

Email Policy

Section 1. PURPOSE AND SCOPE

The purpose of this policy is to ensure the proper use of Clark University's electronic mail communication system and make users of the email system aware of what Clark University deems to be acceptable and prohibited use.

Clark University reserves the right to amend this policy at its discretion. This policy does not grant the users of the email system any contractual rights.

Section 2. PROCEDURES AND ENFORCEMENT

With the appropriate authorization, the University will investigate complaints received from both internal and external sources about unacceptable use of email that involves Clark's email facilities and/or Clark's computer network. Requests to access or disclose the content of email will be handled within the following guidelines:

If the email account belongs to a: Then written permission must be obtained from:

Faculty Member, Student	Provost
Staff Member (incl. student employees)	Director of Human Resources
Alumni or Alumnae	Vice President for University Advancement

All requests to access or disclose the content of email, including detailed information on why the request is being made, should be sent from the appropriate person authorized above to the Chief Information Officer for processing. If the request is the result of a court order, then written permission from the above authorized person is not required.

Authorization for University personnel to monitor or access the electronic communications of individual faculty, staff, and students will not be granted casually. Such authorization will require justification based on reasonable business needs or reasonably substantiated allegations of a violation of law or policy on the part of the employee or student. In carrying out the retrieval of files or information, due respect should be accorded to confidential or personal information and legally protected files. Whenever possible, the employee or student should be informed and asked to help in obtaining the needed business materials.

With the exception of content covered by the University's intellectual property policy, all electronic information residing on University owned systems and all Internet traffic generated through or within these systems, are the property of the University. They are not the private property of any University employee, faculty, staff, contractor, student, or other person.

Section 3. WHO GETS AN ELECTRONIC MAILBOX?

Electronic mailboxes are automatically created for all faculty, staff, and students at Clark University. Mailboxes are created when a person is entered into Banner as an "active" faculty/staff/student member of the community. In cases where the University has a contractual agreement with outside vendors (such as campus food service or the bookstore), key personnel for that vendor may also be granted mailboxes upon request.

Departmental Email Accounts

Recognized departments and groups may establish special departmental mailing addresses, such as IDCE_Search or Media. These requests are handled through the ITS Help Desk and require the completion of a request form to open such an account. If there is no email sent to or from these departmental account in a six-month window, ITS may email the account and wait one month for a response. If there is no response received, ITS reserves the right to delete the departmental account. In all cases there needs to be a current member of the Clark community who accepts primary responsibility/ownership for this mailbox.

Affiliated Personnel

It is recognized that work requirements for those who are affiliated with Clark University, though not directly in its employ, may necessitate access to electronic services. Some categories of these affiliates are granted access by default. For those who do not fall within these categories, a request, including an explanation of the need, should be submitted to the [ITS Help Desk](#).

Section 4. QUOTAS/ LIMITS

What are the current email quotas/limits?

An email quota is the amount of email (including attachments) that a user can store on the central email server. To manage available disk space and ensure equitable availability of computing resources, there are limits placed on all mailboxes. Clark uses Microsoft Office 365 as our mail hosting service so our quotas and limits follow that of Office 365. For this reason, a mailbox should be regarded as only a temporary repository for email. Messages and attachments should be deleted if no longer needed or more permanently stored on a hard drive, CD or other storage media. Currently, the following limits apply to email:

Mailbox Quotas

- faculty/staff/student mailbox - 50GB
- faculty/staff personal archive - Unlimited

System Limits

- Maximum size of any email (including attachments) that can be sent or received is 35MB.
- Number of recipients that may be addressed in one email message is 500.
- Number of messages that can be sent per minute is 30.
- Number of total recipients you can send to in a 24-hour window is 10,000.
 - A recipient is defined as an email address in the To, CC, or BCC field of a message. Sending to a distribution list @lists.clarku.edu counts as one recipient regardless of the number of members on the list. Distribution lists created by users and stored in their Contacts count as the number of email addresses in the list.
- Messages in your Junk E-mail folder will automatically be deleted when they are 30 days old.
- You may recover deleted items for up to 14 days after deletion.

What happens when a mailbox is over quota?

- Every night, the system checks mailbox size against mailbox quota and will generate a notification email when a mailbox has reached 49GB.
- When a mailbox reaches 49.75GB, email cannot be sent from that account.
- When a mailbox reaches quota, email cannot be sent or received. Access to the mailbox is still allowed in order to perform housekeeping, but the ability to send or receive new messages will be suspended until the mailbox is within its allocated quota.

SECTION 5. ABSENCE AND LEAVE

What happens to a mailbox when one leaves the University?

