



ELECTRONIC COMMUNICATION PROCEDURE

Policy Number: 2.4002

Subject Area: General College Policies/Administration

Adopted: 03/23/2015

Revised: 06/16/2025

I. Purpose

This procedure document provides specific implementation guidelines for complying with the Electronic Communication Policy of Kaskaskia College. It outlines the approved electronic communication platforms, usage guidelines, and processes to ensure proper management and security of all electronic communications conducted for college business.

II. Standard Implementation

The following are foundational elements for ensuring compliance with the requirements outlined in the Electronic Communication Policy. Additional requirements may be imposed for members of the College community with access to Confidential Data or Contractually/Legally Restricted Data.

III. Electronic Mail (Email)

- All Kaskaskia College constituents and other approved members of the college's community performing college business tasks will be assigned institutional logon credentials and if needed Email Addresses, which will be the only address that college business is to be sent and received through.
 - Microsoft Exchange 365 (@Kaskaskia.edu, and @students.kaskaskia.edu addresses)
 - Individuals may be provided multiple mailboxes to various business work divisions
- Personal use of an Official Email Address is allowed, provided that such personal use:
1. Does not materially interfere with performance of college business;
 2. Does not interfere with the performance of a Kaskaskia College's network;
 3. Usage must also be compliant with laws, and all Kaskaskia College's institutional policies and procedures.

IV. Instant/Chat Messaging

All Kaskaskia College constituents and other authorized members of the college community are permitted to conduct official college business using instant messaging platforms that have been approved by the Kaskaskia College Information Technology (IT) department. The current approved instant messaging platforms are:

- Microsoft Teams (when accessed through a user's college-assigned Microsoft 365 account)
- Chat capabilities within approved Kaskaskia College applications, such as Canvas or Zoom.

V. Video or Audio Conferencing

All Kaskaskia College constituents and other authorized members of the college community may conduct official college business using video and/or audio-conferencing tools that are provided or approved by the Kaskaskia College Information Technology (IT) department. The currently approved video/audio conferencing platforms are:

- Zoom (when accessed through a college assigned License)
- Microsoft Teams (when accessed through college assigned account)

Individuals should exercise caution when attending meetings hosted by platforms from outside the college accounts/licensing, as our institution cannot verify the security or integrity of those communications.

We encourage using our approved business communication platforms whenever possible, rather than alternatives such as WebEx, GoTo Meeting, WhatsApp, or Google Chat. When circumstances require using these alternative platforms for meetings, we ask college community members to be mindful about sharing Institutional Data, as the security and privacy protections may vary. If you have questions on whether a platform is approved or could become approved, please contact Kaskaskia College IT department.

VI. Voice

Our voice communication policy complements the above by ensuring all verbal interactions are conducted with

professionalism, respect, confidentiality, and IT security. Faculty, staff, and students must use clear, secure communication technologies that align with the Family Educational Rights and Protection Act (FERPA) and IT security guidelines, maintaining a respectful and protected academic environment. College business conducted via voice communication protocols must be handled with the highest level of care to ensure the security of the communication. It is recommended that user identities be verified to prevent unauthorized access.

VII. Request for Approval of New Electronic Communication Platforms

To request consideration for a new electronic communication platform:

1. Submit a formal request to the IT department that includes:
 - Name and description of the platform
 - Business justification for the request
 - Types of institutional data that will be shared on the platform
 - Security features of the platform
2. The IT department will review the request and make a determination based on:
 - Security standards
 - Compatibility with existing systems
 - Compliance with regulations
 - Cost and resource requirements
3. The CIO or designee will communicate the decision and any implementation requirements if approved.

VIII. Reporting Violations

Suspected violations of the Electronic Communication Policy should be reported to:

- The IT department Helpdesk
- The Chief Information Officer
- Or privacy@kaskaskia.edu

IX. Contact Information

For questions or suggestions about our Electronic Communication Procedure, contact privacy@kaskaskia.edu.

Approval History:

Replaces Email Procedure 4.66 Approved March 23, 2015

Updated 06/16/25;