AASU EMAIL USE POLICY

Implementation Date: July 1, 2009
Revision Date:

BACKGROUND AND PURPOSE

This policy defines the guidelines for the use of electronic mail (Email) by Armstrong Atlantic State University employees and students. These guidelines are for use when conducting official business associated with Armstrong Atlantic State University. This policy is governed by the AASU Acceptable Use Policy

RELATED POLICIES

Acceptable Use Policy

ADDITIONAL INFORMATION

Sensitive Information – All information that is required by the University to remain private including but not exclusive to social security numbers and credit card numbers.

Support Technicians – CIS employees that have the responsibility of maintaining, configuring, and repairing desktop and laptop computing resources.

Open Records Requests – The University is required to promptly respond to open records requests. These requests can be requested for files stored locally on your university provided desktop and laptop computer or files stored centrally on servers stored in the CIS data center (for example email is currently stored either on backup tape or currently residing in your inbox).

Employee email accounts - Employee email accounts are assigned to university employees only. In general, these accounts are assigned to employees on the first day of employment and are terminated on the last day of employment. Employee email accounts are assigned to exempt and non exempt employees, part-time employees, faculty, and adjunct faculty.

Contractor email accounts – Contractor email accounts are assigned to university contractors and consultants only. In general, these accounts are assigned to contractors on the first day of work and are terminated on the last day of work.

Guest email accounts - Guest email accounts are assigned to university guests only.

Student email accounts – Student email accounts are assigned to AASU enrolled students only.

Departmental email accounts – Accounts that are assigned to a specific department rather than an individual

EMPLOYEE EMAIL ACCOUNTS

From time to time employee email accounts may be assigned to employees prior to their first day of employment and or may be extended after the last day of employment. These extenuating
circumstances require a justification letter from a Vice President along with approval from the Chief Information Officer or Assistant Chief Information Officer.

Each employee is assigned an AASU Email account. These emails are in the format of firstname.lastname@armstrong.edu. To obtain an email account, contact CIS (see new employee form).

This account should be used at all times when conducting official business with electronic mail. Employees are highly discouraged from using personal email addresses for official AASU business.

If an employee has left the university (non retirement), the appropriate Vice President may request that the users email be forwarded to an alternate account. This forwarding may occur for up to 120 days. After 120 days the account will be deleted and the forwarding will cease.

Retirees may have a retiree email account. All of the email from their employee account will be permanently forwarded to a personal email account. This forwarding service will be available for as long as the retiree is receiving benefits from the university.

**Departmental Email Accounts**

- Departmental email accounts are assigned to “a specific department. (Example cis@armstrong.edu)

- Departmental accounts are assigned to and the responsibility of a department representative or designee. This is representative or designee is assigned by the director, department head, dean, vice president, or appropriate department manager.

**Guest Email Account**

- Each approved guest email account is generally in the format of guest-firstname.lastname@armstrong.edu. To obtain an email account, complete the Guest email account request form.

- The use of email by guests must be sponsored by the appropriate Vice President. Guest emails accounts must be renewed annually.

**Contractor Email Account**

- Each approved contractor may be assigned and AASU email account. These emails are generally in the format of contractor-firstname.lastname@armstrong.edu.

- The use of email by contractors must be sponsored by the appropriate Vice President. Contractor emails must be renewed annually.

**Student Email Account**
• Each enrolled student is provided an AASU email account. This account will remain active until the student graduates or until 1 calendar year after to the last enrollment date.

**Use**

• Sensitive information must never be used in emails or as attachments. AASU must take every precaution to prevent identity theft.

• All communication with enrolled students for official business should be between Armstrong.edu addresses. Each enrolled student is assigned an email address (students.armstrong.edu). All official communication with enrolled students must be with this official email address. AASU must take every precaution to ensure that we are compliant with FERPA.

• Each email box contains a trash folder. This folder will delete all items automatically that are greater than 14 days. Users are not permitted to delete items from this folder. Items deleted from this folder cannot be recovered. CIS cannot restore email addresses that were deleted by accident. CIS performs evening backups of the entire email system for disaster recovery only. These backups are not stored for multiple years and are not recoverable after 30 days.

• Each user (non student email account) is assigned 750mb amount of disk space. If a user requires additional space, an additional charge of $100 per 100mb per fiscal year will be charged to the users department.