Individuals may leave the University to take other employment, to transfer to another college, or simply to go on to other activities. Since such people often have no continuing relationship with the University, their email benefits may be substantially reduced or terminated. Your Clark mailbox is tied to your Clark Account. Any action taken on your mailbox will follow the Clark Account Policy.

What if I have multiple relationships to the University?

Some individuals have more than one affiliation with the University. A faculty member may also be an alumnus, a staff member may be a student, a staff member may be a part-time faculty member, etc. A person with multiple roles will receive the account specifications that are associated with his/her primary role at the University.

SECTION 6. BACKUPS

Are mailboxes backed up?

Clark's mail environment is hosted by Microsoft. Data in that environment is protected against system failure, but is not backed up for individual message retrieval. Items removed from your "Deleted Items" can be recovered for 14 days. Items older than 30 days old in your "Deleted Items" or "Junk E-Mail" folders will automatically be deleted.

SECTION 7. RESTRICTIONS

Are there limits to what I can do with my Clark email?

Email and network connectivity are provided as professional resources to assist faculty, staff, and students in fulfilling their academic goals and/or University business.

As a matter of convenience, the University does permit incidental personal use of its email systems provided that such use does not interfere with University operations, does not generate incremental identifiable costs to the University, does not negatively impact the user's job performance, and does not violate the law or any other provision of the Clark University's Acceptable Use Policy or any other applicable policy/guideline at Clark.

Each user is responsible for using the email systems in a professional, ethical, and lawful manner. Unacceptable and inappropriate behavior includes, but is not limited to:

- Forged Mail - It is a violation of this policy to forge an electronic mail signature or to make it appear as though it originated from a different person.
- Intimidation/Harassment - It is a violation of this policy to send/forward email that is obscene, harassing, abusive, or threatens an individual's safety. Known threats to personal safety will be reported to University Police.
- Unauthorized Access - It is a violation of this policy to attempt to gain access to another person's email files regardless of whether the access was successful or whether or not the messages accessed involved personal information.
- Unlawful Activities - It is a violation of this policy to send/forward copyrighted materials electronically, and it is a federal offense. Other illegal use of email will also be dealt with and/or reported to the proper authorities.
- Proprietary/Confidential Information - The unauthorized exchange of proprietary information or any other privileged, confidential sensitive information, without proper authorization, is a violation of this policy.
- Chain Letters/Junk email/SPAM - It is a violation of this policy to send chain letters, junk email, or any other type of widespread distribution of unsolicited email.
- Hoaxes -It is a violation of University policy to distribute an email hoax with the intention to mislead or trick others into believing/accepting/doing something.

- Viruses -It is a violation of this policy to knowingly transmit email messages containing a computer virus, worm, spyware, or any form of malware.
- Commercial Activities - It is a violation of this policy to use Clark's email system for commercial activities or personal gain (except as covered by the University's AUP or Intellectual Property Policy).
- Attachments - Attachments are any items added in addition to the original email being created. Attachments must also adhere to restrictions stated above.

Penalties for unacceptable behavior range from de-activation of the account (for minor first offenses) through university judicial action or referral to law enforcement authorities.

SECTION 7. REPORTING ABUSE

Email abuse may be reported to abuse@clarku.edu. Reports of abuse will be investigated and handled as appropriate. In all cases, do not delete any evidence or message(s) as they can be used as evidence.

SECTION 8. SECURITY AND CONFIDENTIALITY

Is email secure and confidential?

Email transmission over the Internet is inherently insecure and subject to security breaches that include message interception, message alteration, and spoofing. Users of Clark's email systems should not assume the confidentiality or integrity of any message that is sent or received via the Internet. Also, while the transmission and receipt of email messages is generally reliable, timely delivery of time-sensitive information cannot be guaranteed.

SECTION 9. EXPECTATIONS OF PRIVACY

What is Clark's policy on email privacy?

While the University respects the privacy of electronic communications and makes every attempt to keep email messages secure, privacy is not guaranteed. Clark University does not routinely monitor or access the content of email messages whether stored on University equipment or in transit on the University network. The content of electronic communications will not be accessed during the execution of systems support, network performance, and related security functions; but system administrators may access and disclose such contents when access and disclosure are necessary to protect the integrity of information technology resources, to ensure that these resources are equitably shared, to respond to health and safety emergencies, or to respond to subpoenas, court orders, or other valid forms of legal process. Where there is evidence of a criminal offense, the matter will be reported to Clark's judicial systems and/or law enforcement. The University will cooperate with the justice system in the investigation of the alleged offense.

History/Revision Information

Responsible Office/ Division: ITS

Effective Date: September 21, 2007

Last Amended Date: July 22, 2016 (to reflect to Office 365)
change) **Next Review Date:** July 22, 2024