

## UNIVERSITY EMAIL USE POLICY AND PROCEDURES

*Approved by Administrative Council 3/05/18; Revised by Administrative Council 8/12/19;*

*Revised by Administrative Council 5/10/21*

*Effective date 5/10/21*

### PURPOSE

Roseman University of Health Sciences utilizes two solutions for electronic mail or email:

- a cloud-based platform utilizing Microsoft's Office 365 ("Exchange Accounts") for employees; and,
- a cloud-based system using Roseman's domain name pursuant to an agreement between the University and Google, Inc. ("Gmail Accounts").

Collectively these are known as "University Email Accounts." The purpose of this policy is to ensure the proper use of these electronic mail solutions. Email is a tool provided by the University and serves as a means of communication and administrative efficiency. Users have the responsibility to use this resource in an ethical and lawful manner.

### OWNERSHIP OF EMAIL DATA

Roseman owns all University Email Accounts. Subject to underlying copyright and other intellectual property rights under applicable laws and University policies, the University also owns data transmitted or stored using the University Email Accounts.

### PRIVACY AND RIGHT OF UNIVERSITY ACCESS

While Roseman will make every attempt to keep email messages secure, privacy is not guaranteed and users should have no general expectation of privacy in email messages sent through University Email Accounts. Under specific circumstances, it may be necessary for unit heads and/or their designee(s) to access current and former University Email Accounts. These circumstances can include, but are not limited to, investigating security or abuse incidents, investigating violations of University policies, or in order to continue critical University business where the University Email Account holder will not or can no longer access the University Email Account. Such access will be on an as-needed basis and any email accessed will only be disclosed to individuals who have been properly authorized and have an appropriate need to know or as required by law.

### ACCOUNT CREATION

#### *Employees:*

University Email Accounts are created based on the official name as reflected by the Human Resources unit. Accounts will be created after the official Human Resources notification has been received by the Technology Services unit. Exceptions to this process must be coordinated through the Human Resources office. The legal first and last name will be used for the account creation. If Human Resources indicates a nickname or preferred name (e.g., middle name or John instead of Jonathan) on the notification form, Technology services will use that.

The format used is first initial of the first name and the full last name, e.g., [jsmith@roseman.edu](mailto:jsmith@roseman.edu). Sequential numbers will be used at the end of the last name if the account is already in use.

*Generic User or Unit Email Accounts:*

## **EMAIL ACCOUNT REMOVAL**

### ***Employees:***

Upon termination of employment, the individual's access will be removed. Unit heads and/or their designee(s) can request temporary access to these accounts as well as email forwarding. Employee email accounts will be permanently deleted after sixty days unless notified otherwise by the unit head and/or their designee(s). Administrative position Exchange Accounts (Directors and higher) will be permanently deleted after one year unless notified otherwise by the unit head and/or their designee(s). Unit heads and/or their designee(s) can also request the account to be deleted sooner than specified.

Terminated employees can request temporary access to their email account (e.g., faculty member actively working on a grant or publication). This must be approved by the Unit Head and/or their designee(s) and the Director of Human Resources. Access will be removed after sixty days. Exceptions to this process must be approved by the Unit Head and/or their designee(s) and the Director of Human Resources. Approved requests must be sent to the Vice President for Technology Services and/or their designee(s).

It is the unit's responsibility to reset the passwords of any shared or generic accounts if that individual had access to them.

### ***Students:***

Withdrawn student Gmail Accounts will be deleted if a student has not been enrolled in a program for more than forty-five days unless the Dean/Program Director and/or their designee(s) have requested to keep the account active.

If the student was a member of a student organization and had access to the organization's email account, it is the organization advisor's responsibility to reset the password.

### ***Alumni:***

Graduated students will continue to have access to their Gmail Account for one year after their graduation date. After that date, the Gmail Account will be deleted. Roseman will not issue email accounts to alumni.

## **APPROPRIATE USE AND USER RESPONSIBILITY**

The Technology Services Unit maintains all of the University's official email systems, Exchange Accounts and Gmail Accounts. All students and employees are expected to read their emails on a regular basis and manage their accounts appropriately. An email message regarding University matters sent from a Roseman employee is considered to be an official notice.

Unless there is an identified and approved Roseman business purpose, data that is identified as protected shall not be transmitted via email. Protected information that must be sent by email is required to be encrypted. Protected information includes but is not limited to personally identifiable information (PII), Social Security numbers, bank account information, tax forms, background checks, sensitive research data, or other protected data. All users must maintain confidentiality of student information in compliance with the Family Education Rights and



dismissal from the university. Some violations may constitute criminal offenses, as defined by local, state, and federal laws and the university may prosecute any such violation to the full extent of the law.