

<b>Volume I1:</b> Information Technology	<b>I1.03.1</b> <b>University Email</b>  <b>Effective Date:</b> 01/02/2007 <b>Last Revision:</b> 08/01/2017	<b>Responsible Office:</b> University Technology Services
<b>Chapter 03:</b> Electronic Communication		<b>Responsible Officer:</b> Chief Information Officer

## POLICY STATEMENT

Northeastern Illinois University (the "University") uses email as a convenient, swift, and cost-effective means for official communication among students, faculty, staff, and guests. All members of the University are assigned email accounts and are expected to interact with official communications in a timely fashion. The University also reserves the right to set restrictions, access, and limitations pertaining to the use of official University email as it sees fit. University members should use these tools in an appropriate manner as set forth by the Acceptable Use of Information Technology Resources and the University Email Policies.

## PURPOSE OF THE POLICY

The purpose of this policy is to outline the access, limitations, and restrictions related to the use of University email communication including assignment of email addresses, appropriate use of and responsibilities associated with assigned email addresses, and expectations of email communications among students, faculty, and staff.

## WHO IS AFFECTED BY THIS POLICY

All users of University email services.

## DEFINITIONS

**Email Quotas** -The amount of email (including attachments) that a user can store on the email services server. If the assigned allocation is filled up, no new email can be stored in the account Inbox.

## REGULATIONS

### EXPECTED AND APPROPRIATE USE OF EMAIL

- All members of the University are assigned email accounts and are expected to interact with the assigned email accounts for all official communications in a timely fashion. All University communications will be sent using University assigned email accounts.
- All use of the University's assigned email must be consistent with this policy, the University's Acceptable Use of Information Technology Resources policy, Identity Protection Policy, and all other Northeastern policies.
- In general, email is not appropriate for transmitting sensitive or confidential information. Users should exercise caution when using email to communicate confidential or sensitive matters, and should not assume that email is private and confidential. All University Employees must abide by the Identity Protection Policy in regards to the transmission of sensitive or confidential information.
- Confidentiality regarding student records is protected under the Family Educational Rights and Privacy Act of 1974 (FERPA). All use of email, including consideration of use for sensitive or confidential information, must be consistent with FERPA.
- Official University communications, including emails, are subject to The State of Illinois Freedom of Information Act (FOIA) and therefore could become public information.



- Northeastern email account holders are expected to check their official email address on a frequent and consistent basis in order to stay current with University communications. The University recommends checking email on each work day for faculty and staff and every class day for students at a minimum in recognition that certain communications may be time-critical.

## **REDIRECTING OF EMAIL**

### **REDIRECTING OF EMAIL FROM EXTERNAL EMAIL ACCOUNTS INTO NEIU EMAIL ACCOUNTS**

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

### **REDIRECTING NEIU EMAIL TO EXTERNAL EMAIL ACCOUNTS BY FACULTY/STAFF**

- NMail is the email system supported by the University for Faculty and Staff.
- Faculty and Staff may not automatically redirect email received in their NEIU email to non-NEIU email accounts. Automatically redirecting NEIU email to non-NEIU email accounts severely limits and may obstruct features and functions of NMail and other systems such as Google Applications, NEIUpport and Desire 2 Learn. Faculty and Staff may manually forward individual email messages to another email account from NMail as long as all the policies and regulations are followed.

### **REDIRECTING NEIU EMAIL TO EXTERNAL EMAIL ACCOUNTS BY STUDENTS**

- While the University strongly advises against it, students may automatically redirect email received in their NEIU email account to another non-NEIU email account. However, 'neiu.edu' is the official email address used by the University and automatically redirecting University email to a non-NEIU email 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 email by non-NEIU email systems.

## **PROCEDURES**

### **1. ASSIGNMENT OF EMAIL ADDRESS**

University Technology Services (UTS) will assign all students, faculty, and staff with official University email addresses. It is to those official addresses that the University will send email communications.

