

District Technology Committee

Recommendation to Vice Presidents, Administrative Services

The District Technology Committee has discussed the following topic and made the conclusions and recommendations as stated herein:

Topic: All College (@XXXX-ALL-USERS) email capability assignment and responsibility for authorization of this email capability to district staff, and college faculty and staff.

Discussion: Recently several colleges have inquired about the authorization process and assignment of the All College email capability as assigned by other colleges. This email assignment allows the user to send a campus wide email to all college email addresses. This is a very useful tool for wide area contacts to the college community. While this tool is valuable it has some repercussions if not assigned judiciously within the campus community. The following problems can occur when this capability is abused or improperly used:

- Emails with large attachments take up considerable space in temporary email storage. Consequently this may strain a college's email storage capacity; adversely affecting the system.
- If emails with large attachments are forwarded, especially internally, this creates and additional email strain by adding more copies to storage in the "Sent Items" file and the recipients "Inbox".
- Emails sent using this address can become burdensome on the email system as well as the "Inbox" of every user when a reply is sent using the "Reply to All" function. This resends the same email and thereby increases the number of system wide emails sent. If a large number of staff follow this Reply procedure email storage requirements will continue to increase.
- Campuses who have issued this capability on a wide basis have employees who regularly complain about the "Reply All" feature used by the unsophisticated email user.

Recommendation: This is a very useful feature in the communication function for any campus. We recommend that the capability to use All College email processing, as policy, be limited in the following manner:

1. The authority to issue approval for such capability is approved at the Senior Staff level at both the College and District locations.
2. College Senior Staff, Deans and Faculty leadership (Union representatives and Senate President and Vice President) College IT Manager, Director of College Facilities, and the Sr. Computer and Network Support Specialist are automatically accorded this capability.
3. The ability to use the All College function is limited to internal campus usage only. Individuals from other campuses may not have the ability to use the All College email function at another campus without the permission of the college president. The only exception to this may be the staff development coordinators who may have training programs of benefit to all colleges.
4. That when using the All College list the User places the address in the BCC address line thus eliminating the ability to "Reply All" to the entire campus.
5. That All College emails be limited to 1 megabyte in size for each message (IT can set this function in Outlook)