

# E-mail Policy

## Summary

In support of the University's mission, CSU provides electronic mail (email) services to students, faculty, and staff. Because email is an extremely effective and efficient tool, it is CSU's communication standard. Google Gmail is the service provider of CSU's email system.

## Purpose

The practices, procedures, and responsibilities set forth in this policy intend to protect the University's information assets and define email standards while ensuring an open communication environment.

## Policy

CSU email users must adhere to all applicable laws and policies. In general, acceptable use prohibits:

- Including sensitive or confidential information in email messages. Messages that are offensive, harassing, obscene, or threatening advertisements, chain letters, and other unsolicited messages.
- Using another person's email account or allowing another person to use yours.
- Using email for unlawful purposes.
- Using email for non-CSU commercial purposes.

Email messages are not private.

- The University has the authority to inspect the contents of any message on its system for legitimate business, legal or disciplinary purposes. UITS staff may inadvertently see message content while maintaining or troubleshooting the system.
- Email messages may be subject to requests for public disclosure under the Georgia Open Records Act. The University does not automatically comply with all requests, but does evaluate all requests.

The University does not maintain email archives. However, Google Higher ED is responsible for routine backups, system integrity and reliability. Google Higher ED will provide for future email retrieval.

Use of email distribution lists is limited to valid and approved CSU activities only. The email address directory is available only to the CSU community.

## **Gmail Specific Policies**

- Disk quotas limit storage on the Gmail system to 30GB for all CSU users.
- The Gmail system automatically deletes from users' Trash folders all messages that are more than 30 days old.
- The Gmail system allows a maximum of twenty individual attachments and a combined total attachment size of 20 MB per message.
- The Gmail system does support the use of email address aliases. Students are allowed only one email address and the naming scheme must be consistent with other CSU systems (legal lastname\_firstname).
- The account holder can request assistance or information regarding their email account. Requests from third parties will be evaluated and shall be honored with the Information Security Officer's approval.

## **Procedures and Responsibilities**

UITs personnel are responsible for creating and maintaining email accounts and Google Higher ED is responsible for maintaining system availability, integrity and employing a spam and virus filtering solution.

Users are responsible for managing their email folders and staying under the storage quota.

- A Gmail gateway scans incoming messages for viruses and drops them instead of delivering them. However, since new viruses are written and propagate with alarming speed, no system can guarantee that all viruses will be dropped.
- Users must never open an attachment unless they know the sender and are expecting the attachment.
- The Gmail gateway also filters incoming email for spam. The gateway directs spam to the users Spam folder and may be deleted by the user and/or will be deleted after 30 days automatically.

Report email abuse to [abuse@columbusstate.edu](mailto:abuse@columbusstate.edu). The Information Security Officer and Network Administrator investigate and resolve abuse reports. Retain all messages for use as evidence.

## **Related USG Policy**

5.16 (IT Handbook) Email Use and Protection Standard

## **Last Update**

4/17/2014

## **Responsible Authority**

Chief Information Security Officer