

Cosumnes River College
Standard Operating Procedure CRCEM1

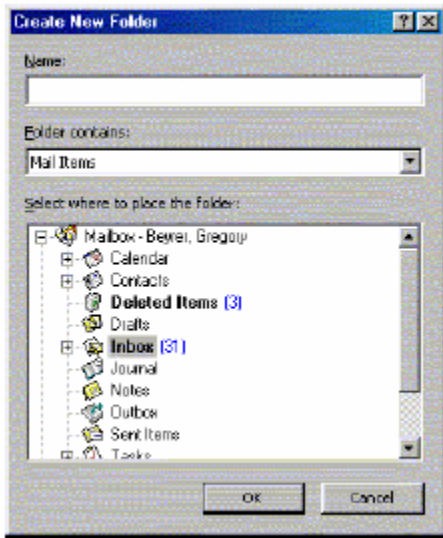
SOP TOPIC: Use of the CRC E-mail

Date: 6/24/04

The following SOP has been developed to outline the process for the following e-mail-related situations:

1. Appropriate use of college e-mail account: All CRC e-mail accounts are provided solely for CRC/Los Rios business use. CRC e-mail account usage is governed by Los Rios Regulation # 8800 "Administrative Computer Use". This is viewable at <http://www.losrios.edu/legal/Regulations/R-8000/R-8831.htm>.
2. E-mail etiquette: Your CRC e-mail account is not for personal business. Never send a message that you would not be willing to say face to face. Think twice before broadcasting messages (only use broadcast lists when you absolutely must send to every recipient on the list: know to whom you are sending). Unless absolutely necessary use "Reply" instead of "Reply To All". Watch "cc:'s" when replying - do not continue to copy people if the message has become a private two-way conversation. Do not open attachments from unknown senders. Limit size of attachments you send. Be respectful of coworkers' time and energy and do not send unsolicited information, no matter how funny/inspirational/anecdotal or entertaining it may seem to you.
3. Who gets an e-mail account: Any Classified, Faculty, Supervisor, Confidential Secretary or Manager employed, full or part time, is eligible for an e-mail account. Full time employees and adjunct faculty will be issued an e-mail account as part of their hiring process. Supervisors of part time classified employees must request an e-mail account for that employee using the IT Helpdesk. "Student Help" are not eligible for e-mail accounts.
4. How e-mail accounts are removed: E-mail accounts are removed by the CRC IT Staff appointed to this task by the LRCT dean.
 - a. A supervisor must notify the helpdesk of an employee's departure from their unit. They may request that the departed employee's e-mail be temporarily forwarded to another individual if appropriate. These requests must be specified in the helpdesk call along with the employee's full name, ID number and room number. Forwarding requests must identify the temporary recipient and the period of time for which this should remain in effect to a maximum of six months.
 - b. The IT Staff will scan for inactive accounts at the end of each semester. Managers will at that time be provided with a list of inactive e-mail accounts, and a deadline within which to respond to prevent the deletion of a listed account. All accounts not "saved" in this manner will be discarded.
5. All employees are responsible for maintaining their e-mail accounts. Each employee is responsible for deleting unwanted e-mail and moving kept e-mails to local hard-drive folders in Outlook to maintain their system account within the provided storage limits. See attached document entitled "**Creating Folders and Saving Server Space**" for step-by-step instructions.

MS Outlook: Creating folders and saving server space on the server



From the **File** menu, choose **New** and then **Folder...** Outlook will prompt you for a folder name and location. You can then click-and-drag messages from your Inbox into that folder. You can create folders inside other folders. The hierarchical structure of your mailbox organization appears if you have the folder list visible. (Select **Folder List** on the **View** menu to make it visible.)

Any folders you create inside your Inbox are accessible via the internet when you log in to Outlook Web Access. Any folders located inside your Personal Folders file (see next section) *cannot* be accessed via the internet. You can only access them from your local computer on campus.

Creating local folders

A local folder is a place to store messages on your *local* computer and therefore not take up space on the server. The advantage this has over archiving items is that you can access these messages at any time by selecting the folder they are in.

To create a local folder, follow these steps:

- From the file menu, select **New** and then **Personal Folders File (.pst)...**
- Type a name and choose a location for your file (this is on your **local** computer).
- This will add a second mailbox to your folder list. It will be at the same level in your Folder List as your server account (Inbox).
- You can create folders inside your personal folder and can move (drag) messages into these – any space you use here will not count against your quota on the server.