- All employees including Faculty, Administrative and Professional, and Civil Service, will be assigned NMail email accounts.
- All employees (excluding Student Aides, Work Study, and Graduate Assistant employees) will have their official email address listed in the University's Google Contacts Application.
- All employees (excluding Student Aides, Work Study, Graduate Assistant, Non-grant funded Extra Help, and UPI Hourly employees) will have their official email address listed in the University's Web Telephone Directory.
- All students will be provided with NMail email accounts.
- Departmental accounts and affiliates will be set up with NMail email accounts as requested.

### **2. EMAIL QUOTAS AND LIMITS FOR ALL NMAIL EMAIL ACCOUNTS**

These limits apply to individually sent emails, and are not applicable to Google Groups, and Targeted Announcements.

- The limit on the number of recipients you may address in one email message is 500.
- The maximum size of any email including the attachment is 25MB.
- Each NMail account is allowed an unlimited amount of storage.
- A single NMail email account is permitted to send 2000 emails per day.



### **3. EMAIL PRIVILEGES AND SEPARATION FROM THE UNIVERSITY**

#### **STUDENTS**

- All students may keep their NMail accounts for 18 months after their last class attended or after the last activity is detected in their academic record. The student's official NEIU email address is retained for that period of time. Any web pages or other files which have been stored in the Gamut file system, within Google apps or any other application under the student's account remains available to the student during this period. After the 18 months have elapsed, the NEIU email account is closed for those students who meet these criteria. Stored files and email are deleted, and the personal email alias is turned off. Before the account is deleted, during the 18 month period and without any formal notice from the University, it is the student's responsibility to copy any email or other files the student wishes to keep. Backups of deleted account files and emails are not retained.

#### **Expulsion and Suspension**

- Students who are expelled from the University will have all email privileges and related file storage capabilities revoked immediately.
- Students who are suspended may temporarily lose access to their assigned email account.

#### **EMPLOYEES**

##### **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:
  - Email services
  - Web page and file storage on NMail and related Google application or stored on gamut.neiu.edu
  - Shell access on homepages.neiu.edu
- When a retiree no longer wishes to use these services, the retiree must contact the Help Desk (773) 442-4357, [helpdesk@neiu.edu](mailto:helpdesk@neiu.edu) for the account to be removed from the system.

##### **Resignation**

- Employees who leave the University to take other employment, to transfer to another college, or simply to go on to other activities before retirement may keep their email accounts and email forwarding for 30 days after their final job record has ended. After the 30 days have elapsed, the NEIU email account is closed, stored files and email are deleted, and the personal email alias is turned off. Before the account is deleted, during the 30 day period and without any formal notice from the University, it is the former employee's responsibility to copy any email or other files the former employee wishes to keep. Backups of deleted account files and emails are not retained.

##### **Layoff**

- Employees may keep their e-mail accounts and e-mail forwarded for 30 days after they are laid off. After the 30 days have elapsed, the NEIU email account is closed, stored files and email are deleted, and the personal email alias is turned off. Before the account is deleted, during the 30 day period and without any formal notice from the University, it is the former employee's responsibility to copy any email or other files the former employee wishes to keep. Backups of deleted account files and emails are not retained.



## Dismissal/Discharge

- Employees who are dismissed from the University will have all email and related file storage privileges revoked immediately.
- Employees, who are students, would be assigned a new NEIU email account.

## 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.

## HISTORY

08/01/2017 – Revised; updated policy content to reflect current email application services and changed the amount of time email privileges are available to employees who resign or are laid off

12/10/2009 – Revised; reformatted document

06/30/2009 – Revised; edited responsible office

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

## RELATED POLICIES AND OTHER INFORMATIONAL MATERIAL

[I1.01.1 Acceptable Use of Information Technology Resources](#)

[I1.02.4 Identity Protection](#)

[I1.02.1 Strong Password](#)

[Northeastern Illinois University Policy: Release of Information Pertaining to Students \(FERPA\)](#)

## CONTACT INFORMATION

Please direct questions or concerns about this policy to:

Contact	Phone	Email
University Technology Services	(773) 442-4357	<a href="mailto:helpdesk@neiu.edu">helpdesk@neiu.edu</a>

## 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 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.