

<b>Volume I1:</b> Information Technology	<b>I1.03.1</b> <b>University E-Mail</b>  <b>Effective Date:</b> 01/02/07 <b>Last Revision:</b> 12/10/09	<b>Responsible Office:</b> University Technology Services
<b>Chapter 03:</b> Electronic Communication		<b>Responsible Officer:</b> Executive Director

## POLICY STATEMENT

E-mail is an official means for communication at NEIU. Therefore, the University will send communications to members of the community via official NEIU e-mail accounts only and will expect that those communications will be received and read in a timely fashion. The University also reserves the right to set restrictions, access, and limitations pertaining to the use of official University e-mail as they see fit. University members should use these tools in an appropriate manner as set forth by the regulations.

## PURPOSE OF THE POLICY

There is an expanding reliance on electronic communication among students, faculty, staff, and administration at NEIU. This is motivated by the convenience, speed, cost-effectiveness, and environmental advantages of using e-mail rather than printed communication.

This e-mail statement provides regulations regarding the following aspects of e-mail as an official means of communication including:

- Appropriate use;
- Assignment of e-mail addresses;
- Use of and responsibilities associated with assigned e-mail addresses; and
- Expectations of e-mail communication between faculty and student and staff and student.

## WHO IS AFFECTED BY THIS POLICY

All users of University e-mail facilities and services

## DEFINITIONS

### E-Mail Quotas

The e-mail quota is the amount of e-mail (including attachments) that a user can store on the central e-mail server. If the assigned allocation is filled up, no new mail can be stored in the account Inbox - new mail is returned to sender.

## REGULATIONS

### 1. APPROPRIATE USE OF E-MAIL

In general, e-mail is not appropriate for transmitting sensitive or confidential information.

- Users should exercise extreme caution in using e-mail to communicate confidential or sensitive matters, and should not assume that e-mail is private and confidential.
- All use of e-mail will be consistent with the NEIU's Acceptable Use of Information Technology policy and all other NEIU policies.

- Confidentiality regarding student records is protected under the Family Educational Rights and Privacy Act of 1974 (FERPA). All use of e-mail, including use for sensitive or confidential information, will be consistent with FERPA.

## **2. ASSIGNMENT OF E-MAIL ADDRESSES**

University Technology Services (UTS) will assign all students, faculty, and staff an official University e-mail address. It is to this official address that the University will send e-mail communications; this official address will be the address listed in the University's Directory for that person.

- All non-student employees, including Faculty, Administrative and Professional, and Civil Service, will be assigned Outlook Exchange accounts.
- Students and affiliates will be provided with WebMail accounts.
- Departmental accounts will be set up on Outlook Exchange as needed. Student organizations and temporary accounts will use WebMail.

## **3. E-MAIL QUOTAS AND LIMITS**

- The limit on the number of recipients you may address in one e-mail message is 30.
- The maximum size of any e-mail attachment is 50MB. This is a system-wide transmission limit common to all users.

### **3.1. FACULTY/STAFF**

All faculty and staff are using the Outlook Exchange e-mail system and can store up to 1 gigabyte (1,000 megabytes) of e-mail. At 80% (800 MB) users will begin to receive e-mail notifications that they are approaching the quota limit. At 90% (900MB) users will still receive new messages, but will no longer be able to send any e-mail messages. At 100% (1GB) users will be prohibited from sending or receiving any e-mail messages. Users who are utilizing a major portion of their default quota should take advantage of offline storage of e-mail in personal folders. Requests for increases may be considered on an "as needed" basis, provided that the usage supports the mission of the University.

### **3.2. STUDENTS**

Students can store up to 100MB of e-mail on the WebMail system. Items in the WebMail Trash folder that are older than 30 days will be automatically deleted.

Note: Download attachments to your local computer and remove them from your e-mail inbox. Frequently, the size of attachments is the factor which puts the mailbox over quota.

## **4. E-MAIL PRIVILEGES UPON UNIVERSITY SEPARATION**

### **4.1. GRADUATION**

Below is the course of actions upon graduation:

- **First year: E-mail services, web pages, file storage**  
Graduating students may keep their WebMail accounts for one year after graduation. Your official address is retained for that period of time. Any web pages or other files you have stored in the Gamut file system under your account remain available to you during this period via FTP.
- **After first year**  
*One year after graduation* the account is closed for those non-returning students. Stored files and e-mail are deleted, and the personal alias is turned off. Before your account is deleted, it is your responsibility to copy any e-mail or other files you wish to keep.

