



## **Purpose**

Establish guiding principles for the effective use of St. Louis Community College email systems by taking preventive measures against the proliferation of Spam.

## **Guiding Principles**

St. Louis Community College has the authority and responsibility to manage, control, and delete junk email to prevent, as much as reasonably possible, the unnecessary or inappropriate use of College resources, and to ensure that illegal, inappropriate, unwanted and unsolicited advertisements are not received by the College owned network.

Spam (junk email) is unsolicited commercial email sent in bulk over the Internet. While costing the sender very little, Spam puts both a cost and a burden on recipients by clogging up network bandwidth, consuming disk space, and wasting people's time with the nuisance of unwanted email.

In order to reduce this cost to the College, the College's email systems shall use Spam Management Measures.

## **Spam Management Measures**

The College will take all reasonable steps to utilize methods which minimize the blocking of email which is not Spam, but reserves the right to put into effect measures to avoid the financial and personnel costs of Spam emails.

Spam management measures will be applied to all College email addresses, except for those used for the analysis and collection of spam samples (such as spamcontrol@stlcc.edu).

The spam management system will be implemented in a manner that scans all incoming emails.

TESS will maintain a "block list" based on samples of spam received and verified by TESS from College email users. If possible, emails matching the spam samples will be blocked. The "block list" will be updated and published on the College Intranet, making it available for periodic user review.

Anti-spam systems also use statistical and rule-based analysis techniques to identify emails which are likely to be spam. As there is always a risk for "false positives" with these techniques, emails identified as "potentially spam" with one of these methods will not be blocked, but instead tagged on the subject line as "Suspected Spam". Tagged spam emails may be submitted for the "block list".

Since some legitimate senders may be incorrectly tagged as "Suspected Spam", TESS will maintain an "allow list" based on samples of incorrectly tagged email received and verified by TESS from College email users. Emails matching the "allow list" will be delivered as received. The "allow list" will be updated and published on the College Intranet, making it available for periodic user review.

Legitimate companies and organizations are forbidden, by law, from sending unsolicited email. As a result, they are required to include directions or links to

facilitate the removal of your address from their distribution list. If a user of a College email system has subscribed to a newsletter or advertisement offered by a legitimate company or organization, and the user no longer wishes to receive that communication, it is the responsibility of the user to unsubscribe from that distribution list. Communications from recognized legitimate companies and organizations will not be blocked by the College.

Contents of the “block list” and the “allow list” may only be reviewed by users of the College email systems, and may not be shared with outside parties (with the exception of the vendor(s) of the College’s anti-spam system(s)).

### **Scope**

This guideline applies to all College staff, faculty, administrators and students using College email systems.

### **Additional Special Recommendation**

The College has already moved from various @stlcc.cc.mo.us email addresses to a @stlcc.edu email address to simplify and unify the branding of our institution. Many of the @stlcc.cc.mo.us email addresses receive significant amounts of spam email, since those addresses were historically “harvested” by spammers.

To reduce the receipt of spam messages, and to simplify management of the College email system, it is recommended that receipt of all email to the various @stlcc.cc.mo.us email addresses be completely eliminated after the end of the Spring 2005 semester. Users of College email will need to take appropriate measures to communicate this fact and their @stlcc.edu address to individuals or organizations sending them email.

### **Clarifications for CIAC/CAC Discussions**

TESS currently has a spam management system in place using anti-spam software already acquired by the College. Its use has been limited to members of a pilot program. It is recommended that its use be extended to all users of College email systems as soon as possible.

As reliability of email is an important consideration, the College’s current implementation of the existing anti-spam software is designed to still allow receipt of incoming email in the event of failure of the anti-spam server. Unfortunately, spammers have already recognized this capability, and are sending significant amounts of spam in a way that bypasses the College’s existing anti-spam server. The recommendation is to make modifications to the existing system, and implement additional anti-spam capabilities (sometimes referred to “defense in depth”), so that every email message received has the opportunity to be scanned to determine if it is potentially spam.

Removal of @stlcc.cc.mo.us email addresses is technically best done as an “all or nothing” kind of change. There isn’t an option to “allow some of them” to still work.