk quota on the email server, which cannot be increased. Users should not rely on disk space on email servers for the purposes of archiving or record retention. The limits of the College e-mail system are described below (as communicated by [Microsoft Office365 email services](#)):

Message Limits		
Limit	Description	Value
Message size limit	The maximum total size of an e-mail message. The total size includes the message header, the message body, and any file attachments. Note: <i>An e-mail client may limit the size of an individual file attachment to a value much less than the message size limit. The value on the left refers to</i>	112 MB

	<i>Outlook Web Access</i>	
File attachments limit	The maximum number of file attachments allowed in an e-mail message. Even if the total size of all the file attachments doesn't violate the message size limit, there is still a limit on how many attachments are allowed in the message.	250 attachments
Subject length limit	The maximum number of text characters allowed in the subject line of an e-mail message.	255 characters
Multipart message limit	The maximum number of message body parts that are allowed in a MIME multipart message.	250 parts
Embedded message depth limit	The maximum number of forwarded e-mail messages that are allowed in an e-mail message.	30 embedded messages

The above limits are indicative and set by Microsoft. Users should regularly check the MS Office 365 support site for any applied changes to the above limits.

Recipient and sender limits

These limits are applied to messages, senders, or recipients to combat spam and mass-mailing worms or viruses.

Note: For distribution groups stored in the shared address book, the group is counted as one recipient. For distribution groups stored in the Contacts folder of a mailbox, the members of the group are counted individually.

Limit	Description	Value
Recipient limit	The maximum number of message recipients allowed in the To:, Cc:, and Bcc: fields.	1000 recipients
Message rate limit	The maximum number of e-mail messages that can be sent from a single e-mail client per minute. The client is identified by the user account.	30 messages per minute
Recipient rate limit	The maximum number of recipients that can receive e-mail messages sent from a single cloud-based mailbox in a 24-hour period. After the limit has been reached, messages can't be sent from the mailbox until the number of recipients that were sent messages in the past 24 hours drops below the limit. The recipient rate limit applies to messages sent to recipients inside and outside your organization.	10,000 recipients per day

Users are advised to refer to the following document for more information on mailbox limitations: <https://docs.microsoft.com/en-us/office365/servicedescriptions/exchange-online-service-description/exchange-online-limits>

When a person terminates employment at ACG, their e-mail account will be suspended and then deleted. The Office of Human Resources is the responsible authority to initiate such process. Each person may claim access or an archived copy of the suspended mailbox after the termination of his/her employment. Such access rights may be exercised for a period of 30 days after termination, after which the contents of the mailbox shall be deleted.

When a person terminates employment at ACG, due to retirement, his/her acg.edu email account is held active for an indefinite period as a value-added benefit to ACG retirees, unless a policy change takes place. In such a case, the mailbox user will be notified in due course. Any other benefits derived from the use of email are removed (e.g. MS Office access, cloud storage, etc.).

When a student graduates, his acg.edu email account is held active for an indefinite period as a value-added benefit to ACG graduates, unless a policy change takes place. In such a case, the alumnus/a will be notified in due course. Any other benefits derived from the use of email are removed (e.g. MS Office access, cloud storage, etc.). The IT department of the American College of Greece reserves the right to terminate a mailbox due to long periods of inactivity. In such a case, the alumnus/a will be notified in due course.

Student email accounts may be immediately locked upon the request of the department head, dean and/or chief academic officer using the approval channel described later in this document.

II. Email Addresses

Email name addresses are generated by the IRM department from the user's legal name and must be unique. Duplicate names are resolved based on an alternate name selected by the ACG email administrator.

Student email usernames and email name addresses may be only changed **when a user legally changes his/her name and after final approval of the Registrar's Office.** Other than that, no modifications are allowed.

III. Group or Departmental Accounts and Email Distribution Lists

In some situations, a single point of contact is required where multiple individuals manage service requests. These accounts are permitted as follows:

- The department head will determine when a group account is required to conduct the business of the department and will be responsible for all of the account activities, including use of it by authorized and unauthorized employees and will sign a responsible use statement indicating this is so.

- Passwords will be set to automatically expire at a frequent rate to ensure that passwords are being used appropriately.
- Standard quotas will apply to all accounts created.
- Account usernames and addresses will be assigned to these accounts as appropriate.
- Mailing lists may be used for purposes related to teaching, course-work, research, and administration at ACG and College sanctioned student activities.
- Commercial use of mailing lists, except for authorized ACG business is **prohibited**.

IV. Directory Policies

The American College of Greece at its sole discretion may publish directory information, including email addresses for faculty, staff, and students, in accordance with the applicable data protection legislation and solely for the purposes set out in this policy, including the chapter "Introduction and purpose". Electronic directory services may be provided on the Web in the form of an ACG Online Directory and within your mail browser. The ACG Online Directory is available for ACG faculty, staff and students to locate other ACG faculty, staff and students. The ACG Online Directory is an integral part of the ACG email services providing email lookup and delivery.

