



**DEPARTMENT OF DEFENSE
DEPENDENTS SCHOOLS
OFFICE OF THE DIRECTOR, EUROPE
UNIT 29649 BOX 7000
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October 21, 2004

MEMORANDUM FOR DISTRICT SUPERINTENDENTS, DoDDS-E
PRINCIPALS, DoDDS-E
EDUCATORS, DoDDS-E

SUBJECT: Standard Operating Procedures (SOP) for Student Email, DoDDSE.Net

A. PURPOSE: DoDDS-Europe students require a safe, filtered email system that will allow them to communicate effectively with their parent sponsors who may be on deployment, at work or at home. Additionally, DoDDS-Europe students require a student email system that enhances the learning environment by providing them with opportunities for project-based collaboration with other students, teachers and experts.

DoDDS-E has purchased a license for "Gaggle", a widely used student email system, for use in its schools. This new student email system is henceforth referred to as "DoDDSE.Net". DoDDSE.Net is designed for groups of student accounts to be managed by individual teachers. Teachers are notified, at their option, if their students use improper language.

This is to establish procedures and controls for teachers to request and manage email accounts for all DoDDS Europe students.

B. APPLICABILITY: This SOP applies to all teachers and students in DoDDS-Europe.

C. PROCEDURES:

1. Teachers must request teacher accounts on DoDDSE.Net by sending a request to the service desk. Requests should include the name of the teacher, school and district. Requests are made through the following means:

(a) On the Web: <http://servicedesk.eu.dodea>

(b) Via email: Service Desk (in the global Outlook Directory). Be sure to use the word "Request" in the subject line.

(c) By phone: DSN 338-7927/7940/7936/7943 or CIV +49 (0) 611-380-7927/7940/7936/7943

2. Service Desk sends new account information to teacher along with "Quickstart Guide for DoDDSE.Net" as well as the "Student Electronic Agreement."

3. Teachers will create student email accounts after students and parents have signed the new "Student Email Agreement."
4. Teachers work with local ET to insure that all student accounts are setup properly.

D. CONTROLS:

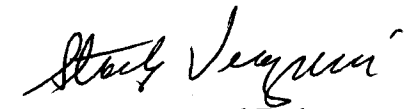
1. All teachers and students sign the DoDEA Internet Use Agreement (Instruction 6600.1)
2. Teachers send request for DoDDSE.Net account to Service Desk (in the global Outlook Directory).
3. Local ETs will support and assist teachers with account creation and management.
4. Students and parents sign "Student Electronic Mail Agreement" and return it to teacher.
5. At the beginning of each new school year in the fall, teachers will transfer administrative control of student accounts to the new teachers or they will delete the accounts of non-returning students.
6. A non-returning teacher must transfer administrative control of student accounts to a designated staff member before the end-of-current school year.

E. SUPPORT: The IT Division maintains the platform, connectivity, and configuration of the DoDDSE.Net system. The Service Desk will add teacher accounts and respond to issues of connectivity or unavailability. The POC is Stan Vergnani, 338-7824. The Education Division provides functional support to teachers and students. The POC is Pat Ridge, 338-7823.

F. EFFECTIVE DATE: The effective date of this SOP is October 22, 2004.



Diana J. Ohman
Director, DoDDS-E



Fox Lenwood Dobson
Chief, IT Division