Policy	Email Policy
Impact	Data, Technology, and IT Resources
Responsible Office	IT Services
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Approved by	VP for Finance and Administration
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EMAIL POLICY

PURPOSE

Shepherd University provides students, faculty, staff, and certain affiliates with email addresses that is to be utilized for legitimate university-related activities and communication. Email is considered as an IT resource and is subject to the provisions of this policy, as well as other IT related policies.

POLICY

Shepherd University IT Services manages email and directory information and provides creation, management and distribution of official Shepherd University email accounts. To the extent a user forwards the content of a Shepherd University email account to another email address (e.g. personal gmail), the user assumes all responsibilities for the consequences of delivery beyond the Shepherd University email service domains. The forwarded content, however, remains subject to applicable public records laws and related Shepherd University policies.

All existing policies, standards, and regulations that apply to other forms of communication at Shepherd University also apply to email. Additionally, the following specific actions pertaining to the use of email accounts and services of Shepherd University are considered a violation of this policy:

1. Misrepresentation or concealment of names or affiliations in email messages.
2. Alteration of the source or destination address of an email.
3. Use of Shepherd University email services for any unauthorized commercial/personal business or organized political activity that is inconsistent with Shepherd University tax-exempt status or serves as a conflict of interest.
4. Any use of email to harass, intimidate, or threaten to cause emotional/physical harm to person(s) and/or damage to property, including deliberately sending frivolous or excessive emails (e.g. phishing or spam).
5. Use of large attachments that exceed standards, as an attempt to disrupt or alter Shepherd University email services.

The use of email, as well as information assets and IT resources, is a privilege and not a right. Shepherd University email services are considered as an official means for communicating Shepherd University business and may be the sole means of communication to users. Students, faculty, staff, and affiliates are

presumed to read and understand all official Shepherd University email messages sent to their university email account. Usage of listservs are encouraged to manage distribution of emails to large numbers of users. Mass emergency emails, such as RAVE, will follow the campus emergency notification process.

PRIVACY, OPERATIONS, and MONITORING

User are reminded that any email sent from a Shepherd University account or residing on any Shepherd University email services/systems may be considered as public record(s) and subject to disclosure. Shepherd University seeks to maintain its IT environment and manage all information assets including data, computing devices, systems technology, telephony, and IT resources in a manner that respects individual privacy and promotes user trust. However, the use of Shepherd University IT resources is not completely private, and users should have no expectation of privacy in connection with the use of any information asset or IT resource.

Shepherd University has the legal right to access, preserve, and review all information stored on or transmitted through any information asset or IT resource, including the inspection of email messages, logging of activities, monitoring usage patterns, and data audits/integrity checks. IT Services may, with or without notice to users, take any other action it deems necessary to preserve, secure, and protect systems, information assets, or IT resources for the betterment of Shepherd University. Without limiting its right to take action, Shepherd University may, it is sole discretion, disclose the results of any general or individual monitoring or access permitted by this policy, including the contents and records of individual communications, to appropriate Shepherd University personnel and/or law enforcement agencies.

SCOPE of AFFECTED PARTIES

This policy applies to all users, such as students, faculty, and staff of Shepherd University and to other persons accessing Shepherd University information assets and/or IT resources including but not limited to authorized agents or community members, regardless of whether such information asset or IT resource is accessed from on-campus or off-campus.

ACCOUNTS

FACULTY and STAFF

Email services are available for faculty and staff to conduct and communicate official university business. Incidental personal use of email is allowed with the understanding that the primary use be job specific, and that occasional use does not adversely affect work responsibilities of the user or the performance of IT information assets or resources. With the exception of retired Emeritus employees, email services are provided only while a user is employed by the university. Once a user's employment ceases, either voluntarily or involuntarily, their email is disabled, preventing them from accessing the contents contained within email mailboxes. If a departing employee needs to gain access to their previous email account/mailbox contents, accommodations will need to be approved by a designee of the Executive Leadership Team in writing.

STUDENTS

Email services are available for students to support learning and research, and to serve as formal communication by and between themselves and Shepherd University. Access to email services will remain active as long as a student is actively enrolled in classes, but student email accounts will be

disabled 3 months after their last enrolled semester. This allotted time is intended to provide adequate time for transferring email and other content to a personal email service.

AFFILIATES and OTHERS

Individuals with special affiliations with Shepherd University are granted limited email privileges, commensurate with the nature of their special relationship. Shepherd University is free to discontinue these privileges at any time.

ROLES & RESPONSIBILITIES

All Shepherd University students, faculty, staff, and other parties with access to Shepherd University information assets and IT resources shall be responsible for:

USERS
- Usage of email, as well as all information assets and IT resources, in compliance with all applicable laws and Shepherd University policies, standards, guidelines, regulations, and procedures.
- Understand and comply with the guidance provided by this policy, as well as applicable compliance programs and affiliated awareness training.
- Become educated on phishing attacks, malware, and other email obstacles by adhering to announcements from Shepherd University IT Services in email or by visiting the Shepherd University IT Services webpage.
- Be diligent in securing your email credentials.
- Promptly report any suspected violation of this policy, any security events, and/or incidents involving a suspected compromise of a user's account or IT resource to itworkorder@shepherd.edu.

CIO/CISO - INFORMATION PRIVACY OFFICER
- Oversee and administer this policy.
- Provide authorization and direction to IT Services staff in accordance with this policy.
- Develop awareness and necessary training materials as it pertains to this policy.

IT SERVICES STAFF
- With appropriate authorization, take directed action in accordance with this policy to preserve, secure, and protect the interests of Shepherd University.
- Ensure all associated procedures are followed and documented accordingly when taking any actions outlined in this policy.

RELATED TOOLS
RELATED POLICIES & GUIDELINES
- BOG#35: Information Technology Security
- Acceptable Use Policy
- Information Security & Privacy Policy
- International Travel Security Policy
- Password Guidelines
- Social Security Number Guidelines
- Work from Home / Remote Access Guidelines