

FSCOT Agenda
November 3, 2020

Zoom Connection: <https://ksu.zoom.us/j/7855322637>
Phone Connection: +1 669 900 6833 or +1 646 876 9923

- 1.) Turn on recording
- 2.) Call meeting to order – **Brett**
- 3.) Approve agenda – **Brett**
- 4.) Reports:
 - a. Extended IT Leadership Group – **Brett & Michael**
 - i. No Report
 - b. Office 365 Governance Group – **Michael**
 - i. No Report
 - c. IT Policy Review Team – **Don Crawford**, Information Technology Manager, Architecture, Planning & Design, FSCOT Member:
 - i. Attachment # 1: IT Policy Review Team
 1. Overview of team members, review process, and policies queued for review
 - ii. Attachment # 2: Review of PPM 3455 Electronic Mail Policy
 1. Document containing the original policy, suggested revisions, and proposed draft
 2. Feedback and motion to approve
 - iii. Attachment # 3: Review of PPM 3460 Official Electronic Correspondence
 1. Document containing the original policy, suggested revisions, and proposed draft
 2. Feedback and motion to approve
 - iv. Attachment # 4: Revised Policy Review Process - June 18, 2020x
 1. Document containing the original process and the newly drafted process
 - d. Project Governance Group – **Brett**
 - i. No Report

- e. Record and Retention Committee – **Lisa Shappee**, Library Director/Associate Professor, K-State Polytechnic, FSCOT Member:
 - i. At the November 17, FSCOT meetings, the Record and Retention Committee brings to FSCOT the three documents for informational purposes only – no action is needed by FSCOT (Please review them in the FSCOT TEAMS files)
 - ii. Also they will provide a presentation and general discussion about retention policies for academic records and materials
 - 1. Submit questions ahead of time
- 5.) Old Business (Business from Previous Meetings):
 - a. Top Hat contract – **Scott Finkeldei**, Director of Academic and Student Technology, Information Technology Services and FSCOT Liaison for Chief Information Officer
 - b. Academic Technology Tools committee, feedback from special meeting of October 20 – **Scott Finkeldei**, Director of Academic and Student Technology, Information Technology Services and FSCOT Liaison for Chief Information Officer
 - i. Attachment # 5: Statement from Scott Finkeldei – Follow up from discussion about academic technology tools of October 16.
 - ii. Action Items for FSCOT
 - 1. Motion to move forward with the general concept and discussion with the Provost office, Teaching Learning Center, Global Campus, and Faculty Senate Leadership
- 6.) New Business:
 - a. Teams Retention Policy – **Don Crawford**, Information Technology Manager, Architecture, Planning & Design, FSCOT Member:
 - i. Attachment # 6: Email from Don
 - b. December 1, Meeting is double booked with Executive Committee -- Need to think about what to do
 - c. Cybersecurity Awareness Training:
 - i. As of 1pm, November 2, there were 4460/11054, 44%, summary will be provided to units in terms of numbers this week.
- 7.) Other Items – **Group**
- 8.) Adjourn meeting—**Brett**

Future Meetings and Agenda:

November 17, 3:30 to 5:00 pm – Second November meeting, Report and action on Record Retention Committee

December 1, First December meeting, Exec was moved from Fall break to December 1, so we need to determine if we want to have a December meeting and when that would be.

Attendance:

- Aryan Tayal, Student Representative
- Be Stoney, Education (18-22)
- Bill Zhang, Engineering (20-23)
- Bob Larson, Veterinary Medicine (18-21)
- Brett DePaola, Arts and Sciences (17-22) Co-Chair
- Colby Moorberg, Agriculture (20-22)
- Don Crawford, Architecture, Planning, and Design (20-22)
- Ignacio Ciampitti, Extension (20-22)
- Jason Maseberg-Tomlinson, General University (20-23)
 - Jim Bach, General University alternate (20-23)
- Lisa Shappee, Technology & Aviation K-State Polytechnic (15-21)
- Martin Seay, Health and Human Sciences (20-21)
- Michael Raine, Business Administration (07-20) Co-Chair
- Ryan Otto, K-State Libraries (17-20)

Non-voting Attendees:

- Gary Pratt, CIO
- Debbie Webb, Liaison for University Support Staff
- Scott Finkeldei, Liaison for Chief Information Officer

Guests:

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Attachment # 1:

10/5/2020

IT Policy Review Team

Members: Rebecca Gould, Julie Bell, Donald Crawford, Ian Czarnezki

Process to develop or review existing policies

1. IT Communications Team works with a subject matter expert(s) to draft or edit (policy showing markup). This is shared with the Policy Review Team (a subset of IT Extended Leadership) who review, edit, and prepare for routing to appropriate stakeholders. The intake process might be a new/proposed policy, changes to a service, or a recommendation to review IT policies brought forward by the campus community.
2. Policy Review Team routes proposed or edited policy through appropriate review channels such as System Administrators, governance groups, administrative units, President's Cabinet (this will vary with the policy). The Office of General Counsel is notified that the policy is under review. This ensures a timely review period and that stakeholders have been consulted. The team summarizes the information and makes edits to the policy in response to comments. The consulting period should be no longer than two months.
3. Policy Review Team brings revised policy along with comments to the Office of General Counsel.
4. The final draft is shared and reviewed by IT Extended Leadership.
5. The CIO notifies the campus community that the policy has been finalized.
6. The policy is also included in the [K-State Policy and Procedures Manual](#) with appropriate links to the IT Policies section of the ITS website.

Policies in the review queue:

- PPM 3433 Data Classification and Security Policy
- PPM 3436 Media Sanitization and Disposal
- PPM 3450 K-State eID Policy
- PPM 3455 Electronic Mail Policy
- PPM 3460 Official Electronic Correspondence
- PPM 3470 Technology Enhanced Classrooms

Attachment #2:

ORIGINAL: Electronic Mail Policy

Chapter 3455

Revised September 2, 2010

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[.030 Related Kansas Law and Board of Regents Policy](#)

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.010 Introduction

This Policy clarifies the applicability of law and certain other University policies to electronic mail. Users are reminded that all usage of K-State's information technology resources including electronic mail is subject to all University policies including [K-State's Information Technology Usage Policy](#).

