<p align="center">*Official Email Account for Communication*</p>

Official College Email Accounts

An official College email account is one in which the address ends with "cortland.edu." All students, faculty and staff are assigned an email address and account while enrolled or employed. Alumni who have received degrees from SUNY Cortland and retirees may, at their discretion, choose to continue their account.

This official College email will be used to communicate important information to you. All campus correspondence will go to the cortland.edu account.

SUNY Cortland has contracted with Microsoft to host our communications platform; this consists of various tools including email, which is provided via Exchange Online utilizing the Office 365 Service. SUNY Cortland is providing this service under the SUNY Microsoft Agreement.

Email Account Creation

Faculty/Staff: Upon official appointment to the College, a cortland.edu account is created for all faculty and staff. Faculty and staff email addresses will consist of first and last name as defined in the Human Resources Office. Changes to these email addresses can only be made after a name change is filed with Human Resources.

Students: Matriculated student accounts are created in batch at a scheduled time before orientation, non-matriculated student accounts are created via a nightly process the night after they register for a course. Student email accounts are derived from their official college record. Student email addresses will consist of first and last name as defined in the Registrar's Office. Changes to student email address can only be made after a legal name change is filed with the Registrar's Office.

Alumni: After graduation, student email accounts will automatically be extended to the graduated alumni. Alumni email accounts will continue to end in "cortland.edu".

Email Account Deletion

Faculty/Staff: Email accounts will be de-activated when faculty and staff terminate employment from SUNY Cortland. Faculty and staff who retire may retain their email accounts.

Students: Email accounts for students will be deleted one year after they last attended or took a course at SUNY Cortland. Students who are on an official leave of absence will not have their accounts terminated. If a student officially severs ties with SUNY Cortland their email account will be deleted within 90 days. SUNY Cortland reserves the right to terminate or disable an account at anytime due to college policy or to preserve security of the systems.

Alumni: In order to avoid maintaining unused accounts, stale alumni accounts will be deleted if the accounts are not logged into for 365 days. Accounts will be purged at a set time after proper notification to the individual via their SUNY Cortland email account.

Deleted Items

SUNY Cortland has instituted a policy that items placed in the deleted items folder shall be removed from the system after 30 days at which time they are replaced in a user recoverable state for 14 days, after that time elapses the items are expunged and are not recoverable.

Email Quota

Please visit the SUNY Cortland Information Resources homepage http://www2.cortland.edu/offices/information-resources/ to view the current storage quotas amongst the various apps.

Expectations to Check Email

Students, faculty and staff are expected to check their email on a frequent and consistent basis in order to stay current with college-related communications.

All users have the responsibility to recognize that certain communications may be time-critical. It is recommended that email be checked daily, but at a minimum, twice per week. Regular email management will also minimize the risk that the inbox will be full, causing the email to be returned to the sender with an error. Undeliverable messages returned because of either a full inbox or use of a "spam" filter will be considered delivered without further action required of the University.

Redirection of Email

If a user wishes to redirect email from their official @cortland.edu address to another email address (e.g., @yahoo.com), they may do so, but at their own initiative and risk. The College will not be responsible for the handling of email by non-SUNY Cortland providers. Redirecting email does not absolve students, faculty and staff from the responsibilities associated with official communication sent to their @cortland.edu account.

Expectations for Appropriate Use of Email

Users are expected to act with honesty, integrity and respect for the rights, privileges and privacy of the College community.

Users are expected to abide by all applicable federal and state laws and rules, including College policies and SUNY policies.

Consistent with the College computing Acceptable Use Policy, personal use of the College's computing and networking resources by users shall be incidental use. Conducting business for profit using College resources is forbidden.

Users should exercise extreme caution in using email to communicate confidential or sensitive matters, and should not assume that email is private and confidential. It is especially important that users are careful to send messages only to the intended recipient(s). Particular care should be taken when using the "reply" command during email correspondence.

Educational Uses of Email

Faculty will determine how electronic forms of communication (e.g., email, discussion boards, discussion lists etc.) will be used for educational purposes, and the College recommends that they specify their requirements in the course syllabus.

