MANHATTAN SCHOOL OF MUSIC

ADMINSTRATIVE AND FACULTY E-MAIL POLICIES AND PROCEDURES

I.   STAFF AND FACULTY E-MAIL SERVICES: INTRODUCTION

Manhattan School of Music (the "School") provides and advocates the use of e-mail, e-mail lists, and other messaging tools, by its administration and faculty ("Staff and Faculty E-mail Services," "Staff E-mail," and "Faculty E-mail") for the primary purposes of ensuring timely communication of information pertaining to School-related business, learning and instruction, and promotion of the School's mission generally. The School assigns all administrative staff and faculty an e-mail account with a fixed login name in a format defined by the Department of Information Technology. A staff or faculty member can use his or her e-mail account like any other commercial e-mail address for sending and receiving e-mail and e-mail attachments. The School consents to staff and faculty

members' private, incidental use of Staff and Faculty E-mail, provided such use does not violate the policies set forth herein or in any other of the School's policies.

Staff and Faculty email is provided using Novell's NetMail messaging system. E-mail is accessed in either of two ways, depending on whether one if staff and administrative faculty, or non-administrative faculty.

Staff and administrative faculty can access e-mail from their office desktop computers through the Netscape Mail client. The Department of Information Technology configures this access.

Non-administrative faculty, as well as staff and administrative faculty working from computers outside the School's network, access e-mail configuration options by opening the NetMail Web client in a browser. Each staff or faculty member supplies a username and a password to gain access to his or her mail.

The NetMail system includes both a personal and a system address book ("System Address Book"). The personal address book is unique to the user, and contains information added by him or her. The System Address Book is a searchable on-line address book of staff, faculty, and student e-mail names and addresses. The Department of Information Technology maintains the System Address Book.

The NetMail system also includes calendaring features that are not enabled for use at present.

This document explains specific policies and procedures pertinent to Staff and Faculty E-mail and the School's E-mail Lists, and supplements the School's "Administrative Computing Policies and Procedures."

Violation of the policies or procedures may be punishable as described in Part V.

II. PURPOSE OF THE STAFF AND FACULTY E-MAIL POLICY

The Staff and Faculty E-mail Policy purports, first, to inform staff and faculty of the policies governing Staff and Faculty E-mail and E-mail List use. Second, it intends to ensure that School Staff and Faculty E-mail accounts and E-mail Lists are used in a manner consistent with the School's policies. Third, it contains procedures that will help you use Staff and Faculty E-mail accounts effectively.

The Staff and Faculty E-mail Policy will be posted on the School's Web site.

Printed copies of the policy may be obtained upon request from the Department of Information Technology (Main Building, room 007).

III. POLICIES

A. *Use of Staff and Faculty E-mail*

(1) Ownership and Privacy

Staff and Faculty E-mail messages are the property of the School, and are neither private nor confidential. Because e-mail is easily replicated and distributed, it is especially susceptible to being viewed by unintended

recipients. Staff and faculty have no right to personal privacy in any matter contained in, created with, received or sent using the Staff and Faculty E-mail services.

(2)   Obligatory Use

Manhattan School of Music expects all staff and faculty to actively use their School e-mail account to receive communications from the School. Each person should check his or her account on a frequent and consistent basis so as to read and respond to communications relating to School business, including events, emergencies, news, requests, policies, or other day-to-day operations of the School.

(3)   Staff and Faculty Access to E-mail Services

The School ensures that staff and administrative faculty all have ready access to e-mail services. Some shared computers that can be used to access e-mail are provided in the Faculty Lounge for faculty without fixed offices. The School nevertheless recognizes that some faculty may not have frequent or convenient access to these computing resources. Information intended for faculty may therefore be made available not only in electronic form as e-mail messages, but in printed form as deemed appropriate.

(4)   Types of Communications

(a)   *Official Communications*

The School may at its discretion send messages to Staff and Faculty E-mail accounts to notify recipients of certain events, emergencies, policies, or day-to-day operations of the School. The School may at its discretion use, in addition to e-mail, other means of communication such as telephone, memoranda, letters, or signs, for the same purposes.

(b)   *Communications Between Individuals or Ad-hoc Groups*

The content of Staff and Faculty E-mail is governed by all relevant School policies. Staff and faculty must adhere especially to the "Acceptable Use" policies governing administrative computing ("Administrative Computing Policies and Procedures"). Communications that do not violate any of the aforementioned policies are permitted, subject to technical limitations of storage and bandwidth.