.020 Policy

The University encourages the use of electronic mail and respects the privacy of users. Nonetheless, electronic mail and data stored on the University's network of computers may be accessed by the University for the following purposes:

For items A-G, the extent of the access will be limited to what is reasonably necessary to acquire the information and/or resolve the issue.

1. troubleshooting hardware and software problems,
2. preventing unauthorized access and system misuse,
3. retrieving University business related information, *
4. investigating reports of alleged violation of University policy or local, state or federal law, *
5. complying with legal requests (e.g.; court orders) for information, *
6. rerouting or disposing of undeliverable mail,
7. addressing safety or security issues.

* The system administrator will need written approval, including email, indicating the extent of access that has been authorized from the Chief Information Officer (CIO) or the CIO's designee, to access specific mail and data for these purposes.

To the greatest extent possible in a public setting individuals' privacy should be preserved. However, there is no expectation of privacy or confidentiality for documents and messages stored on University-owned equipment. Users of electronic mail systems should be aware that, in addition to being subject to authorized access, electronic mail in its present form cannot be secured and is, therefore, vulnerable to unauthorized access and modification by third parties. Receivers of electronic mail documents should check with the purported sender if there is any doubt about the identity of the sender or the authenticity of the contents, as they would with print documents. Users of electronic mail services should be aware that even though the sender and recipient have discarded their copies of an electronic mail record, there may be back-up copies of such electronic mail that can be retrieved.

University electronic mail services may, subject to the foregoing, be used for incidental personal purposes provided such use does not interfere with University operation of information technologies including electronic mail services, burden the University with incremental costs, or interfere with the user's employment or other obligations to the University.

Registered student and campus organizations such as the College Republican Club or the Young Democrats may use their membership listservs to notify members of meetings, speeches, or rallies. Faculty members may use electronic systems for course-related discussions of political topics. Individuals may use email to exchange ideas and opinions, including those dealing with political issues. The latter is generally considered an incidental use of the email system. However, University information technology resources, including email, may not be used to support partisan political candidates or party fundraising. This statement is consistent with Kansas law and Board of Regents policy on political activity. (See Kansas law and Board of Regents policy printed at the end of this policy.)

Electronic mail may constitute a public record like other documents subject to disclosure under the Kansas Open Records Act or other laws, or as a result of litigation. However, prior to such disclosure, the University evaluates all requests for information submitted by the public for compliance with the provisions of the Act or other applicable law. In addition, electronic mail may constitute University records subject to the University's Retention of Records Policy (PPM, Chapter 3090). As such, they may need to be retained for longer than an email system is capable of retaining them. It is the responsibility of the sender/recipient to determine if a particular email message constitutes a university record.

If an email message is a university record (as defined in PPM, Chapter 3090) it is subject to the same retention period as the paper equivalent. Email messages which require long-term retention should be either retained electronically on retrievable media or printed, including all header and transmission information, and filed with their electronic or paper equivalents by the sender/recipient. K-Staters should not consider back-up media on the central system as permanent archival storage (email back up media are only available for 30 days). Incidental personal electronic mail which is not subject to the Retention of Records Policy may be destroyed at the user's discretion.

Faculty, unclassified professionals, and classified employees may not suppress publication of (e.g., unlist) their University Computing ID in the online white pages, K-State Phone Book or other official publication of Kansas State University. Exceptions for special circumstances must be approved by the Chief Information Officer or official designee.

Email is considered a formal communication by the University with faculty, staff and students. Faculty, staff and students are expected to check their email on a frequent and consistent basis in order to stay current with University and/or faculty-student related communications. For more information regarding official correspondence see [K-State's Official Electronic Correspondence with Faculty, Staff and Students Policy](#).

Violations of University policies governing the use of University electronic mail services may result in restriction of access to University information technology resources in addition to any disciplinary action that may be applicable under other University policies, guidelines or implementing procedures, up to and including dismissal.

In January of each year the Chief Information Officer will report to the Faculty Senate regarding cases dealt with that year. For privacy purposes all names will be omitted.

.030 Related Kansas Law and Board Of Regents Policy

Kansas Statutes Annotated (K.S.A.) 25-4169a. Use of public funds, vehicles, machinery, equipment and supplies and time of certain officers and employees to influence nomination or election of candidate prohibited; exceptions; misdemeanor.

1. No officer or employee of the State of Kansas, any county, any unified school district having 35,000 or more pupils regularly enrolled, any city of the first class or the board of public utilities of the city of Kansas City, Kansas, shall use or authorize the use of public funds or public vehicles, machinery, equipment or supplies of any such governmental agency or the time of any officer or employee of any such governmental agency, for which the officer or employee is compensated by such governmental agency, to expressly advocate the nomination, election or defeat of a clearly identified candidate to state office or local office. The provisions of this section prohibiting the use of time of any officer or employee for such purposes shall not apply to an incumbent officer campaigning for nomination or reelection to a succeeding term to such office or to members of the personal staff of any elected officer.

2. Any person violating the provisions of this section shall be guilty of a class C misdemeanor.

Kansas Board of Regents Policy and Procedures Manual (15F, section d): In the interest of the fullest participation in public affairs, personnel are free to express opinions speaking or writing as an individual in signed advertisements, pamphlets and related material in support of or opposition to parties and causes. There will be the commensurate responsibility of making plain that each person so doing is acting for himself and not in behalf of an institution supported by tax funds drawn from citizens of varying political and economic views.

.040 Questions

Questions regarding this policy should be sent to the [Chief Information Officer](#) (CIO).

Proposed REVISIONS: Electronic Mail Policy

Chapter 3455

Revised September 2, 2010, September 2020

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[.060 Questions](#)

.010 Introduction

This Policy clarifies the applicability of law and certain other University policies to electronic mail. Users are reminded that all usage of K-State's information technology resources including electronic mail is subject to all University policies including [K-State's Information Technology Usage Policy](#).

