Northern Essex Community College
SPAM Policy –
Acceptable Use Policy
Northern Essex Community College prohibits the use of it's name or services in any manner associated with the transmission, distribution or delivery of any unsolicited bulk or unsolicited commercial e-mail (Spam). You may not use, or infer the use of it's company, sites, domains or services to send spam or any other form of communication transmission to anyone at any time. There are no exceptions.

It is the policy of Northern Essex to vigorously enforce it's rights through any legal means possible against any party who fraudulently uses, attempts to use, or infers the use or relationship of it's business name, domains, service marks or otherwise in any way in sending spam or any other communication to any party, through any means.

SPAM Identification
Northern Essex Community College has implemented a software package to assist in identifying SPAM. This application identifies and flags unsolicited emails. While the majority of SPAM messages are identified, not everything suspected of being SPAM will be flagged.

Our biggest issue in preventing SPAM is identifying it. Our chosen solution uses a number of methods to evaluate mail. The SPAM filter we have implemented filters mail based upon header analysis, text analysis, learning classifier and distributed hash databases. The filter uses a Bayesian-like form of probability-analysis classification, so that it can be trained to recognize emails similar to those in the training set.

SPAM Policy
Northern Essex identifies messages suspected of being SPAM by flagging the mail on the subject line. The intent of flagging suspect emails with SPAM is to assist the user in the management of potential SPAM messages. If the original subject line of a SPAM message reads "*Here IS HGH – the Fountain of Youth*" it will be modified to read "**** SPAM *** Here IS HGH – the Fountain of Youth*". Online subscriptions to mass email services such as Newsgroup.com will potentially be treated the same as unsolicited email and may be flagged.

There is no SPAM application that is 100% accurate. There will always be false-positives and false-negatives. <u>All mail should be reviewed prior to deletion.</u> SPAM flagging is only a tool in assisting the user in identifying and managing potential SPAM. If users are receiving a large number of SPAM messages, they can automatically filter the messages using Microsoft Outlook rules and Microsoft's built in Junk Mail filter.

The Northern Essex Helpdesk creates a "*Junk Mail*" folder for users and a rule that moves messages flagged as SPAM mail to it. You can also use Outlook's built in Junk Mail filter to assist in filtering. To turn on or change these settings within Outlook go to the Actions Menu -> Junk Email -> Junk Email Options. Users should always review the messages to ensure that the messages are not valid mail. Please contact the Helpdesk for detailed instructions at x3111.

These are typical settings that work reasonably well. Microsoft uses their own built in rule system that is updated periodically, you can check the Microsoft Office update site to check for updated versions of their rules.

Junk E-mail Options

Options | Safe Senders | Safe Recipients | Blocked Senders | International

Outlook can move messages that appear to be junk e-mail into a special Junk E-mail folder.

Choose the level of junk e-mail protection you want:

○ No Automatic Filtering. Mail from blocked senders is still moved to the Junk E-mail folder.

◉ Low: Move the most obvious junk e-mail to the Junk E-mail folder.

○ High: Most junk e-mail is caught, but some regular mail may be caught as well. Check your Junk E-mail folder often.

○ Safe Lists Only: Only mail from people or domains on your Safe Senders List or Safe Recipients List will be delivered to your Inbox.

☐ Permanently delete suspected junk e-mail instead of moving it to the Junk E-mail folder

☑ Don't turn on links in messages that might connect to unsafe or fraudulent sites. To help protect your security, we recommend that you leave this check box selected.

OK | Cancel | Apply