Email and Instant Messaging Usage Standard and Procedures

Issue Date: January 1, 2011

Effective Date: February 1, 2018

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.

Account Acceptable Use:

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

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

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

E-mail and Instant Messaging 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 Non-Paid Affiliate (NPA)/Long-Term Visitor (LTV) 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 Office of the CIO Service Desk at service@kennesaw.edu and will be reviewed on a case-by-case basis. E-mail and IM will be preserved for no longer than 30 days after deletion by user. This does not guarantee recovery of accidental deletions even within the 30 day window.

Expiration of Accounts:

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

- **Employees Separating from the University**
  Accounts for faculty and staff separating from the university will be locked and will expire 30 days after the last day of employment. Email will not be forwarded after the account expires.

E-Mail and Instant Messaging Retention and Disposal:

E-mail and instant messaging (IM) users have the capability to "archive" e-mail items to files. This effectively allows users to save messages for any length of time.

E-mail and IM correspondence and associated attachments are considered official university records and, as such, 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 or IM, 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.

At the Chief Information Officer's discretion, malicious emails may be deleted from University email servers and accounts.

**Review Schedule:**

The Email and Instant Messaging Usage Standard and Procedures will be reviewed annually by the Office of the Chief Information Officer and Vice President for Information Technology or his/her designee.