Kansas State University provides email accounts for all students, faculty, and staff. The University reserves the right to place constraints on the use of email to protect its legal position to respect copyright, telecommunications, anti-discrimination, and contractual law to ensure the confidentiality of communications, and the protection of privacy and to comply with record retention requirements.

.020 Policy

The University encourages the use of electronic mail and respects the privacy of users. Nonetheless, electronic mail and data stored on the University's network of computers may be accessed by the University for the following purposes:

For items A-G, the extent of the access will be limited to what is reasonably necessary to acquire the information and/or resolve the issue.

8. troubleshooting hardware and software problems,
9. preventing unauthorized access and system misuse,
10. retrieving University business related information,*
11. investigating reports of alleged violation of University policy or local, state or federal law,*
12. complying with legal requests (e.g.; court orders) for information,*
13. rerouting or disposing of undeliverable mail,
14. addressing safety or security issues.

* The system administrator will need written approval, including email, indicating the extent of access that has been authorized from the Chief Information Officer (CIO) or the CIO's designee, to access specific mail and data for these purposes.

Official communication for Kansas State University students and employees should be made through the K-State email system (elD@ksu.edu or elD@k-state.edu). The use of non-K-State email for sending confidential and sensitive information is prohibited. For purposes of this policy, "email" includes all offerings encompassing email, calendaring, contacts and contact management, and mailing lists and list management.

To the greatest extent possible in a public setting individuals' privacy should be preserved. However, there is no expectation of privacy or confidentiality for documents and messages stored on University owned equipment. Users of electronic mail systems should be aware that, in addition to being subject to authorized access, electronic mail in its present form cannot be secured and is, therefore, vulnerable to unauthorized access and modification by third parties. Receivers of electronic mail documents should check with the purported sender if there is any doubt about the identity of the sender or the authenticity of the contents, as they would with print documents. Users of electronic mail services should be aware that even though the sender and recipient have discarded their copies of an electronic mail record, there may be back-up copies of such electronic mail that can be retrieved.

.030 Confidentiality and Privacy

Kansas State University does not guarantee privacy in anything stored, sent, or received on the University's email system. Students and employees have no expectation of privacy in email messages sent through University email accounts as outlined in the Information Technology Usage policy. <https://www.k-state.edu/policies/ppm/3400/3420.htm> .

University electronic mail services may, subject to the foregoing, be used for incidental personal purposes provided such use does not interfere with University operation of information technologies including electronic mail services, burden the University with incremental costs, or interfere with the user's employment or other obligations to the University.

Incidental personal use is permitted as long as it does not have negative effects on other email accounts, jeopardize the email system, get in the way of fulfilling job responsibilities, or violate the law or the [Information Technology Usage Policy](#) or of any other policy or guideline of the University.

Registered student and campus organizations such as the College Republican Club or the Young Democrats may use their membership listservs to notify members of meetings, speeches, or rallies. Faculty members may use electronic systems for course-related discussions of political topics. Individuals may use email to exchange ideas and opinions, including those dealing with political issues. The latter is generally considered an incidental use of the email system. However, University information technology resources, including email, may not be used to support partisan political candidates or party fundraising. This statement is consistent with Kansas law and Board of Regents policy on political activity. (See Kansas law and Board of Regents policy printed at the end of this policy.)

A. Proper Usage

Email must be consistent with Kansas State University policies, meet ethical conduct and safety standards, and comply with applicable laws and proper business practice. State law prohibits the use of public resources in support of political candidates.

~~Electronic mail may constitute a public record like other documents subject to disclosure under the Kansas Open Records Act or other laws, or as a result of litigation. However, prior to such disclosure, the University evaluates all requests for information submitted by the public for compliance with the provisions of the Act or other applicable law. In addition, electronic mail may constitute University records subject to the University's Retention of Records Policy (PPM, Chapter 3090). As such, they may need to be retained for longer than an email system is capable of retaining them. It is the responsibility of the sender/recipient to determine if a particular email message constitutes a university record.~~

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F. Record Retention

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Incidental personal electronic mail which is not subject to the Retention of Records Policy may be destroyed at the user's discretion.

~~Faculty, unclassified professionals, and classified employees may not suppress publication of (e.g., unlist) their University Computing ID in the online white pages, K-State Phone Book or other official publication of Kansas State University. Exceptions for special circumstances must be approved by the Chief Information Officer or official designee.~~

D. Publication of Email Addresses

Email addresses are classified as directory information under the Family Educational Rights and Privacy Act of 1974 (FERPA) and will be listed in the Kansas State University electronic directory unless the **student** desires to withhold this information by filling out a Hold Directory Information form available in the Records section of the Office of the Registrar. Email distribution in bulk or via the class roster mechanism will be for official University business only.

~~Email is considered a formal communication by the University with faculty, staff and students. Faculty, staff and students are expected to check their email on a frequent and consistent basis in order to stay current with University and/or faculty-student related communications. For more information regarding official correspondence see [K-State's Official Electronic Correspondence with Faculty, Staff and Students Policy](#).~~

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In January of each year the Chief Information Officer will report to the Faculty Senate regarding cases dealt with that year. For privacy purposes all names will be omitted.

.040 Sanctions

Violations of University policies governing the use of University electronic mail services may result in restriction of access to University information technology resources in addition to any disciplinary action that may be applicable under other University policies, guidelines, or implementing procedures, up to and including dismissal.

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(a) (1) No officer or employee of the state of Kansas, or any municipality, shall use or authorize the use of public funds or public vehicles, machinery, equipment or supplies of any such governmental agency or the time of any officer or employee of any such governmental agency, for which the officer or employee is compensated by such governmental agency, to expressly advocate the nomination, election or defeat of a clearly identified candidate to state office or local office. The provisions of this section prohibiting the use of time of any officer or employee for such purposes shall not apply to an incumbent officer campaigning for nomination or reelection to a succeeding term to such office or to members of the personal staff of any elected officer. The provisions of this section shall not apply to the statutory duties of the commission on judicial performance pursuant to article 32 of chapter 20 of the Kansas Statutes Annotated, and amendments thereto.

