Google Group Policy

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General Description

Purpose:

This policy sets forth appropriate uses for Google Groups and establishes the roles and responsibilities of Google Group owners and managers. It also establishes processes for creating, managing, and retiring Google Groups.

Scope:

The Google Groups policy applies to anyone using the University's email system (T-Mail). The policy applies to faculty, staff, students, alumni, contractors, guests, and other members of the University community who have @trinity.edu email addresses.

Google Groups are not Shared Drives; Shared Drives refer to the file storage and organization system at drive.google.com. Shared Drives are spaces where teams can store and share files and folders. Shared Drives do not map to, nor do they warrant, group communication from a shared @trinity.edu email address. Refer to the [Information Security Policy](#) for more on file storage and organization using Shared Drives.

Exceptions:

Because certain Google Groups are used as channels for official university communication, not all Google Groups may be opted out of; conversely, groups that are not used for official communication must contain opt-out language.

Policy Content

Determining Whether a Google Group is Needed

Google groups are one of many ways to communicate with groups of people at Trinity, and Google Groups are not appropriate for all circumstances.

Inappropriate Use

Communication Type	Number of Senders	Number of Receivers
to internal (@trinity.edu) or external (@domain) audiences	1	Many
to internal (@trinity.edu) or external (@domain) audiences	1	1

Inappropriate use matrix

If you are the only person who will send emails to a specific group and you are the only person who should see responses, a Google Group is unnecessary. Please use a Google Contact Group instead.

- **Communicating with the University through official channels**

  If your message needs to reach entire constituent groups (e.g., all students, all faculty, all staff), please contact SCM (marketing@trinity.edu) to determine the best medium for your communication (e.g., LeeRoy, TUDay, campus billboards, campus newsletters, etc.).

Appropriate Use

Communication Type	Number of Senders	Number of Receivers
Official Organization Communication to internal (@trinity.edu) with majority interaction and replies from internal (@trinity.edu) **Examples:** - Approved Student Organizations - Academic departments, programs, and centers - Employee organizations, such as TSEC - Course Sections	Some (multiple people need access to send or reply)	Many
Discussion Forum to internal (@trinity.edu) with interaction and replies only from internal (@trinity.edu) **Examples:** - Tiger Talk	Many	Many

• FishNet		
Message Intake or Triage messages to internal (@trinity.edu) from external (@domain) and/or internal (@trinity.edu); accompanied by delegated triage system for responses **Examples:** • Communication for a special event that requires multiple people to coordinate internally and/or communicate with external audiences	Some	1 to Many

Appropriate use matrix

Roles and responsibilities

There are three defined roles in Google Groups:

- **Owner**

  Owners have the most permissions of any members. They have the ability to add or remove members, change members' roles, delete groups, and access all group settings.

  Owners are expected to review group membership annually, removing members who are no longer part of the group and adding new members as needed.

  Owners are also expected to transfer group ownership if they change roles or leave the institution.

- **Managers**

  Managers have fewer permissions than owners, but can add and remove members and manage messages.

- **Members**

Members' permissions vary depending on group settings established by group owners. At a minimum, group members can leave most groups and adjust the frequency with which they receive emails from the group.

Process for Google Group Creation

After determining that a Google Group is the appropriate tool for your purposes, submit a ticket to ITSupport@trinity.edu, including: group name; ideal group email address; timeframe for use (defined timeframe or in perpetuity); and primary and secondary points of contact for the group.

The completed form will be reviewed by ITS and SCM. If they have any follow-up questions, they will contact you via T-Mail and if your Google Group is approved, they will create the group.

A full list of your Google Groups can be found at https://groups.google.com/my-groups. Support for configuring and maintaining your Google Groups can be found at https://support.google.com/groups/.

Process for Google Group Management

Google Groups must be actively managed and maintained. This includes ensuring active ownership, regular membership clean-up or review, and regular response to communications.

Sound Google Group management also typically includes a triage plan and identification of shared responsibilities in receiving and replying to group messages. This plan should address storage of and access to previous communications, documents, attachments, etc. shared by the group and its members.

To facilitate appropriate management of Google Groups, group owners will receive an annual communication from ITS that requests confirmation that: (a) the owner is still using and maintaining the group; (b) the owner has reviewed group membership, removing members and managers who are no longer affiliated with the group; and (c) the group is still being used for its stated purpose. If no response is received from a group owner, ITS will contact group managers, and if no response is received from them, the group in question will be deleted.

Process for Google Group Deletion

When your Google Group is no longer needed, the Owner can delete it by going to https://groups.google.com/my-groups or by emailing ITS Support. In deleting a Google Group, all history of communications within the group, including attachments to Group messages, will also be deleted.

Additional Policy Considerations

Google Groups belong to the Trinity.edu domain; therefore, all communications facilitated through Google Groups must adhere to the University's Electronic Communications Policy and the Solicitation & Promotion Policy .

Groups that do not adhere to these and other applicable University policies are subject to immediate deletion.

Revision Management

Revision History Log:

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Vice President Approval:

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