

B4002 – ELECTRONIC COMMUNICATION

PROCEDURES

1. All communications traversing the College's network are subject to firewall monitoring and filtering.
2. All departments that require shared email or voicemail accounts to provide College services to the public will use a group name or generic account for the address.
3. All official academic and administrative electronic communications by users must only be performed from a College provided and approved email, web site, online account or other College-sanctioned communication facility. At no time will personal email accounts be used to carry out College activities and communications.
4. Alumni may request closure of their email accounts at any time by contacting IT. IT will automatically close the accounts of this class of user following a 12-month period of inactivity.
5. When in doubt about the authenticity of a sender, check with the IT Help Desk. This can help protect the College against phishing attempts.
6. Do not open email attachments without confirming with the sender that the email came from the sender and that the attachment is virus free.
7. Include your signature footer at the bottom of email messages, including at least your name, position, affiliation and email address, in accordance with approved template(s).
8. Users will not conceal their identity or impersonate others when sending electronic communications.
9. Electronic communications sent by College users are covered by College policies and procedures including the Human Rights Policy, Respectful Workplace Policy, Student Code of Conduct Policy, and Collective Agreements.
10. As an email is sent by a Langara employee, and/or when an email gets delivered to Langara mailboxes, a copy is sent to a third party archive site. Even after a user deletes an electronic mail record from a computer or email account it may persist on backup/archive facilities for up to seven years, and thus be subject to disclosure by law or under the provisions of College policy.
11. Users will not distribute forms of electronic communication that may cause excessive network traffic or computing loads, except as authorized, and in accordance with the Computer and Computing Use Policy and the Electronic Communication Policy.

Last Revised: February 2020