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Kansas Board of Regents Policy and Procedures Manual (Chapter 2, 13, section

d) <https://www.kansasregents.org/about/policies-by-laws->

[missions/board_policy_manual_2/chapter_ii_governance_state_universities_2/chapter_ii_full_text](#)): In

the interest of the fullest participation in public affairs, personnel are free to express opinions speaking or writing as an individual in their personal capacity and not as a representative of the institution in signed advertisements, pamphlets and related material in support of or opposition to parties and causes. There shall be the commensurate responsibility of making plain that each person so doing is acting for himself or herself and not on behalf of an institution supported by tax funds drawn from citizens of varying political and economic views. This responsibility includes avoiding the use of university letterhead and stationery and other official university designations. Employees testifying before the Legislature on behalf of outside entities shall notify their institution's designated representative prior to such testimony.

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DRAFT: Electronic Mail Policy

Chapter 3455

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A. Proper Usage

Email must be consistent with Kansas State University policies, meet ethical conduct and safety standards, and comply with applicable laws and proper business practice. State law prohibits the use of public resources in support of political candidates.

Incidental personal use is permitted as long as it does not have negative effects other email accounts, jeopardize the email system, get in the way of fulfilling job responsibilities or violate the law or the [Information Technology Usage Policy](#) or of any other policy or guideline of the University.

B. Ownership of Email Data

The University owns all K-State email accounts. Subject to underlying copyright and intellectual property rights under applicable laws and University policies. The University also owns data transmitted or stored using University email accounts and is not be used or redistributed for non-business purposes.

C. Forwarding

Students and employees are prohibited from automatically forwarding Kansas State University email to a third-party system.

D. Publication of Email Addresses

Email addresses are classified as directory information under the Family Educational Rights and Privacy Act of 1974 (FERPA) and will be listed in the Kansas State University electronic directory unless the student desires to withhold this information by filling out a Hold Directory Information form available in the Records section of the Office of the Registrar. Email distribution in bulk or via the class roster mechanism will be for official University business only.

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University evaluates all requests for information submitted by the public for compliance with the provisions of the Act or other applicable law.

Electronic mail may constitute University records subject to the University's Retention of Records Policy (PPM, Chapter 3090). As such, they may need to be retained for longer than an email system retains them. It is the responsibility of the sender/recipient to determine if a particular email message constitutes a university record. If an email message is a university record (as defined in PPM, Chapter 3090) it is subject to the same retention period as the paper equivalent. Email messages which require long-term retention should be either retained electronically on retrievable media or printed, including all header and transmission information, and filed with their electronic or paper equivalents by the sender/recipient.

Incidental personal electronic mail which is not subject to the Retention of Records Policy may be destroyed at the user's discretion.

F.Expiration of Email Accounts

Individuals may leave the University for a variety of reasons, which gives rise to differing situations regarding the length of time email privileges or expiration of accounts. The guidelines regarding those privileges are outlined in email deprovisioning guidelines. Notwithstanding the deprovisioning guidelines, the University (K-State, President, Provost, Deans, or General Counsel) reserves the right to revoke email privileges at any time. Any email account that has not been accessed within 12 months will be deleted or suspended.

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Kansas State University does not guarantee privacy in anything stored, sent or received on the University's email system. Students and employees have no expectation of privacy in email messages sent through University email accounts as outlined in the [Information Technology Usage Policy](#). In January of each year the Chief Information Officer will report to the Faculty Senate regarding cases dealt with that year. For privacy purposes all names will be omitted.

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[Kansas Board of Regents Policy and Procedures Manual](#) (Chapter 2, 13, section d)

.050 Questions

Questions regarding this policy should be sent to the [Chief Information Officer](#) (CIO).

Email Deprovisioning Guidelines (to be posted on a separate web page or in the knowledge base).

Individuals may leave the University for a variety of reasons, which gives rise to differing situations regarding the length of time email privileges or expiration of accounts. The guidelines regarding those privileges are outlined in email deprovisioning guidelines below. Notwithstanding the deprovisioning guidelines, the University (K-State, President, Provost, Deans, or General Counsel) reserves the right to revoke email privileges at any time.

Any email account that has not been accessed within 12 months will be deleted or suspended.

STUDENT ROLE

- Students no longer enrolled at K-State will lose access 365 days after enrollment ceases.
- Persons who are admitted but do not enroll will lose access 30 days after they are no longer identified in the system as affiliated (this usually takes 365 days).

- Students whose potential access to K-State email may not be in the best interests of the University (based on access to confidential information or other liability protection) may immediately lose access to email at the request of the Director of Student Life. The request is made to the CIO.
- Additionally, students' access to email may be immediately terminated without notice for those accounts/access that is through a second or shared eID or other policy violations.

EMPLOYEE ROLE

- The default rule is that separated employees will have access to email for 30 days after their termination date. NOTE: Employees with emeritus status are exempt from this default rule and may maintain their email access so long as the exception below does not apply. Retired and emeritus faculty and staff who currently have email will be grandfathered in.
- Employees who are terminated for cause or who separated and whose potential access to confidential information may not be in the best interests of the University may immediately lose access to email at the request of their supervisor. The request is made to the CIO.
- When a person is both an employee and a student at the time of separation from employment, the student role will take precedence. To further clarify, if the person is no longer enrolled as a student at the time of their employment separation, the employee role will take precedence.
- Faculty who are retiring and who have students with incompletes will be able to request one extension of up to 90 days, subject to the approval of the applicable department head.

ADJUNCT ROLE

- Adjunct faculty, coded as temporary faculty/staff, will have access to email for 180 days following the end of their employment at K-State. If these employees do not return to service within those 180 days, they will lose access to email (Question: Immediately or with a grace period).

Subject Matter Experts

- 1) David Malia
- 2) Rob Wirtz
- 3) Registrar?
- 4) HCS?

