Email Usage Standard and Procedures

Issue Date: January 1, 2011

Effective Date: November 29, 2016

Email Account Standards:

The Email Usage Standard and Procedures governs the use of @kennesaw.edu e-mail Accounts, with the exception of @students.kennesaw.edu, @grad.kennesaw.edu, and @alumni.kennesaw.edu

Account Acceptable Use:

Policies and regulations that apply to other forms of communications at the University also apply to electronic mail. In addition, the following specific actions and uses of university e-mail accounts are inappropriate:

1. Use of e-mail for private, non-University, matters.
2. Concealment or misrepresentation of names or affiliations in e-mail messages.
3. Alteration of source or destination address of e-mail.
4. Use of e-mail for commercial or private business purposes.
5. Use of e-mail for organized political activity or political solicitation.
6. Use of e-mail to harass or threaten other individuals.
7. Use of e-mail that degrades or demeans other individuals.
8. Use of email to transmit external account numbers or credit card information.

No one shall deliberately alter or attempt to conceal their true return e-mail address, or the origination location of the message. No one shall deliberately set forth to interfere with the reception of e-mail by an individual. No one shall deliberately set forth to intercept or receive, and/or view another individual’s email without that user’s consent.

E-mail Account Management Procedures:
Accounts will be generated for all faculty at the beginning of the semester in which they are hired to teach, and for all staff employees upon completion of the Human Resources process. Additional accounts for users may be generated as needed by notifying the KSU Service Desk via email: service@kennesaw.edu.

Accounts for Visitors may be obtained by completing the Services for Long Term Visitors form, available from KSU Card Services.

In order to efficiently manage email accounts and ensure that resources are available for all users, the size of account mailboxes will be limited. Exceptions to the mailbox size limit can be requested via the KSU UITS Service Desk at service@kennesaw.edu and will be reviewed on a case-by-case basis. E-mail stored on official University systems will be preserved for no longer than 30 days after deletion by the e-mail user. This does not guarantee recovery of accidental deletions even within the 30 day window.

Log files associated with e-mail account use are generally preserved for no longer than 30 days.

Expiration of Accounts:

- **Employees Retiring from the University**
  Accounts for faculty and staff retiring from the University will be maintained indefinitely, unless it is determined that the account is abandoned, or the retiree notifies the KSU UITS Service Desk at x6999 or service@kennesaw.edu that he/she no longer has a need for it.

- **Employees Leaving the University**
  Accounts for faculty and staff leaving on good terms will be locked and will expire 30 days after the last day of employment.

- **Employees Dismissed from the University**
  Accounts for faculty and staff dismissed from the university will expire immediately. Email will not be forwarded after the account expires.

E-Mail Retention and Disposal:

E-mail users storing messages on Kennesaw State University servers have the capability to "archive" e-mail items to files. This effectively allows users to save messages for any length of time.

E-mail correspondence and associated attachments may be considered official university records and, as such, may need to be retained based on guidelines established by the Board of Regents. It is the responsibility of the sender and recipient of these e-mail messages to determine the required retention period, to
comply with applicable policies and procedures regarding record retention, and to preserve these e-mail records either electronically or in printed form with all of the associated header and transmission information. No e-mail, in any form, shall be retained for longer than its established retention cycle, unless directed to do so by the KSU Department of Archives and Records Management.

**Review Schedule:**

The User Accounts and Password Standard and Procedures will be reviewed annually by the Office of the CIO or their designee.