



Gonzaga University Information Technology Policy and Procedure

SUBJECT: Student E-mail Policy

Policy Number	Date Issued	Date Reviewed
IT601		

PURPOSE:

Gonzaga University uses electronic mail (e-mail) as an official means of communication. The purpose of this policy is to ensure that students have access to official communication from the university and to define their responsibilities around communication of this type. This policy does not prohibit students from maintaining their own non-university e-mail account in addition to their Gonzaga e-mail address.

SCOPE:

This policy applies to all Gonzaga University students.

POLICY:

E-mail is an official means of communication at Gonzaga University.

Gonzaga University will use the student’s official university email address for communication.

Students have the responsibility of accessing and reading their e-mail messages in a timely fashion and maintaining their email box at a reasonable size. Zagsmail users should move messages from their inbox and maintain their inbox at a size no greater than 25 megabytes.

The university reserves the right to purge e-mail from accounts.

Students may setup a forward on their Gonzaga University e-mail to a personal address; this does not absolve the student from any component of this policy. Information Technology staff have no responsibility to assist, maintain, troubleshoot, or support this type of forwarding.

This policy does not supersede the university’s policies on privacy as stated in the university’s **Acceptable Use Policy**.

All users of electronic communication, including e-mail, need to realize that there is no assumption of privacy.

Students will adhere to all applicable policies including, but not limited to, **Acceptable Use Policy**, and **Student and Visitor Anti-Virus Protection**, policies.

The university will use a variety of spam filtering tools.

Alumni may be granted the use of a Gonzaga University e-mail account for life. Alumni must check their account at least once every six months or it is subject to deletion.

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.

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

Service – those applications, resources, and connectivity directly or indirectly related to the information technology structure and infrastructure.

Spam - Unsolicited e-mail, often of a commercial nature, sent indiscriminately to multiple mailing lists, individuals, or newsgroups; junk e-mail

User – Any person who uses a computer or related service.

PROCEDURE:

- I. Information Technology staff or other authorized personnel will assign all students an official university e-mail address.
 - a. This address is the official student e-mail address.
 - b. This official address will be listed in the university's student directory unless the student has requested otherwise.
- II. The university will make regular archival copies of all e-mail for disaster recovery purposes.
- III. The university will continue to stay apprised of the latest spam filtering techniques and will adjust its own processes when warranted.
 - a. No current spam filtering technique is completely effective and may let mail through that should be blocked and occasionally block e-mail that should be delivered.
- IV. If a student suspects that legitimate e-mail is being blocked by spam filtering or an unusual amount of spam is being received he should submit a work order with the Help Desk (extension 5550).
- V. A notification will be sent when a student inbox has been purged. Students may request recovery of email up to 30 days after purging.

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**.

Date:	President or Designee