Consulted on Deprovisioning (2018)

- 1) Alumni Association
- 2) Global Campus
- 3) Human Capital Services
- 4) IT – IDM, Communications, Academic and Student Technology
- 5) Office of General Counsel
- 6) Office of Student Life

Consult on Revisions to Electronic Mail Policy

- 1) CAPP - Betsy Draper
- 2) FSCOT - Don Crawford
- 3) SGA Student Technology Committee
- 4) Office of the Registrar
- 5) Office of Student Life
- 6) Communications and Marketing

Policies Reviewed

University	URL

KU March 1998	Electronic Mail - https://bit.ly/3gWwPt8
Auburn April 2019	Employee and Student Email Policy - https://sites.auburn.edu/admin/universypolicies/Policies/EmployeeandStudentEmailPolicy.pdf
Harvard	Email Policies - https://www.hsph.harvard.edu/information-technology/resources/policies/email-policies/
Indiana Universit y August 2011	Use of Electronic Mail - https://bit.ly/2EU2qyL
Iowa State Universit y Nov 2012	Email, University Communications - https://bit.ly/2QMGc4b
LSU August 2007	Use of Electronic Mail - https://www.lsu.edu/policies/ps/ps_6.15.pdf
NC State Feb 2015	Institutional Email - https://ncstatecollege.edu/documents/President/PoliciesProcedures/PolicyManual/Final%20PDFs/19-22.pdf
Oklahom a State Universit y March 2017	Appropriate Use Policy - https://adminfinance.okstate.edu/site-files/documents/policies/appropriate-use-policy.pdf
Texas A&M 2003	Student email - https://bit.ly/2ExTgao
Universit y of Wisconsi n August 2004	Email Address Requirements - https://registrar.wisc.edu/email/
Washingt on State Universit y Oct 2015	Electronic Communication Policy - https://policies.wsu.edu/prf/index/manuals/executive-policy-manual-contents/ep4-electronic-communication-policy/

Attachment # 3:

Options for Policy:

- 1) Edit and review as provided below
- 2) Incorporate information into the Electronic Mail Policy (PPM 3455) and delete.

ORIGINAL: Official Electronic Correspondence with Faculty, Staff, and Students

Chapter 3460

Revised September 2, 2010

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- [.020 Policy](#)
- [.030 Forwarding of Email](#)
- [.040 Communicating Confidential Information](#)
- [.050 Questions](#)

.010 Introduction

There is an increasing need for efficient communication with and among faculty, staff, and students in order to conduct official business at Kansas State University. All faculty, staff, and students are issued a K-State eID and an email account for use throughout the time they are their time as a student or an employee. The definition of an official University email address is eID@ksu.edu or eID@k-state.edu. Although email is not the only form of formal communication, email is an appropriate mechanism for formal communication by the University with faculty, staff, and students. If faculty, staff, or students choose to forward their mail to another email address (AOLGmail, Hotmail, departmental server, etc.), their primary campus email address remains the official destination for official university correspondence.

.020 Policy

Email shall be considered an appropriate mechanism for official communication by Kansas State University with faculty, staff, and students. Email shall also be considered an appropriate mechanism for official communication by faculty with students. The University has the right to send official communications via email to faculty, staff, and students with the full expectation that those communications will be received and read in a timely fashion.

The same expectation may be held for faculty communicating via email with students.

Official communications will be sent to the recipients' official University email addresses. Faculty, staff, and students are expected to check their email on a frequent and consistent basis in order to stay current with University and/or faculty-student related communications.

Faculty, staff, and students receiving official email communication must ensure that there is sufficient space in their accounts to allow for email to be delivered. It should be recognized that certain communications may be time-critical. Faculty, staff, and students will not be held responsible for any interruption in their ability to access an email message due to a system-related problem that may prevent the timely delivery or access to the message (power outages, system viruses, etc.).

.030 Forwarding of Email

Faculty, staff, and students who choose to have their email forwarded to a private, unofficial email address (e.g., aol.com, yahoo.com, hotmail.com, cox.net) outside the official university network address (ksu.edu) do so at their own risk. The University 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.

.040 Communicating Confidential Information

Users of electronic mail systems should be aware that, in addition to being subject to authorized access, electronic mail in its present form is not secure and is, therefore, vulnerable to unauthorized access and modification by third parties. Confidential information, such as student grades, should not be sent to a student with a private, unofficial, non-K-State email account (i.e., aol.com, yahoo.com, hotmail.com, cox.net, etc.). Faculty may require students to provide their official K-State email address (eID@ksu.edu) to receive a reply. A

recommended step is to provide generic replies only, directing students to University tools that require authentication, such as K-State Online and Blackboard.

.050 Questions

Questions regarding this policy should be sent to the [Chief Information Officer](#) (CIO).

Recommendation 1: Remove the policy and incorporate the information into PPM 3455

Recommendation 2: If the policy is retained edit to include the information provided below and consider moving to PPM 3000 General Policies and Procedures

REVISIONS: Official Electronic Correspondence with Faculty, Staff, and Students

Chapter 3460

Revised September 2, 2010; **September 2, 2020**

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.050 [Questions](#)

.010 Introduction

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All faculty, staff, and students are issued a K-State eID and an email account for use throughout the time they are a student or an employee. The definition of an official University email address is eID@ksu.edu or eID@k-state.edu. Although email is not the only form of formal communication, email is an appropriate mechanism for formal communication by the University with faculty, staff and students. If faculty, staff, or students choose to forward their mail to another email address (AOL, Hotmail, departmental server, etc.), their primary campus email address remains the official destination for official university correspondence.

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.050 Instructional Uses of Email

Faculty retain autonomy in determining how email or other forms of electronic communications will be used in their classes. These requirements must be specified in the course syllabus.

.050 .060 Questions

Questions regarding this policy should be sent to the [Chief Information Officer \(CIO\)](#).

PROPOSED REVISIONS DRAFT: Official Electronic Correspondence with Faculty, Staff, and Students

Chapter 3460

Revised September 2, 2010; September ?, 2020



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.010 Introduction

Electronic mail (email), like postal mail, is a mechanism for official university communication. The university will exercise the right to send email communications to students, faculty, and staff, which will be received and read in a timely manner.

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The University prohibits students, faculty, and staff from forwarding e-mails to their personal e-mail accounts. Problems that arise if an email has been forwarded will not absolve students, faculty, and staff of their responsibility to know and comply with the content of official communications sent from an official K-State on email address.