The official email policy ensures that all students will be able to comply with email-based course requirements specified by faculty.

Ownership/Administration

Faculty/Staff: SUNY Cortland owns all email accounts that exist on systems it administers regardless of its hosting provider. The College generally does not monitor or restrict content residing on its systems; however, if there is reasonable cause to believe that a user has violated this policy or other applicable College policies, SUNY policies, and/or federal and state laws and regulations, the College reserves the right to take any of the following actions:

1) Terminate a faculty or staff member's access to the College's computing and networking resources; and/or

2) Limit a faculty or staff member's access to the College's computing and networking resources; and/or

3) Remove the documents/materials/postings from the College's computing and networking resources.

Quota, maximum message size, message retention settings, time-out settings, maintenance times, and other email guidelines will be set as appropriate for the anticipated needs of the College. The need to revise settings will be monitored and implemented as appropriate by Information Resources.

Students and Alumni: SUNY Cortland owns all email accounts that exist on systems it administers regardless of its hosting provider. The College generally does not monitor or restrict content residing on its systems; however, if there is reasonable cause to believe that a user has violated this policy or other applicable College policies, SUNY policies, and/or federal and state laws and regulations, the College reserves the right to take any of the following actions:

1) Terminate a student's or alumni's access to the College's computing and networking resources; and/or

2) Limit a student's or alumni's access to the College's computing and networking resources; and/or

3) Remove the documents/materials/postings.

Quota, maximum message size, message retention settings, time-out settings, maintenance times, and other email guidelines will be set as appropriate for the anticipated needs of the College. The need to revise settings will be monitored and implemented as appropriate by Information Resource.

Security

As part of the Office 365 offering provided by Microsoft, SUNY Cortland is using Exchange Online Protection to secure the email accounts from SPAM and Malware.

Outbound Messages: In order to secure email communications, faculty and staff emails are electronically scanned when they are sent to students and non-SUNY Cortland recipients. The messages are checked for viruses, spam or certain types of personal information including but not limited to social security numbers. If a violation is detected the message is held in a central electronic quarantine for inspection and the sender will be notified.

Inbound Messages: To assure network security and efficiency, the College utilizes a SPAM filtering appliance that detects potential SPAM messages and places them in a retrievable "electronic quarantine." Spam and other potentially harmful email messages will be intercepted and held in the user's retrievable electronic quarantine. Users will receive a daily communication, which contains the messages quarantined from the previous day. Users may adjust their SPAM settings from within Office 365, directions on how to do so are contained in the Information Resources email support page.

Email users should not open unexpected attachments from unknown or even known senders, nor follow Web links within an email message unless the user is certain that the link is legitimate. Following a link in an email message executes code that can also install malicious programs on the workstation.

Password Maintenance: Passwords are an important aspect of computer security. They are the front line of protection for user accounts. Passwords:

- must never be shared with others
- must be at least six character in length
- must be changed on initial login
- must be changed at least every six months
- will have password history enforced

User will receive an email approximately 10 days before their password is set to expire, a daily email will continue until the user either changes the password or the password expires.

Mobile Device Syncing: In order to sync email to a mobile device, users must enable their device's pin/passcode and encryption.

Privacy and Confidentiality: Official College communications sent by email are subject to the same public information, privacy and records retention requirements and policies as other official College communications. By using the College's computing and networking resources, users are consenting to monitoring of use by the College without further notice to that user of the College's monitoring or access to electronic information of all sorts for compliance, investigatory and disciplinary purposes. In using the College's computing and networking resources, users shall have no expectation of privacy.

Violations/Abuses

Violation or abuse of the campus policies may result in restriction of access to SUNY Cortland's email system and/or other appropriate disciplinary action.

Related policies

Acceptable Use Policy https://www2.cortland.edu/offices/information-resources/pdf/policies/InformationTechnologyResourcesAcceptableUsePolicy.pdf

Guidelines for Sending Messages to SUNY Cortland Faculty/Staff and Students http://www2.cortland.edu/offices/information-resources/pdf/policies/email-policies/Guidelines_for_Sending_Messages.pdf

Information Resources Webpage   https://www2.cortland.edu/offices/information-resources

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