(5)   Limitations on the Use of E-mail

The *School* shall not rely solely upon e-mail for notification of any legal or disciplinary action, financial notice, or other critical or time-sensitive communication, but these shall also be communicated in printed hard copy.

No staff or faculty member shall rely solely upon e-mail to notify the School of his or her resignation, to conduct disputes, to make accusations of

misconduct against another member of the School community, or to conduct legal actions.

B. *Creation, Storage, and Disclosure of Staff and Faculty E-Mail Address Information*

Staff and some faculty e-mail addresses are visible to and usable by the public from the School's Web site, and are visible to and usable by all other staff, faculty, and students. Staff and Faculty E-mail addresses may be disclosed to any party at the School's discretion.

C. *E-mail Activation and Termination*

A new Staff or Faculty E-mail account will be created and activated by the Department of Information Technology upon receiving notice of the individual's employment by the School. A Staff or Faculty E-mail account will normally be disabled immediately upon termination of employment, but may be maintained indefinitely at the School's discretion.

D. *Use of Third-party E-mail Accounts*

Staff and faculty may use third-party e-mail accounts to receive e-mail that is forwarded from an msmnyc.edu e-mail account.

E. *E-Mail Storage and Quotas*

To ensure equitable allotment of resources to all staff and faculty, Staff and Administrative Faculty E-mail accounts are limited to **100 MB** of storage space. Non-administrative Faculty E-mail accounts are limited to **20 MB** of storage space. This means that a limited amount of e-mail can be received or stored in a person's account, and when that limit is exceeded the person can no longer receive new e-mail messages. Staff and faculty must regularly delete unneeded mail, or save messages and attachments to personal storage devices to ensure that space is available in their accounts to receive new mail. When the storage limit is approached the person will receive an automatically generated warning, and senders of e-mail to an account that exceeds its limit will receive an automated reply stating that the intended recipient's mailbox is full and the e-mail cannot be delivered.

F. *E-Mail Lists*

Two kinds of E-mail Lists are available to the Manhattan School of Music community, and staff and faculty may be included on either kind: NDS® lists and standard mailing lists. NDS® lists are official e-mail lists that distribute mail to groups of e-mail accounts. Only specific, authorized individuals may send messages to these lists, which may comprise staff, faculty, or student members of the School's e-mail system. Members of these lists receive messages, but cannot respond to the list as whole.

Standard mailing lists are more flexible, and can include recipient addresses both in and outside the school, offer variable security levels that allow messages to be submitted by some or all its members, may be moderated or not, and have subscription and digest options.

Both kinds of E-mail List are used for the same basic purpose: E-mail sent to a List is distributed to all its constituent members, be they individuals or groups of persons. For example, e-mail sent to a List called faculty@msmnyc.edu will be distributed to all Faculty E-mail addresses that belong to that List.

E-mail Lists are intended to provide a method for communicating important information of broad interest or urgency to targeted populations of faculty, staff, or students. Official messages sent to e-mail lists normally pertain to the day-to-day operations of the School, emergency, health and safety information, policy statements, time-sensitive information, or any information of urgent importance or general interest to one or more of the School's constituencies.

The Dean of Students, the Dean of Academics, the Director of Administration and Human Relations, and the Director of Information Technology are jointly responsible for the ongoing oversight of the School's E-mail Lists.

(1)   E-Mail List Membership

Membership in an E-mail List can be obligatory or voluntary. For example, all administrators are part of the NDS® list staff@msmnyc.edu, just as all current students are members of the NDS® list students@msmnyc.edu. On the other hand, an individual might decide whether to participate in a standard mailing list open to any interested person, such as ad-hoc lists that might exist such as staffpicnic@msmnyc.edu or MSExcelUserGroup@msmnyc.edu.

(2)   Creation of E-Mail Lists

Some E-mail Lists are established at the behest of the School's Administration. Individual staff or faculty too may request the creation of additional E-mail Lists for official or educational purposes. Requests are reviewed and approved variously by the Vice President and Dean of Faculty and Performance, the Dean of Students, the Dean of Academics, the Director of Administration and Human Relations, and the Director of Information Technology. The Department of Information Technology creates Lists that have been approved.

