

Title: Electronic Mail Policy

1.0 Overview

Middle Georgia State University provides “electronic mail” (email) accounts for all faculty, staff, and students. These email accounts are viewed as academic and business communication tools. This policy extends the Middle Georgia State University Appropriate Use Policy (AUP), to the use of email. In providing and maintaining its electronic communication infrastructure, Middle Georgia State University complies with applicable federal, state, and local laws.

2.0 Purpose

The purpose of this policy is to define the proper uses of email and email accounts on Middle Georgia State University networks. Refer to the Appropriate Use Policy (AUP) for more complete information about proper computer and network usage at Middle Georgia State University.

3.0 Scope

This policy covers all email systems on Middle Georgia State University networks, and all individuals issued Middle Georgia State University email accounts.

4.0 Policy

Middle Georgia State University e-mail accounts are provided for the purpose of facilitating the business of the university. Incidental personal use of Middle Georgia State University email accounts is acceptable.

Email is an official means of communications at Middle Georgia State University. Therefore, the University will send communications to faculty, staff and students via email and expects that those communications will be received and read in a timely fashion.

Email is considered an insecure method of transmitting sensitive data unless special precautions are taken. Sensitive data should not be transmitted through electronic messaging even to other authorized users unless security methods, such as encryption, are employed.

Middle Georgia State University has the right to inspect, copy, store, and disclose at any time the contents of email messages stored on or transmitted through its facilities when the University believes it is appropriate to prevent or correct improper use, satisfy a legal obligation, or insure proper operation of the email facilities.

5.0 Standard

RESPECT FOR PRIVACY AND DUE PROCESS

Middle Georgia State University observes the privacy of software, files, and materials stored on or transmitted by university computer systems. System administrators will not monitor the contents of electronic mail messages as a routine procedure. In the event that a system administrator must access an individual’s email account to provide technical assistance, prior consent of the account owner must be obtained. Middle Georgia State University will comply with properly documented requests from law enforcement agencies involving access to employee and student email files. In the absence of such a request, notification, due process and the approval of the President of the University are required to access the contents of an individual’s email account.

INDIVIDUALS' RESPONSIBILITIES

Mailboxes have finite storage capacity. It is the users' responsibility to delete and archive mail so that their mailboxes do not fill up and render their accounts unusable. Individuals may have email electronically redirected to another email address, but they do so at their own risk. The University will not be responsible for the handling of email by outside vendors or by departmental servers. Having email redirected does not absolve an individual from the responsibilities associated with communication sent to his or her official email address. Email shall not be the sole method for notification of any legal action.

OTR RESPONSIBILITIES

The Office of Technology Resources (OTR) will provide an email account to each member of the faculty, staff, and student body, as well as other approved individuals. The addition of accounts for individuals outside the campus community requires approval by the President or the Vice President for Academic Affairs in collaboration with the CIO. Group login accounts for shared mailboxes are not permitted. In cases where multiple users need access to a single mailbox or email address, a mailbox will be created allowing each user to log in using a unique user account or an alias will be created to distribute messages sent to a single email address among multiple recipients. When an individual is no longer a member of the campus community their corresponding email account will be removed.

DISTRIBUTION LISTS

The Middle Georgia State University Faculty distribution list and Staff distribution lists are for official university business. All Faculty and Staff may post to this list. The Student distribution list contains all students. Only designated personnel can post messages to this list. Members of each list may not unsubscribe.

BACKUP RETENTION

Items deleted from a user's mailbox are temporarily retained on the email server for 14 days. Deleted mailboxes are temporarily retained on the server for 30 days. After such time, these items are permanently deleted from the server. Backups are maintained for two weeks.

SUPPORTED EMAIL CLIENT CONFIGURATION

Individuals may use an email client of their choosing. However, the client **MUST** be capable of accessing the mail server in a safe and secure manner. OTR will not be responsible for technical support for non-standard clients. To protect the privacy of passwords and email content, user access to email will only be provided via secure methods. Student email access will be through the web interface. Mobile friendly access will be provided as well.

6.0 Enforcement

Without notice, the Office on Network Services may temporarily suspend or limit network connections or accounts of any user or system considered to be in violation of this policy until the violation is resolved.

The Office of Network Services or the CIO must approve any waiver of these requirements.

7.0 Definitions

Sensitive - Information intended for limited use within Middle Georgia State University that, if disclosed, could be expected to have a serious adverse effect on the operations, assets, or reputation of Middle Georgia State University, or its obligations concerning information privacy.

8.0 Revision History

Updated 3/17/2016