



Computer User's Guide

to the Electronic Campus



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At the beginning of the *3rd week* of each new trimester, *Microsoft Exchange* email messages that are *over 120 days old* will be deleted from all student email accounts. Also, messages that have been in the **Deleted Items** folder for *10 or more days* will automatically be deleted each Thursday.

After a *year*, email accounts are *deleted* for students who are no longer enrolled at Northwest and for faculty and staff that are no longer employed at Northwest. After email messages have been deleted, they cannot be restored from the backup tapes.

Northwest *does not* monitor email *unless* a specific *complaint* is filed through the appropriate university authority or violations are found in the course of troubleshooting system problems. However, email messages may be subject to the *Freedom of Information Act* and legal investigation requests placed through proper channels when alleged violations are suspected. In addition, the legal system has ruled that email records can be subpoenaed. Under these circumstances, the privacy of your email is not guaranteed.

Mass Mail Policy

Use of mass email is severely restricted to email from the University that is relevant to official University business, the University's mission and a significant segment of the campus community. Additionally, any form of solicitation is strictly prohibited. In short, mass email publicizing events such as bake sales, dances and dinners where commercial activities may occur or tickets must be purchased are not appropriate content for a mass email and should be submitted to the *Northwest Missourian*, *Northwest News* or some such similar publication method.

Mass email is considered an appropriate form of communication for an informational item under the following circumstances:

- Emergency or crisis *affecting* or having the *potential* to affect the *entire* campus community such as:
 - * Closing and delays due to hazardous weather conditions or power outages.
 - * The need to provide special assistance to students, faculty or staff.
 - * Crimes that threaten public safety.
 - * Threat or potential threat of terrorist activity.
 - * Sudden changes in traffic, campus vehicular access and parking.
 - * Planned or sudden disruption of significant computer network features.
 - * Planned or sudden disruption of telephone, electrical or water services.
 - * Emergency and time-sensitive situations such as the outbreak of an illness.
 - * The death of a Northwest family member such as faculty or staff whose absence affects a significant portion of the campus community.
 - * Special services or events in connection with the death of a Northwest family member that are not fundraisers.
 - * Any official message generated from *Northwest News and Information*.

If not using a listserv, anyone sending the same message to more than 100 people through Northwest email must obtain approval from the appropriate university office. Violations of the Mass Mail Policy will be handled in accordance with existing university procedures for faculty, staff and students.



Obtaining Mass Mail Approval

Mass email will only be approved by *Human Resources* or *Student Affairs* if the mass email request originates from a department, division, school administration or organizational sponsor. Mass email requests from lower-level units will be denied.

Everyone must submit message requests (a copy of the intended message must also be presented at the time of the request) through the appropriate university office. Appropriate university offices to approach for approval of a mass mailing are:

Mass mailing to faculty & staff: **Human Resources**
Mass mailing to students: **Student Affairs**

Exceptions to this rule are faculty sending messages to students enrolled in their class, supervisors sending messages to their department or an organization sending messages to its membership. However, it is recommended that a listserv be used if possible.

Obtaining a Listserv

When information needs to reach a large number of people, consider using a mailing list, web page, *Notices of the Day* or an announcement in the *Northwest Missourian* or *Northwest News*.

University-sponsored organizations, academic and administrative departments, faculty and staff CAN have a listserv created for their usage. Once a listserv has been created, the owner of the account may grant membership to desired users by having them subscribe to their list.

To request a mailing list, see the *Listserv Support* web page at:

http://www.nwmissouri.edu/compserv/ClientComputing/listserv_support.htm

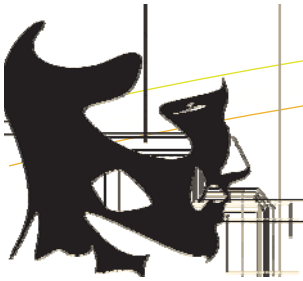
Email User Tips

- Keep email messages short and to the point. Use correct grammar and spelling. Do not use uncommon abbreviations.
- Use the Subject line when sending a message to aid the recipient in responding to email.

