Acceptable Use of Information Technology

Guideline No.:	3501-GU1
Policy Reference:	3501
Category:	Information Management
Department Responsible:	Information Technology Services
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Purpose

This guideline applies directly to BCIT Policy 3501, Acceptable Use of Information Technology. This guideline defines the best practices and protocols for email and voicemail for productive and effective use of these technologies.

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1. Acceptable Use of Email

Cross-reference: Policy 3501 section 17, Policy 3502 section 5.4.3

Students, faculty, and staff have the responsibility to use the BCIT email systems in an efficient, effective, respectful, ethical and lawful manner.

BCIT electronic mail facilities include Microsoft Exchange/Outlook, Lotus Notes, and MyBCIT. When using them users must comply with the following guidelines.

DO

... check your electronic mail on a frequent and consistent basis in order to stay current with Institute-related communications.

... include a meaningful subject line in your message.

... check the address line before sending a message and check you are sending it to the right person.

... delete electronic mail messages when they are no longer required.

... unsubscribe from any mailing lists that no longer interest you. Lists generate a huge amount of mail traffic.

... take care not to express views, which could be regarded as defamatory or libellous.

... use BCC (blind copy) instead of CC to copy a message to a large number of people to avoid sharing email addresses with recipients.

... learn to recognize hoaxes that circulate via email, and do not pass them on. Snopes.com and Hoax-slayer.com are a good source of information to check if the message is a hoax.

... protect all computers from email viruses by having the anti-virus software installed

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and updated to the latest version, and do not open email attachments before scanning them first.

DO NOT
... print electronic mail messages unless absolutely necessary.
... expect an immediate reply, the recipient might not be at their computer or could be too busy to reply straight away.
... forward electronic mail messages containing comments about others without the permission of the originator.
... include information in e-mails that should not be forwarded to other individuals.
... attach unnecessary files.
... send excessively large electronic mail messages or attachments. Generally, attachments should be less than one megabyte. Note: many mail systems will not allow sending of emails, including attachments, larger than 10 megabytes.
... send, or attempt to send, spam of any kind from BCIT email accounts or BCIT network.
... participate in chain or pyramid messages or similar schemes.
... use electronic mail to send or forward material that could be construed as confidential, political, obscene, pornographic or sexually explicit, threatening, offensive or libellous.
... send email to a recipient that has indicated that he/she does not wish to receive it. This does not apply to official communication to employees and current students.
... click on an attachment unless the message has been scanned by your anti-virus program.
... use BCIT email accounts to set up personal business.
... misrepresent yourself as another person.

If you are in any doubt about an issue affecting the use of electronic mail you should consult IT Services.

Forwarding of Email
Students, faculty, and staff, who choose to have their email forwarded to a private (unofficial) email address outside the official BCIT email facilities, do so at their own risk. BCIT is not responsible for any difficulties that may occur in the proper or timely transmission or access of email forwarded to any unofficial email address, and any such problems will not absolve students, faculty, or staff of their responsibility to know and comply with the content of official communications sent to official BCIT email addresses.

2. Acceptable Use of Voicemail
Cross-reference: Policy 3501 section 18

BCIT provides voice mail messaging to its faculty and staff for internal business purposes. Members of the BCIT community should limit their use of the system to this purpose.

DO
... regularly check your voice-mailbox.
... record your own name and voice-mail greetings.

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DO NOT

... make any telephone calls or leave voice-mails that could be considered to be obscene, suggestive or defamatory or that may harass, distress or otherwise offend the recipient.

... disclose your password to anyone or allow anyone else to access your voice-mailbox.

... use anyone else's password or voice mail account.

... use the same password for your voice-mail service as your telephone number

... forge or otherwise misrepresent your personal identity.

... use voice mail for personal business purposes, or advertising not related to BCIT business needs

Voice-mail Greetings

- Replace the information in square brackets below with your particulars. Optional information is in parenthesis. If you have a BCIT supplied cell phone include the optional information in your greeting. Repeat the cell number twice slowly.
- When specifying absences state the date of your return as opposed to the last date of your absence.
- If you specify a period of applicability in your message (e.g. for the week of Oct 15th), remember that you have made an implied commitment to keeping this information up to date. If you have trouble keeping your greeting up to date then better to omit the period of applicability.
- If you are out of the office and unreachable specify an alternate contact. Make sure this person will be available through out the period of your absence.

Voicemail Greeting (In the Office)
This is [your name] of [your department] (for the [period of])
I am in the office but not able to take your call. (My hours of work are [hours of work].)
Please leave me a detailed message and I will return your call as soon as possible. (If your call is urgent please contact me on my cell at [my cell number -- repeat twice])
Thank You.

Voicemail (Extended Absence)
This is [your name] of [your department] (for the [period of]).
I will not be in the office from [from date] returning on [return date]. During this time I will not be checking for messages.
In my absence please contact [person acting for me] at [telephone number of acting person].
If your call can wait until my return, please leave me a detailed message.
Thank You.

Voicemail (If Away from Office but Calling Semi-regularly in for Messages)
This is [your name] of [your department] (for the [period of]).
I will not be in the office from [from date] returning on [return date] but will be checking in for messages.
Please leave a detailed message and I will return your call later today. (If your call is urgent please contact me on my cell at [my cell number -- repeat twice]).
Thank You.

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Related Documents

BCIT Policy 3501, Acceptable Use of Information Technology

Amendment History

1. Created   2016 May 30