The American College of Greece electronic and printed directories are provided solely for the purpose of assisting individuals to contact one another. Information in the directories may not be extracted by any means for the creation of distribution lists for use by businesses or other organizations outside of ACG. Use of directory information for solicitation of business or donations is expressly prohibited.

V. Acceptable Use of Email

General

The College's main purpose in providing IT facilities for email is to support the teaching, learning, research and approved business activities of the College. Each user is responsible for using the email systems in a professional, ethical, and lawful manner. IT facilities provided by the College for email should not be abused. An absolute definition of abuse is difficult to achieve but certainly includes (but is not necessarily limited to):

- Creation or transmission of material which brings the College into disrepute.
- Creation or transmission of material that is illegal.
- The transmission of unsolicited commercial or advertising material, chain letters, press releases or other junk-mail of any kind.
- The unauthorized transmission to a third party of confidential material concerning the activities of the College.

- The transmission of material such that infringes the copyright of another person, including intellectual property rights.
- Activities that unreasonably waste staff effort or networked resources, or activities that unreasonably serve to deny service to other users.
- Activities that corrupt or destroy other users' data or disrupt the work of other users.
- Unreasonable or excessive personal use. (Please see description below).
- Creation or transmission of any offensive, obscene or indecent images, data or other material. (Other than for reasons specified in "Research and related" section below).
- Creation or transmission of mass e-mails to large numbers of recipients (e.g. not limited to the size of a single class or a specific ACG department), other than for reasons specified in "Research and related" section below)
- Creation or transmission of material which is designed or likely to cause annoyance, inconvenience or anxiety.
- Creation or transmission of material that is abusive or threatening to others, serves to harass or bully others, discriminates or encourages discrimination on racial or ethnic grounds, or on grounds of gender, sexual orientation, marital status, disability, political or religious beliefs.
- Creation or transmission of libelous material or material that includes claims of a deceptive nature.
- Activities that violate the privacy of others or unfairly criticize and/or misrepresent others; this includes copying distribution to other individuals.
- Creation or transmission of anonymous messages or deliberately forging messages or email header information, (i.e. without clear identification of the sender) or for 'flaming'.
- The deliberate unauthorized access to services and facilities accessible via the ACG Network.
- The unauthorized provision of access to College services and facilities by third parties.

Personal Use

The College permits the use of its IT facilities for email by students, alumni, staff and other authorized users for a reasonable level of personal use. Personal use of College equipment is a privilege, which the College reserves the right to withdraw without notice. Reasonable and proportionate use of the College email for personal communications is permitted, subject to regulations that may be set out from time to time by the College administration. The use of acg.edu email for business purposes is strictly forbidden. The following criteria will be used in determining whether personal use is acceptable:

- It does not interfere with College business or educational operations.
- It does not bring the College into disrepute.

- It does not breach staff employment contracts.
- It does not breach student regulations.
- It does not interfere with proper use of College resources.
- It is not a disproportionate use of College resources.
- It does not offend another member of staff or student.
- Priority must be given to use of resources for the main purpose for which they are provided.
- Not being of a commercial or profit-making nature, or for any other form of personal financial gain. The main use of the @acg.edu emails are strictly for academic use.
- Not using the email in order to conduct personal business.
- Not be connected with any use or application that conflicts with an employee's obligations to the College as their employer.
- Not be against the College's rules, regulations, policies and procedures and in particular this email policy.

Research and related

It is recognized that, in the course of their work or research, individuals of the College may have a requirement to transmit or receive material that would normally be defined as offensive, obscene, indecent or similar. Also, due to research purposes, e-mail transmission may take place using large numbers of recipients (e.g. not limited to the size of a single class or a specific ACG department). In both cases, research should be properly supervised and prior approval should be secured. If in doubt advice should be sought.

VI. Security and Privacy

Email transmission over the Internet is inherently insecure and subject to security breaches that include message interception, message alteration, and spoofing. Users of ACG's email system should not assume the confidentiality or integrity of any message that is sent or received via the Internet. Also, while the transmission and receipt of email messages is generally reliable, because network intermediaries not related with ACG may be in place (e.g. Third party of Internet and/or network providers) timely delivery of time-sensitive information cannot be guaranteed.