.040 Security and Privacy

Official University communications sent by email are subject to the same public information, privacy, and records retention requirements and policies. Email communications must comply with federal or state regulations and university policies, including the [Information Technology Usage](#) (PPM 3420) policy. Email is not considered to be a secure medium for the transmission of confidential or sensitive information. Kansas State University will not request confidential or sensitive information to be returned by email.

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Subject Matter Experts

Consult with

- 1) FSCOT
- 2) Registrar
- 3) CAPP
- [4\) VP Student Success](#)
- [5\) Communications and Marketing](#)
- [6\) K-State Alerts](#)

Policies Reviewed

University	URL
Auburn Revised – April 19, 2019	Employee and Student Email policy - https://sites.auburn.edu/admin/universypolicies/Policies/EmployeeandStudentEmailPolicy.pdf
Clemson Approved – May 2013	http://www.clemson.edu/studentaffairs/student-handbook/general-policies/email-communications.html
Colorado State University Revised – March 2018	http://policylibrary.colostate.edu/policy.aspx?id=489
KU Revised – Feb 20 17	https://policy.ku.edu/provost/electronic-mail-policy
Indiana University No date (2020 on website)	https://studentcentral.indiana.edu/policies/email.html#:~:text=Email%20is%20an%20official%20method,available%20for%20all%20registered%20students.
Iowa State University Revised – Nov 2012	https://www.policy.iastate.edu/policy/email
LSU Aug 2007	https://www.lsu.edu/policies/ps/ps_6.15.pdf

NC State No date (2020 on website)	https://oit.ncsu.edu/my-it/email-calendaring/official-university-email/
Oklahoma State University May 2017	https://adminfinance.okstate.edu/site-files/documents/policies/appropriate-use-policy.pdf
Texas A & M University New: 2003	https://student-rules.tamu.edu/rule61/#:~:text=1%20E%2Dmail%20Use%20E,Computing%20(Revised%2C%201996).
University of Wisconsin August 2004	https://registrar.wisc.edu/email/
University of Texas No date	https://catalog.utexas.edu/general-information/appendices/appendix-m/

1. [Review the policies together](#)

Attachment # 4:

DRAFT - Revised Process for Policy Review - DRAFT
Updated June 18, 2020

1. Develop or review existing policies
 IT Communications Team works with a subject matter expert(s) to draft or edit (policy showing markup). This is shared with the Policy Review Team (a subset of IT Extended Leadership) who review, edit, and prepare for routing to appropriate stakeholders. The intake process might be a new/proposed policy, changes to a service, or a recommendation to review IT policies brought forward by the campus community.
2. Policy Review Team routes proposed or edited policy through appropriate review channels such as System Administrators, governance groups, administrative units, President’s Cabinet (this will vary with the policy). The Office of General Counsel is notified that the policy is under review. This ensures a timely review period and that stakeholders have been consulted. The team summarizes the information and makes edits to the policy in response to comments. The consulting period should be no longer than two months.
3. Policy Review Team brings revised policy along with comments to the Office of General Counsel.
4. The final draft is shared and reviewed by IT Extended Leadership.
5. The CIO notifies the campus community that the policy has been finalized.
6. The policy is also included in the [K-State Policy and Procedures Manual](#) with appropriate links to the IT Policies section of the ITS website.

RAICI Model for rethinking purposes only, will not be part of the policy review process.

Task	Communications Team/Subject Matter Expert	Policy Review Team	Extended Leadership	System Admins	Governance groups*	Administrative Units	Presidents Cabinet	Office of General Counsel	CIO
Develop policy or review policies	R	-	-	-	-	-	-	-	A
Route policy to appropriate review channels and send to Office of General Counsel	I	R	C	C	C	C	C		A
Final draft is shared and reviewed	R	R	C	I	I	I	I	I	A
Notification of campus community of policy	I	I	I	I	I	I	I	I	A/R

A - Accountable – delegates work and is the last one to review the task or deliverable before it is deemed complete. There is only 1.

C - Consulted - review and consultation from more stakeholders and use of data/information to improve policy.

I - Informed - kept in the loop on the progress

R - Responsible - does the work

*Governance groups – FSCOT, USS, Faculty Senate, PGG, DGG, SGA, etc

OLD PROCESS

Information Technology Policy Approval Process

October 19, 2006, revised September 2010

If substantive changes are made to policies undergoing this approval process, the policies will be returned to Information Resource Management Council (IRMC) via the Chief Information Officer (CIO). This ensures that all reviewing groups will be aware of, and able to comment on, any changes made during the approval process.

1. Draft policy is submitted to the IRMC by the CIO.

Draft policy may be submitted to the CIO by ITS units, administrative units, the Faculty Senate, or by a subcommittee of IRMC. IRMC members are tasked with soliciting comments and recommendations from the organization or unit that they represent (i.e., legal counsel, Faculty Senate, departments, or committees) in order to ensure the greatest amount of input and communication possible takes place prior to IRMC recommending approval of the policy.

In cases of high priority or emergency situations, the CIO may implement an interim policy (thereby making it "enforceable") on a temporary basis as the proposed policy goes through the approval process.

2. IRMC recommends approval of the policy. The Chair of IRMC signs the Policy Transmittal Form and sends the policy to the CIO.

3. The CIO reviews the policy and submits it to the Deans' Council and any other campus entity that may warrant a review of the policy on a non-recommendation signing basis. The CIO also submits the policy to the Faculty Senate President for review and recommendation for approval.

The Deans' Council members or other campus entities shall provide comments to the CIO within 30 calendar days of receipt of the policy.

4. The Faculty Senate President reviews, signs, and returns the Policy Transmittal Form to the CIO (or sends an e-mail) indicating the Faculty Senate's recommendation to approve the policy as it was presented.

The Faculty Senate President has 30 calendar days from receipt of the policy to either recommend approval of the policy or to return the policy to the CIO unsigned with written explanations of objections that resulted in the refusal to recommend approval.

5. The CIO reviews the recommendations that were made by the groups to which the policy was sent for comment, signs the Policy Transmittal Form as the final recommendation for approval, and forwards it to the Computing Executive Committee for approval.

