

Email Policy

Last Updated: 07/2022

1. Purpose

The purpose of this Email Policy is to provide guidelines for the appropriate use of email services provided by Benedictine University. This policy also defines rights and responsibilities of Benedictine email users.

2. Audience and Scope

This policy applies to all persons using a ben.edu email account.

3. Policy

Service Provision: Email services are provided to all students, faculty, and staff.

Email addresses: Email addresses are generated automatically based on an individual's legal name, using the B number for students, the first initial and last name in most cases for staff. Legal name changes will be processed, at the request of the user, to result in an email address change according to policies set forth by the Registrar's Office (students) and Human Resources (employees).

Account provisioning: Student accounts are created at the point of matriculation. Employee accounts are created and available on the first day of employment. Student Worker accounts must be requested via the online form. Student worker accounts are provisioned for 1 year and must be re-requested each year of employment.

Account deprovisioning: Students email accounts remain active while the student is currently enrolled. Accounts will be deleted for undergraduate students who do not attend for two semesters in a row (not including Summer). Accounts will be deleted for graduate students when they are no longer eligible for readmittance. Accounts for graduates of the University will remain active for 18 months after graduation and then be deleted. Faculty emeriti may keep their accounts indefinitely. Employee accounts are deactivated upon separation from the University. With the approval of Human Resources, access to a separated employee's email account may be given to a supervisor or other authorized University official for a maximum of 30 days.

Usage: Email is the University's official method of communication. Email sent to students by Benedictine faculty and staff must be sent from the individual's or department's ben.edu address. Faculty and staff should not use personal email accounts to communicate with students or conduct official University business.

Students are responsible for monitoring their student email account. Students may set a forward rule on their ben.edu account to have it redirected to a personal email account. However, setting a forward in no way alleviates the student from the responsibility of monitoring their ben.edu account and adhering to this policy or other relevant University policies and procedures. Students should be aware that time-sensitive communications will be sent to their ben.edu email account and the account should be monitored on a regular basis.

Personal Use: Email accounts are provided in furtherance of the teaching, learning, and business needs of the University. Incidental personal use is allowed. However, no one may use their Benedictine email account for business or political purposes or in such a way that it interferes with the conduct of University business or adversely impacts the image and reputation of the University.

4. Expectation of Privacy

All technology resources, including email accounts, are provided by Benedictine University in furtherance of its mission. Users should have no expectation of privacy while using the University network or any technology resource. Under certain circumstances, pre-authorized personnel may access an email account to troubleshoot issues or for compliance or legal purposes. Such access shall be kept to a minimum and any email will be disclosed only on an as-needed basis or when required by law or other regulations. Users should also be aware that their use of University computing resources is not completely private. While the University does not routinely monitor individual usage of its computing resources, the normal operation and maintenance of the University's computing resources require the backup and caching of data and communications, the logging of activity, the monitoring of general usage patterns, and other such activities that are necessary for the provision and maintenance of service.

5. Security

Email is not a secure form of transmission. Email may not be used to send Personally Identifiable Information and other sensitive information, including Social Security Numbers, grades, and credit card numbers.

6. Junk Mail

Information Technology will maintain reasonable processes to deal with email containing viruses, to reject email from unwanted or known junk mail sites or senders, and to scan and delete incoming email containing malicious or other unwanted content. The University cannot guarantee the success of such processes and the user must accept the risk inherent in the use of the technology. The University reserves the right to reject any email message or suspend a ben.edu email account that could compromise the University email facilities or University IT assets.

7. User Responsibilities

Users are responsible for all activity that happens on their accounts.

All users must:

- Keep their email password confidential;
- Comply with all information security policies and procedures;
- Adhere to all laws and regulations regarding copyright and intellectual property;
- Report any security incident or suspected misuse of any technology resource to the Chief Information Officer or designated proxy;
- Refrain from using any University technology resources to relay mail or send unauthorized bulk or Spam messages;
- Not send email messages or files that contain illegal, fraudulent, harassing, racist or obscene verbiage, visual, audio or other content or is in conflict with the Mission Statement of Benedictine University or

federal or state laws. No one may use email to engage in spamming, phishing, or unauthorized bulk mail sending.

8. Email Limits

The email system is a finite resource and limits are placed on mailbox sizes and the sizes of messages (both sent and received), as well as number of messages sent. Other limits and restrictions may be enforced should the technical need arise. Individual message restoration service is not available.