- When replying to an email message briefly summarize the message you received from the sender.
- To avoid difficult to read messages, use upper and lower case letters.
- Send messages only to people to whom the content is relevant.
- Never read another person's messages. Email is no different than mail received through the post office.
- Be polite and do not use threatening, hateful or otherwise abusive terminology in your messages.
- Do not abuse the privilege of sending email.
- Email messages are not private. While messages are in transit, they may pass through several systems where people can read them. Messages may also be printed by the recipient and be read by others. A general guideline is that if you would not want someone else other than the recipient to read the message, then do not send it by email.
- Email is easily misdirected due to misspellings, therefore, be careful to ensure an email address is correct before sending a message. Also, if you receive a message, keep in mind it might not be directed to you.
- Northwest students, faculty and staff must honor a recipient's or a list owner's request to stop sending messages. An exception would be granted to faculty, staff and students sending to recipients under their authority. Such exceptions include the following:
 - * Faculty sending messages to students enrolled in their class.
 - * Supervisors sending messages to their department.
 - * An organization sending messages to its membership.



If messages continue to be sent to the user despite a request that the messages be terminated, the user may report the email abuse to the *Student Affairs* office at 660-562-1242 or the *Client Computing—Information Systems Help Desk* at 660-562-1634.



Harassing Email

Harassment and intimidation of individuals via email on the basis of race, sex, or religion, as well as ethnicity, sexual orientation, or disability is strictly prohibited.

If you are the recipient of harassing email or chain mail, it is important to keep copies of these messages in your inbox. Copies of the messages will be needed as evidence for the violation in question. **Do not delete the harassing message or messages!**

Inappropriate use of campus email will result in required attendance at Northwest's *Computer Polices/Ethics Workshop* and/or other disciplinary action through the *Student Faculty Discipline Committee*.

- Report chain letters or unsolicited mass mailings to the *Client Computing* office or the *Client Computing—Information Systems Help Desk* at 660-562-1634
- Report immediately to *Campus Safety* at 660-562-1254 all threats to persons and property or by filling out the online complaint form at the *Campus Safety* web site:

<http://www.nwmissouri.edu/safety/anonymoucomplaint.htm>

- Report to *Campus Safety* at 660-562-1254 harassing messages. Harassing is defined as repeated unwanted attention. This does **not** include chain letters or unsolicited mass mailings.
- Report other suspected violations of law or Northwest policy to the *Client Computing—Information Systems Help Desk* at 660-562-1634.
- To report messages that originated outside of Northwest (sender was using an off campus email address) that violate university policy, contact the *Client Computing* office or the *Client Computing—Information Systems Help Desk* at 660-562-1634 for assistance.
- If you are the victim of harassment, you are strongly encouraged to talk with Northwest's well-trained counselors at the *Counseling Center*. The counselors will provide you with invaluable crisis support.

Complaints received from outside sources with evidence that shows a Northwest user violated university policy will be handled in the same manner as an on-campus violation.

Net Send

Net Send is governed by the **same guidelines** as **email**.

Prohibited Email

Types of email that inappropriate and prohibited on the campus network are:

Creating, forwarding or spreading chain letters in any manner is against university policy. A chain message is any message that urges recipients to pass its contents along to others.

Do not mail-bomb other systems or users. Mail-bombing is defined as sending or urging others to send a large amount of email messages to a mail server or an individual's mailbox with intent to crash the server, fill the user's mailbox or harass the recipient.

The sending of mail from Northwest servers for a commercial purpose (advertising/selling products for profit or personal financial gain) is against Northwest and MOREnet policies.

Messages with content about selling products or asking for donations may be in violation of Northwest's solicitation policy.

Do not use computer systems to send, post, or display offensive or abusive messages. This includes any text, graphic or image that would be considered by the recipient to be slanderous, vulgar, or defamatory.

Don't falsify sender's identity. Communications must show the senders true identity.

Using a mailing list to send messages whose content does not follow the intended purpose of the list is against Northwest policy.



Counseling Center Fall & Spring Trimester Hours

Monday	8 a.m. — 5 p.m.
Tuesday	8 a.m. — 5 p.m.
Wednesday	8 a.m. — 5 p.m.
Thursday	8 a.m. — 5 p.m.
Friday	8 a.m. — 5 p.m.
Office Phone	660-562-1220
Sexual Assault Hotline	660-562-1972

For after hours emergencies contact Campus Safety at 660-562-1254 or dial 911.