



Gonzaga University Information Technology Policy and Procedure

SUBJECT: Employee E-mail Policy

| Policy Number | Date Issued | Date Reviewed |
|---------------|-------------|---------------|
| IT113 | | |

PURPOSE:

Gonzaga University uses electronic mail (e-mail) as an official means of communication. The University is reliant on e-mail to conduct official university business. The purpose of this policy is to enhance the Acceptable Use policy statements and to further clarify acceptable and unacceptable uses of e-mail.

SCOPE:

This policy covers appropriate use of any e-mail sent from a Gonzaga University e-mail address and applies to all employees, vendors, and agents operating on behalf of Gonzaga University. Existing university policy that currently proscribes inappropriate communication applies equally to the content of e-mail messages.

POLICY:

Prohibited Activities:

- Sending SPAM, chain letters from a Gonzaga e-mail account is prohibited.
- Unauthorized altering the header of an e-mail message to prevent the recipient from determining the actual sender of the e-mail.
- Sending e-mail from another users account or falsifying sender information in any way.
- Using e-mail for any activity that is unlawful or in violation of any Gonzaga policies.
- Unauthorized disclosure or forwarding of information proprietary to the university or deemed confidential in nature or information that could be construed as a statement of official university policy, position, or attitude.

Mass Mailing:

- Warnings and mass mailings about important technology issues must be approved by the Director of Central Computing or assigned designee.
- Mass mailings to staff and faculty shall be approved by the Director of Public Relations or assigned designee.
- Mass mailings to students shall be approved by the Vice President of Student Life or assigned designee.

General Policy:

- Using a reasonable amount of Gonzaga University resources for personal e-mails is acceptable.
- Individual e-mail messages will not exceed 25 megabytes.
- Non-work related e-mail should be saved in a separate folder from work related e-mail.
- Gonzaga University may monitor messages without prior notice as described in the **Acceptable Use Policy**.
- All e-mail stored in the “Deleted Items” directory will be automatically purged (permanently deleted and unrecoverable) after a period of thirty (30) days. This includes e-mail attachments stored in the Deleted Items directory.
- The Central Computing and Network Support Services (CCNSS) will employ methods to reduce the number of SPAM type e-mail and viruses that are received by university recipients. CCNSS will attempt to ensure valid e-mail is allowed, however, some false positives can be expected.

Enforcement:

Any employee found to have violated this policy may be subject to disciplinary action, at the discretion of their supervisor, as described in the university's **Personnel Policies and Procedures Manual**.

DEFINITIONS:

Chain e-mail – E-mail sent to successive people. Typically the body of the note has direction to send out multiple copies of the note and promises good luck or money if the direction is followed.

E-mail – The electronic transmission of information through a mail protocol such as SMTP.

False positive – Legitimate e-mail marked as SPAM and thereby not being forwarded to a user inbox.

SPAM – Unsolicited e-mail, often of an offensive or commercial nature, sent to multiple mailing lists, individuals, or newsgroups; junk e-mail.

Mass Mailing – Electronic mail sent unsolicited to a large number of employees or students or a campus-wide distribution list.

Virus warning – E-mail containing warnings about virus or malware. The overwhelming majority of these e-mails turn out to be a hoax and contain bogus information usually intent only on frightening or misleading users.

PROCEDURE:

- I. It is the users responsibility to report any e-mail that is received from a member of the Gonzaga staff, faculty, or student body and that is believed to be in violation of this policy to their immediate supervisor.
- II. It is the users responsibility to report instances of excessive SPAM to the following e-mail address:
 - a. Spam-Reporting@gonzaga.edu
- III. IT staff will train appropriate personnel on the proper methods of approving mail for mass distribution.
- IV. Software utilities will be utilized to automatically purge e-mail from the Deleted Items folder on a regular basis.
- V. Gonzaga University will employ software and/or appliances to reduce the number of SPAM type e-mail that is received by university recipients.
 - a. It is understood that no product available can eliminate all SPAM type e-mail

ENFORCEMENT:

Any University personnel found to have violated this policy may be subject to disciplinary action, at the discretion of their supervisor, as described in the university's **Personnel Policies and Procedures Manual**.

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| Date: | President or Designee |