JACKSONVILLE STATE UNIVERSITY

Manual of Policies and Procedures

POLICY NO.: VII.05   **DATE: August 2023**

REVIEW/REVISION DATES:

SUBJECT: Email Policy

APPROVED: Dr. Don C. Killingsworth, Jr., President

OVERVIEW

Electronic email is pervasively used in almost all industry verticals and is often the primary communication and awareness method within an organization. At the same time, misuse of email can pose many legal, privacy and security risks, thus it is important for users to understand the appropriate use of electronic email communications. All users are provided with an official @jsu.edu or @stu.jsu.edu email address that is to serve as the only official email address for conducting university business and receiving official university communications.

PURPOSE

The purpose of this email policy is to ensure the proper use of Jacksonville State University's (JSU) email system and make users aware of what JSU deems as acceptable and unacceptable use of its email system. This policy outlines the minimum requirements for use of email within JSU's Network.

SCOPE

This policy covers appropriate use of any email sent from a JSU email address and applies to all employees, students, vendors, and agents operating on behalf of JSU.

POLICY

Use of email must be consistent with JSU policies and procedures of ethical conduct, safety, compliance with applicable laws, regulations, and proper business practices.

All JSU email accounts should be used for JSU business-related purposes; non-JSU use is expressly prohibited.

All JSU data contained within an email message, or an attachment must be secured and in compliance with all governing practices e.g., FERPA, HIPPA, etc. In general, the use of email to send unencrypted data files containing JSU students or employees personally identifiable information is prohibited.

Any email received pursuant to university records should be maintained in accordance with state record retention laws.

Policy VII.01

Any email communication between JSU employees and students should be addressed to assigned JSU email accounts.

The JSU email system shall not to be used for the creation or distribution of any disruptive or offensive messages, including offensive comments about race, gender, disabilities, age, sexual orientation, pornography, religious beliefs and practice, political beliefs, or national origin. Employees who receive any emails containing this content from any JSU employee should report the matter to their supervisor immediately.

Users are prohibited from using third-party email systems such as Gmail, Yahoo Mail, iCloud Mail etc., to conduct JSU related business or to retain email or other documents on behalf of JSU. Additionally, users are prohibited from automatically forwarding JSU email to these third-party email systems. Any individual message forwarded by the user must not contain JSU confidential information.

Sending bulk unsolicited email messages (spam) from a JSU email account is prohibited when it pertains to personal or non-JSU business.

Users shall have no expectation of privacy in anything they store, send, or receive on the University's email system. JSU has the right to audit all email communication and provide access to non-account owners for purposes of business continuity and operations without prior notice to the account owner.

POLICY COMPLIANCE

Compliance Measurement
Compliance to this policy will be verified through various methods that may include account review, email administration tools, business reports, audits, and feedback to the policy owner.

Exceptions
Any exception to the policy must be approved by the Vice President for Information Technology in advance.

Non-Compliance
An employee found to have violated this policy may be subject to disciplinary action and possible termination of employment as outlined in the JSU Employee Disciplinary Actions Policy.

RESPONSIBILITY

The Vice President for Information Technology and CIO is responsible for this policy.

EVALUATION

This policy will be reviewed at least every five (5) years.

Policy VII.01