G.   *Revision of Staff and Faculty E-mail Policies and Procedures*

The Director of Administration and Human Relations and the Director of Information Technology will revise and reissue this policy as needed.

IV. PROCEDURES

A. *Assignment of E-mail Names and Passwords*

The Department of Information Technology assigns Staff and Faculty E-mail usernames and passwords to new employees. Usernames may not be changed, except at the Department's discretion. All users must periodically change their passwords. As stated in "Administrative Computing Policies and Procedures," staff and faculty must change their passwords every 90 days. Automated messages will inform users when the password must be changed; five grace logins are then permitted before the user's account is disabled. This strict policy is designed to help ensure the security of the School's electronic data.

B. *Accessing Staff and Faculty E-Mail: the NetMail Web Client*

Staff and faculty will find links to the NetMail Web client login on the School's Web site at http://www.msmnyc.edu/facilities/computing/. Alternatively, users can login by going to http://staffmail.msmnyc.edu or http://facultymail.msmnyc.edu or the faculty and staff (http://www.msmnyc.edu/facstaff) pages of the School's Web site.

(1)   Browser requirements

NetMail is compatible with any recent version of common browsers such as Internet Explorer, Netscape, Mozilla, Firefox, and others.

(2)   Bandwidth and Storage Considerations

Staff and Faculty E-mail is transmitted across a T1 Internet connection. Many users share this connection, and therefore the School encourages restraint in the use of e-mail to help ensure that bandwidth is not consumed frivolously. In particular, users are asked to minimize the sending of file attachments such as very large graphic, sound, or other files, or to use file compression when doing so, and to restrict use of the Staff and Faculty E-mail for professional and educational priorities. Many large file attachments can quickly consume allotted e-mail storage space and may prevent the users from receiving other messages.

C. *Forwarding E-mail from an Staff or Faculty E-mail Account to a Third-party E-mail Account*

Users may forward e-mail from their msmnyc.edu account to another, third-party account by setting appropriate NetMail options. In general, this should only be done by faculty who do not have offices at the School, or persons traveling who wish to receive School E-mail at another account for convenience.

D. *Maintaining Address Privacy in E-mail Messages*

If when sending e-mail to multiple recipients you do not wish to reveal all the recipients of your message, place the recipient addresses in the 'bcc' field instead of the 'to' or 'cc' fields.

E. *Retaining Copies of Sent E-mail*

A user may retain copies of sent mail in his or her E-mail account. This is especially useful for staff and faculty who wish to be able to access their e-mail from remote locations, and is recommended. Be aware that doing so consumes storage space more rapidly.

F. *Requests for New E-mail Lists*

Staff and faculty members may propose new E-mail Lists to the Director of Administration or Vice President and Dean of Faculty and Performance. Generally, such proposed E-mail Lists will be for professional or educational purposes, such as administrative initiatives or faculty projects. Proposals will be reviewed as described in Part III.F(2) and, if approved, implemented by the Department of Information Technology.

G. *Sending E-mail to an E-mail List*

Only authorized persons may send e-mail to official E-mail lists. Standard E-mail Lists are generally open to all senders.

Users should exercise restraint when using E-mail Lists because broadcasting messages very frequently to large numbers of recipients might be perceived as spamming, and will diminish the effectiveness of e-mail as a communication tool.

H. *E-Mail Support and Documentation*

The Department of Information Technology manages Staff and Faculty E-mail accounts.

Problems using Staff and Faculty E-mail may be reported to the Department in person, by phone, or by e-mail.

Response times will vary, but every effort is made to address incidents rapidly. Users will be notified if more information is required and when the problem is resolved. Problems and questions about Staff and Faculty E-mail and other messaging and remote access tools are addressed Monday through Friday during business hours.

The complete "Administrative and Faculty E-mail Policies and Procedures" document is available on the School's Web site.

I. *Questions about the Staff and Faculty E-mail Policies and Procedures*

Users with questions or comments about this policy should contact the Department of Information Technology (infotech@msmnyc.edu).

V. SANCTIONS

The School reserves the right to inspect the contents of any NetMail account mailbox on its network for purposes deemed justified or necessary by the School's Administration.

Violations of the policies, rules, and procedures set forth in this document, as well as other illegal or inappropriate conduct, are prohibited by Manhattan School of Music and are subject to disciplinary actions to be determined by the School's Administration at its discretion.