



E-MAIL POLICY

Last Update: November 16, 2009

1.0 Overview

Electronic mail (e-mail) is a convenient and efficient means of communication for all members of the University community. It is also considered an official means of communication within and between instructional and administrative groups and between faculty, students, and staff. It is important to remember that e-mail requires the writer to comply with the University Responsible Use Policy, dated November 2, 2004. Use of a University e-mail account is considered acceptance and agreement of this policy.

2.0 Purpose

The purpose of this policy is to establish standards of use, storage, and archiving of University e-mail.

3.0 Scope

The scope of this policy includes all members of the community who have a University of Redlands e-mail account and send or receive University of Redlands e-mail.

4.0 Policy

4.1 General

Use of University e-mail is a privilege and is granted based on continued association with the University via employment, student registration, or contract assignment. Once association with the University is terminated an e-mail account will be continued only on a case-by-case basis to which an end date must be established.

All communications via e-mail will be consistent with Faculty Code of Ethics, Student Code of Conduct, and the Employee Policies and Procedures handbook.

University e-mail will not be used for personal commercial purposes or personal financial gain.

4.2 Guidelines for Use

General Guidelines on Use of E-mail

Instructional and administrative use of e-mail is a valid use of University computing resources. General communication via e-mail between and within University community groups and departments is encouraged. In support of the University's sustainable community initiative, please consider not printing e-mail communication when possible.

Information that should not be communicated via e-mail includes but is not limited to:

- E-mail chain letters – these are a per se violation of the University Responsible Use Policy
- Virus, worm, or other malicious content, photos, or attachments intended to infect or disrupt computing resources
- Sensitive personal or professional business information
- Personal credit information such as account numbers or personal security codes
- Personal identity information such as social security or driver's licenses number
- Defaming or hate speech
- Lewd, obscene, or pornographic pictures, images, or video
- Offensive language
- Threats
- Copyright infringement
- Illegal activity

4.3 Guidelines for Storage and Archiving of E-mail

A. General Guidelines on Storage of E-mail

All university e-mail data is stored and backed up on a regular basis to ensure rapid recovery. In addition, e-mail data is then stored in media that is housed off site in the event a disaster impacts University computing systems.

B. General Guidelines on Archiving of E-mail

All university employee (i.e., faculty and staff) e-mail data is archived for legally mandated periods to ensure recovery.

All student e-mail data is archived for the duration the student is associated with the University and the University e-mail account is active. Once the student is no longer associated with the University a grace period will be provided. Once the grace period has ended the e-mail account will be deactivated and e-mail data will no longer be maintained.

4.4 E-mail Protection and Privacy

A. E-mail Protection Standards

Per the University Responsible Use Policy, dated November 2, 2004, "Not all electronic information is protected communication under legal definitions, and the e-mail messages stored in files are potentially subject to discovery or a subpoena request during legal actions."

Do not share your University of Redlands e-mail account login and password with anyone. E-mail sent from a University of Redlands account is the responsibility of account owner and sharing accounts or allowing access to an account by anyone other than the account holder is a violation of this policy and the University Responsible Use Policy.

B. Privacy and E-mail

Privacy cannot be guaranteed when sending e-mail. You should evaluate the content and use good judgment prior to sending as the e-mail may be forwarded and read by an unintended recipient.

4.5 E-mail Spam and Mass Mailings

A. Spam

Generation of spam from the university e-mail system is considered a violation of the responsible use of computing resources and contributes to electronic interference with other computing systems.

B. University Mass Mailing

University generated mass mailings from campus departments that serve instructional or administrative purposes should be carefully screened and consideration should be given to the reaction of the recipient. The recipient may consider the mass mailing to be spam, report it to an Internet Service Provider as such --who may in turn place the University on a spam blocker list.

Department managers are responsible to ensure e-mail mass mailing content is appropriate and serves the business or instructional needs of the University and to ensure mass mailing address groups are reviewed on a regular basis to ensure accuracy and currency of the list.

5.0 Definitions

Terms

Chain Letter

Spam

Definitions

An e-mail which requests recipients to transmit the contents to a number of other recipients to increase distribution.

Unsolicited bulk e-mail messages that are identified by the recipients as unwanted and a nuisance.

6.0 Revision History