6. The Computing Executive Committee, acting as the final campus-wide approving authority, approves the policy by sending an e-mail to the CIO or signing the final approval signature line on the Policy Transmittal Form and returning the policy to the CIO.

7. The campus community is notified that the policy has been finalized via e-mail.

The policy is also included in the [K-State Policy and Procedures Manual](#) with appropriate links to the IT Policies section of the ITS website.

Attachment # 5:

Statement from Scott Finkeldei – Follow up from discussion about academic technology tools of October 16.

K-State wants and needs to adopt a more coherent pedagogical strategy and provide best practices and consistency, as well as standards, for students and faculty around all types of academic tools and services. To do that we must define what tools we support, what outcomes they address and how they can be utilized. K-State is already headed in that direction with efforts from Global Campus, FSCOT, TLC and Office of the CIO.

With the rapidly evolving teaching needs, the proliferation of small focused apps to use at the course level in Canvas, plus Zoom as well as bigger platforms like Microsoft Teams, textbook/assessment platforms like McGrawHill Connect or engagement tools like Top Hat, it is in the best interest of K-State to resolve this middle ground state we find ourselves in.

I propose that the above-named groups work together to define a vetting process that leverages existing IT/Purchasing technology acquisition processes and College and depts academic freedom-based culture, defines input, feedback and communication channels and then charges a more focused, representative working group to manage that process ongoing.

We can pilot our vetting process around one or two existing tools already in use on campus and with many of the issues already raised. Like a search committee, we can have 5-7 screening criteria questions that are must include, like accessibility or data security requirements, that filter the effort to start and then a matrix that includes our key assessment criteria like cost to students, effort to implement/support, ease of use, best practices it addresses, % of population it serves, etc. to score and make final determinations. I have examples from other institutions that we can use to inform us as well.

The combination of Faculty Senate for advocacy and feedback loop, TLC and Global Campus as the drivers of best practice, standardized needs and value to the University as well as communication and feedback, and IT as service providers to all parties to help execute the vision will fit with existing strategic plans and provide a solid path for an on-going process.

Action items:

- Name
- What unit does this live under
- Who owns it/runs it
- How do we communicate
- How do we take input
- How do we prioritize input
- How do we handle tools already in use
- How do we deal with larger systems like O365/Teams or Zoom that are in use of both the academic and administrative level

- How do we deal with 'needed' textbook platforms that have more tools? Do textbook platforms need different consideration as to 'main' value and 'secondary tools' value?
- How do we name and finalize metrics
- How do we process requests in a light weight way and timely fashion
- How do we decide on pedagogical value and explain that -matrix of outcomes, types of tools, best practice ideas, class uses? How to organize and cross reference
- How do we decide on how many options for a need we need
- How do we get people on board for the financial value and choose best for KSU
- How do we communicate the outcomes to teaching staff – via TLC, IDs, GC

Who needs to be at table

- Recommended Provost office creates and seats the committee.
- Recommended using Faculty Senate existing processes to nominate and populate the committee with representation from academic colleges

Others at the table:

- FacSen – FSCOT + FacAffairs
- Student Access
- TLC
- GC
- IT – Strategy and Academic Technology
- Libraries
- Campus IDs
- SGA x ?
- Teaching staff at large
- Salina and Olathe separately
- Do we bring in subject matter expert's like office assessment or, office of research or similar as appropriate?

TLC provides the leadership, FSCOT and the various reps from Provost staff as well as the students provide the membership, and IT, libraries, Global campus provide services and subject matter expertise

Core goal ideas

- open feedback
- meet with and offer to them what they need to be successful
- help them be empowered to do their work and to fail in order to succeed
- lead by example and do the right thing from showing up on time to
- be present in conversations
- inclusive of all in my decisions and conversations
- communication, communication, open communication
- decisive decision making -stop being wishy washy. Stop to listen to all sides, sleep on it and don't rush to a decision
- agile approach and flexible

How we are handling this historically for CANVAS:

We have been adding free tools, with no data exchange, to Canvas and with more information we have added other tools like textbook company tools that do things like consume rosters after some review and discussion but no formal coordination at the university level.

As IT and Purchasing have improved our technology acquisition processes in the past year, we have started to use their process. We have people complete this form:

https://kstate.service-now.com/it?id=sc_cat_item&sys_id=0911fbfb13d40300a85c56022244b02e
(If there are fields you cannot complete please skip them and we will work with you to fill out the rest.

Zoom and O365 integrations have been handled in similar one-off ways.

Draft option for moving forward without impeding instructor choice:

For the course level installs we allowing instructors to use a tool for one term until the vetting is completed, if the vendor is willing to play ball on the reporting of HECVAT, VPAT, FERPA, etc. Some say they are and then never get us the documentation. We should require the following:

- K-State LTI Agreement (for zero cost procurement) to be developed
- HECVAT Lite
- Vendor's FERPA Statement
- Voluntary Product Accessibility Template (VPAT)
- This is where we can utilize the existing technology acquisition process for the intake and screening. Betsy Draper has said they are willing to take feedback and change their intake to meet our needs if appropriate or we may need to branch off and have our own version.

If an integration with Canvas has grade passback services or student PII, we need to ensure data security and that can take longer. If they are course level requests and could be useful to a larger audience, we will go ahead and install at the account level once vetting is completed so they are self-service for faculty and work to communicate the pedagogy benefits and the value to the university.

If they cost money for students or university, we are holding those all those now.

An Academic software application review is required if any of the following apply:

- The technology is purchased using University resources and/or University funds (i.e. general fund, designated funds, grant and/or donor funds, etc).
- The technology requires a contractual agreement with a vendor and/or supplier, including freeware and shareware agreements.
- The technology stores or transmits University data.
- The technology manages University business functions.
- The technology may require integration with an IT enterprise system or infrastructure.