While the College respects the privacy of electronic communications and makes every attempt to keep email messages secure, privacy is not guaranteed. The American College of Greece does not constantly monitor or access the content of email messages whether stored on College equipment or in transit on the College network. The content of electronic communications will not be accessed during the execution of systems support, network performance, and related security functions; but system administrators may by way of exception access and disclose such contents when required or permitted by law, including, without limitation when access and disclosure are necessary to protect

the integrity of information technology resources, to ensure that these resources are equitably shared, to respond to health and safety emergencies, or to respond to subpoenas, court orders, or other valid forms of legal process or following prior written consent of the user. In any case, the access to, and disclosure of, the contents of electronic communications is subject at all times to the applicable Greek and European Community Data Protection Legislation. Where there is evidence of a criminal offense, the matter will be reported to ACG's judicial systems and/or law enforcement. The College will cooperate with the justice system in the investigation of the alleged offense.

In addition, with appropriate authorization, the College will investigate complaints received from both internal and external sources about unacceptable use of email that involves ACG's email facilities and/or ACG's computer network. Cases that involve unacceptable use of email should be immediately reported. Requests to access or disclose the content of email will be handled within the following guidelines:

If the email account belongs to a:	Then written permission must be obtained from:
Faculty Member, Student	The College President, Provost or Chief Academic Officer or the President (in cooperation with the Vice President of Administration).
Staff Member (incl. student employees)	The College President, Vice President of Administration.
Alumni or Alumnae	The College President, Vice President of Advancement - Alumni, Executive Director of Advancement - Alumni

All requests to access or disclose the content of email, including detailed information on why the request is being made, should be sent from the appropriate person authorized above to the Executive Director for IRM, for processing. If the request is the result of a court order, then written permission from the above authorized person is not required.

With the exception of content covered by the College’s intellectual property policy, all electronic information residing on College owned systems and all Internet traffic generated through or within these systems, **are** the property of the College. They are not the private property of any College employee, faculty, staff, contractor, student, alumnus/a, or other person.

Email users are expected to assist in the prevention of email misuse by:

- Verifying the authenticity of an email that proposes an unusual course of action.
- Not using email to convey sensitive personal or commercial information.
- Protecting their email accounts and passwords by not allowing others to access these.
- Not accessing other accounts without permission from the account holder.
- Being aware that by sending their email address to open groups, their email address will become public; and
- Being aware that it is possible for a forwarded message to be altered from the original one.

The Executive Director for IRM may temporarily deny access or restrict access to the College’s email resources to prevent a breach of the law or a breach of policy, or to conduct an investigation into such a breach, or to protect the integrity of the College’s Information System.

The College may block emails that threaten the security of the system, involve the dissemination of spam (or other forms of excessive sending), include content that is contrary to the expectations of this policy, or engage in actions that might threaten the security of the system (e.g. suspicious logins, repetitive unsuccessful logins, multiple logins from different countries, etc.) In the case of an email account being blocked, the mailbox owner should follow the instructions of the support personnel in order to regain access to his/her mailbox. .

VII. College Records

E-mail can be considered as public records in some situations. However, the College regards electronic mail as a vehicle for delivery of information and not as a mechanism for the retention and/or archiving of information. It is the responsibility of the senders and receivers of e-mail and attached documents to determine which information must be retained and for how long.

Responsibilities

The acg.edu email is an official means for communication within ACG. Therefore, the College has the right to send communications to students, faculty, staff and alumni via email. The College expects that students, faculty and staff will receive and read their acg.edu email in a timely manner (at least once a day). Failure to receive and read College communications delivered to the official email address in a timely manner does not absolve recipients from knowing and complying with the content of such communication.

The acg.edu email system is considered the official electronic messaging system of the College and should be used for all means of electronic communication. No other messaging providers should be used for college businesses.

The official acg.edu email is also used as an integral part at other college systems (e.g. Blackboard, myACG portal, CoursEval, Helpdesk, etc.). Users of these systems should make sure that they have set the acg.edu email account at their profile of the respective programs described previously. Use of a non acg.edu mail account at these systems is strictly prohibited.

A student, faculty or staff may have e-mail electronically redirected to another e-mail address. If someone wishes to have e-mail redirected from his or her official address to another e-mail address (e.g., @gmail.com, @hotmail.com, @yahoo.com, etc.), they may do so, but at his or her own risk. **The College will not be responsible for the handling of email by outside vendors or by departmental servers. Having email redirected does not absolve a student, faculty or staff from the responsibilities associated with communication sent to his or her official e-mail address. In the case of email redirection, email users are still liable to respond to email requests through their acg.edu email.**

If any user does not adhere to this policy, the College reserves the right to take any and all actions provided by the law, including, without limitation, disciplinary action, termination of employment contracts, where applicable, etc.

Contact

For questions or comments: acgirm@acg.edu

The American College of Greece

Information Resources Management Department

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Policy Changes

The InfoSec Operations Team is charged with the responsibility to periodically review the policy and propose changes as needed.

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