## 4.2. RETIREMENT

Faculty and staff members retiring from the university may keep any or all of the following services as long as they continue to be used:

- E-mail services
- E-mail forwarding
- Web page and file storage on gamut.neiu.edu
- Shell access on gamut.neiu.edu

If a retiree no longer wishes to use these services, they should contact the Help Desk (773-442-4357, [helpdesk@neiu.edu](mailto:helpdesk@neiu.edu)) for their accounts to be removed from the system.

Continuation of retirees' accounts service will be reviewed regularly. If these accounts are not used for a period of 6 months, they will be removed from the system.

## 4.3. RESIGNATION

Individuals may leave the University to take other employment, to transfer to another college, or simply to go on to other activities.

- **Faculty who leave before retirement.**  
Faculty who leave before retirement may keep their e-mail accounts and e-mail forwarding for one year from the end of the last term in which they taught. This covers also the case of adjunct faculty members who teach one course per year.
- **Staff who leave before retirement.**  
Staff members who leave the University may keep their e-mail accounts and forwarding for 90 days from their date of termination.
- **Students who leave before graduation.**  
Students who leave the University without completion of their degree or other program may keep their e-mail accounts and forwarding as long as they are "eligible to register". This is the period, usually one year from the last term when they were registered, during which they may return to school without formal re-admission.
- **An employee who is dismissed or a student who is expelled.**  
If an employee is dismissed or a student is expelled from the University with cause, e-mail privileges will be terminated immediately.

## 4.4. MULTIPLE AFFILIATIONS

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 benefits that give the individual the maximum advantage unless other considerations override that benefit.

## 5. EXPECTATIONS REGARDING USE OF E-MAIL

NEIU account holders are expected to check their official e-mail address on a frequent and consistent basis in order to stay current with University communications. The campus recommends checking e-mail daily for faculty and staff and weekly for students at a minimum in recognition that certain communications may be time-critical.

## 6. EDUCATIONAL USES OF E-MAIL

Faculty will determine how e-mail will be used in their classes. Faculty will expect that students' official NEIU e-mail addresses are being used.

## 7. REDIRECTING OF E-MAIL

### 7.1. REDIRECTING OF E-MAIL FROM EXTERNAL E-MAIL ACCOUNTS INTO NEIU EMAIL ACCOUNTS

Redirecting of e-mail from non-NEIU e-mail accounts into NEIU e-mail accounts is allowed as long as users adhere to all existing NEIU e-mail quotas, limits, and policies.

### 7.2. REDIRECTING NEIU E-MAIL TO EXTERNAL E-MAIL ACCOUNTS BY FACULTY/STAFF

Outlook/Exchange is the e-mail system supported by the University for Faculty and Staff. Faculty and Staff may not automatically redirect e-mail received in their NEIU e-mail to non-NEIU e-mail accounts. Automatically redirecting their NEIU e-mail to non-NEIU e-mail accounts will severely limit and possibly obstruct features and functions of Outlook/Exchange and other systems such as NEIUport and listservs. Faculty and Staff may of course manually forward individual e-mail messages to another e-mail account from Outlook/Exchange.

### 7.3. REDIRECTING NEIU E-MAIL TO EXTERNAL E-MAIL ACCOUNTS BY STUDENTS

While the University strongly advises against it, students may automatically redirect e-mail received in their NEIU e-mail account to another non-NEIU e-mail account. However, 'neiu.edu' is the official e-mail address used by the University and automatically redirecting University e-mail to a non-NEIU e-mail account does not absolve a student from the responsibilities associated with communication sent by the University. Additionally, the University is not responsible for the handling of e-mail by non-NEIU e-mail systems.

## HISTORY

09/30/2008 – Revised; change in chapter description

06/30/2009 – Revised; edited responsible office

12/10/2009 – Revised; reformatted document

## RELATED POLICIES, DOCUMENTS, AND LINKS

I1.1.1 – Acceptable Use of Information Technology Resources

I1.3.2 – E-Communications

Student E-Mail Website

<http://webmail.neiu.edu>

Faculty/Staff E-Mail Website

<http://www.neiu.edu/outlookweb>

## CONTACT INFORMATION

Please direct questions or concerns about this policy to:

Contact	Phone	E-Mail
University Technology Services	(773) 442-4190	ucompute@neiu.edu

## DISCLAIMER



The University reserves the right to modify or amend sections of this policy at any time at its sole discretion. This policy remains in effect until such time as the Responsible Officer calls for a review. Requests for exception to any portion of this policy, but not to the policy statement, must be presented in writing to the Responsible Officer.