Screening factors

1. Do we already have something that addresses this need
2. Legal counsel contract review – does it pass smell test?
 - a. Need their buy-in as could be time consuming
3. Accessibility
4. Data security
 - a. Limit scope via Canvas token mgmt. feature - IU uses a proxy token service to manage API access at the user level. Users must request access and the use case is reviewed based off the use case as well as the level of admin access they have in Canvas. Our process is outlined here: <https://kb.iu.edu/d/aaaja>
5. Data use by company and available to us
6. Cost for university or students
 - a. Free means something so is not a pass.
 - b. If cost is to be born by university, who pays
 - c. If we pass a tool that adds costs to students, who do we notify
7. Open vs closed system or platform lock-in
8. Support and training availability
9. Impact at university level 80/20 rule – will many classes use it or only specific or only one class
 - a. Will still support specific discipline needs but changes some considerations. Which ones?
10. Impact on chosen outcome(s) and class as whole – is this a one or two used tool or is it something that will be used the whole semester. We are learning about it impact the time needed to achieve other outcomes?

Others

- <https://learn.oregonstate.edu/learnoregonstate-advisory-committee/about/governance/learnoregonstate-advisory-committee/processes>
- <https://helphub.wmich.edu/hc/en-us/articles/360049016751>
- <https://www.wisconsin.edu/dle/external-application-integration-requests/>
- <https://www.marshall.edu/it/technology-review-process/>
- <https://itservicecatalog.csusm.edu/service.php?id=64>
- InstructureCon 2018 presentation: [Managing the LTI Carnival: A Rubric for the Evaluation of Integrations](#)
- [University of Michigan - Dearborn's Canvas Integrations process](#)
- [UC Davis's LTI App Status and Requests](#)
- [Rcampus iRubric: Evaluation of Web 2.0 Tools](#)
- [Checklist for Evaluating Tech Tools, Apps, Software and Hardware](#)
- the HEART framework
<https://www.interaction-design.org/literature/article/google-s-heart-framework-for-measuring-ux>
- EdTech rubric
<https://learnplatform.com/blog/edtech-management/grading-edtech-our-rubric-effectively-differentiates-products>
-

Arizona State University

We treat all third party integrations (free and paid) in the same manner in that our concern is to protect ASU data (PII, FERPA, IP, etc). Adding tools to any ASU Enterprise system require the following:

1. A security review shepherded by our Information Security Office
 - a. We ask for a SOC2, Type2 or equivalent certification, and if one is not available the accountable admin (example the Dean of the college that wishes to use the tool) has to accept the risk and the liability (\$\$ cost) in case of data breach
2. Contract – since most services we use are cloud based we have little control over their QA and testing. We require that the vendors accept responsibly and agree to follow industry standard coding and security practices, and carry liability insurance in case data loss.
3. PCI Review – if credit card purchases are involved with the app

The downside is that some tools won't make it.

- Some refused to participate in the process with their only response being “But it is free!” Uh huh.
- The security review process is interesting because many companies reveal that their focus on innovation has placed security on the back burner – and many have no 3rd party scanning/penetration tests, documented SDLCs, etc.
- Most don't have SOC2, Type2, so we encourage them to work on something like a SIG Lite – which helps the accountable admin make an informed decision as to whether they will accept the risk
- A HECVAT is not considered of much value since it is a self-evaluation.

We've discussed this before on the call but it would be great if we as a group could in some way create a repository of tools that we have approved (along with our review process) that may help others with their own reviews. And we should all be able to add new information to the repository. Maybe something I'll add this topic to the next R1 call agenda to discuss.

Indiana University

IU also has a list of all the tools integrated into Canvas that are available at a large scale. This is a mix of custom tools we have created and various vendor integrations: <https://kb.iu.edu/d/aaka>

We are in the process of updating this page in the coming weeks as well to be more clear on what tools are enterprise and what tools have an additional charge. If a faculty member feels they need a tool that is not listed they can make a request to get an app added: <https://kb.iu.edu/d/bfjs#local>

Some of the instructions are behind a login screen but essentially the process is:

- Submit a request with full details on the tool, what will it cost and who is paying for it, and various security and data questions
- My team reviews all submissions and we approve, deny, or meet with requestor to get more details which will lead to approval or denial
- If the tool is approved and it will have data that is deemed protected our security office does a risk assessment and use of the tool is approved/denied by data stewards over that data

· We then work with purchasing to get an agreement signed including meeting the IU data terms and then my team works with the user and vendor to integrate

- InstructureCon 2018 presentation: [Managing the LTI Carnival: A Rubric for the Evaluation of Integrations](#)
- [University of Michigan - Dearborn's Canvas Integrations process](#)
- [UC Davis's LTI App Status and Requests](#)
- [Rcampus iRubric: Evaluation of Web 2.0 Tools](#)
- [Checklist for Evaluating Tech Tools, Apps, Software and Hardware](#)

Attachment # 6:

From: Donald Crawford

Sent: Monday, November 2, 2020 2:26 PM

To: FSCOT <fscot@KSUemailProd.onmicrosoft.com>; tech-comm@listserv.ksu.edu

Subject: Discussion about Microsoft Teams message retention schedule

Good afternoon colleagues.

I received an email today regarding the Microsoft Teams message retention schedule. I would like to share the message as I suspect others may be having similar discussions within your respective constituency.

"I'm writing to make a request for Chats and Posts on Teams be retained for 5 years (typical of K-State records) instead of the current schedule. https://kstate.service-now.com/its?id=kb_article&sys_id=9d49287ddb5e905044619e26db96196c

The current Teams retention policy is having a very negative impact on our department. We did what the university urged and got on board with Teams. Unfortunately, it didn't occur to me that the retention policy would be different from what we have with folders in Outlook. Team's really is a great platform--if our communications don't disappear. I do not want to abandon the work we've done to set up an effective Teams framework and get everyone invested in using it. We've set it up for the department, special projects, and individual faculty development (annual evaluations, grant management, furlough plans, etc.). I especially don't want to have to undo it and send yet another message to the faculty that the university doesn't value their time and effort. It's hard to understand why the university is making things more difficult in an already difficult time."

What separates Teams messages from email messages regarding retention policy? Is our retention policy based on Regents or other governance, or do we have some flexibility? Is this a topic worthy of a discussion?

Appreciate your time and your thoughts!

—

Donald P. Crawford, MCSE, MCP+I, A+
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Kansas State University
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THE COLLEGE of
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