

CLAREMONT UNIVERSITY CONSORTIUM
Policy and Procedure Manual
Information Technology - 6000

Policy No. 6007: CUC Electronic Mail Policy

Date: February 18, 2003

1. PURPOSE

To establish policy and set forth guidelines for the appropriate use of CUC electronic mail service.

2. POLICY

This Policy clarifies the applicability of law, limitations and of other CUC policies to electronic mail. It also defines new policy and procedures where existing policies do not specifically address issues particular to the use of electronic mail.

The terms "electronic mail" and "email" are used interchangeably throughout this Policy.

CUC encourages the use of electronic mail and respects the privacy of users. It does not routinely inspect, monitor, or disclose electronic mail without the holder's consent. Nonetheless, subject to the requirements for authorization, notification, and other conditions specified in this Policy, CUC may deny access to its electronic mail services and may inspect, monitor, or disclose electronic mail

- (i) When required by and consistent with law;
- (ii) When there is substantiated reason to believe that violations of law or of CUC policies;
- (iii) When there are compelling circumstances

CUC, in general, cannot and does not wish to be the arbiter of the contents of electronic mail. Neither can CUC, in general, protect users from receiving electronic mail they may find offensive. Employees of CUC, however, are strongly encouraged to use the same personal and professional courtesies and considerations in electronic mail as they would in other forms of communication.

This Policy applies to:

- All electronic mail systems and services provided or owned by CUC; and
- All users, holders, and uses of CUC email services; and
- All CUC email records in the possession of CUC employees or other email users of electronic mail services provided by CUC.

This Policy applies equally to transactional information (such as email headers, summaries, addresses, and addressees) associated with email records as it does to the contents of those records.

Allowable Use

In general, use of CUC electronic mail services is governed by policies that apply to the use of all CUC facilities. In particular, use of CUC electronic mail services is encouraged and is allowable subject to the following conditions:

Electronic mail services are to be provided by CUC organizational units in support of the research, communication and in support of the mission of CUC, and the administrative functions that support this mission. CUC electronic mail services shall not be provided in competition with commercial services to individuals or organizations outside CUC.

Users

Users of CUC electronic mail services are to be limited primarily to CUC employees and other users authorized by CUC for purposes that conform to the requirements of this Section.

CUC Email Record or CUC Email: Any or several electronic computer records or messages created, sent, forwarded, replied to, transmitted, stored, held, copied, downloaded, displayed, viewed, read, or printed by one or several email systems or services. This definition of email records applies equally to the contents of such records and to transactional information associated with such records, such as headers, summaries, addresses, and addressees. CUC Email records are owned by the CUC.

Restrictions

CUC electronic mail services may not be used for: unlawful activities; commercial purposes not under the auspices of the CUC; personal financial gain; or uses that violate other CUC policies or guidelines. The latter include, but are not limited to, policies and guidelines regarding intellectual property, or regarding sexual or other forms of harassment.

CUC email users shall not employ a false identity. Email may, however, be sent anonymously provided this does not violate any law or this or any other CUC policy, and does not unreasonably interfere with the administrative business of CUC.

Interference

CUC email services shall not be used for purposes that could reasonably be expected to cause, directly or indirectly, excessive strain on any computing facilities, or unwarranted or unsolicited interference with others' use of email or email systems. Such uses include, but are not limited to, the use of email services to: (i) send or forward email chain letters; (ii) "Spam," that is, to exploit list servers or similar broadcast systems for purposes beyond their intended scope to amplify the widespread distribution of unsolicited email; and (iii) "letter-bomb," that is, to resend the same email repeatedly to one or more recipients to interfere with the recipient's use of email.

Personal Use

CUC Email Services may be used for incidental personal purposes provided that, in addition to the foregoing constraints and conditions, such use does not: (i) directly or indirectly interfere with CUC operation of Computing Facilities or Email Services; (ii) burden the CUC with noticeable incremental cost; or (iii) interfere with the Email User's employment or other obligations to CUC. Email Records arising from such personal use may, however, be subject to the presumption in the definition of a CUC Email Record regarding personal and other Email Records. Email Users should assess the implications of this presumption in their decision to use CUC Email Services for personal purposes.

Security and Confidentiality

Users of electronic mail services should be aware that even though the sender and recipient have discarded their copies of an electronic mail record, there might be back-up copies that can be retrieved. Systems may be "backed-up" on a routine or occasional basis to protect system reliability and integrity, and to prevent potential loss of data. The back-up process results in the copying of data onto storage media that may be retained for periods of time and in locations unknown to the originator or recipient of electronic mail. The practice and frequency of back-ups and the retention of back-up copies of email vary from system to system. Electronic mail users are encouraged to request information on the back-up practices followed by the operators of CUC electronic mail services, and such operators are required to provide such information upon request.

Archiving and Retention

Email users should be aware that generally it is not possible to assure the longevity of electronic mail records for record-keeping purposes, in part because of the difficulty of guaranteeing that electronic mail can continue to be read in the face of changing formats and technologies and in part because of the changing nature of electronic mail systems. This becomes increasingly difficult as electronic mail encompasses more digital forms; such as embracing compound documents composed of digital voice, music, image, and video in addition to text. Furthermore, in the absence of the use of authentication systems, it is difficult to guarantee that email documents have not been altered, intentionally or inadvertently. Email users and those in possession of CUC records in the form of electronic mail are cautioned, therefore, to be prudent in their reliance on electronic mail for purposes of maintaining a lasting record. Sound business practice suggests that consideration be given to transferring (if possible) electronic mail to a more lasting medium/format where long-term accessibility is an issue.

Limitations

Disk space, memory and network bandwidth are limited resources. Many messages have increased in size due to the popularity of multimedia email.

Users are asked to read email regularly and clean out their inboxes. Messages that need to be kept long-term should be saved to a personal local folder.

Maximum Message Size

CUC Email adopted a maximum message size of 10 MB. (Almost all the Claremont Colleges have this size limitation.) Users also need to be aware that some ISPs have much smaller limits on their email accounts. For example, at this writing (11/25/2001) Hotmail has a storage space limit of 2MB total. Try to keep your message sizes small, both to keep the systems working better and to ensure a better chance of delivering the message. Email users may use data compression utility such as WinZip to send larger files.

Disk Quotas

CUC Email System sets 50 MB disk space quotas for email sent to @cuc.claremont.edu accounts. Once a user exceeds the quota, no more email will be delivered until the user deletes messages. CUC Email users will receive an email warning when it reaches ninety percent of the disk quota (45MB). When this happens, the user should clear his/her mailbox items to allow new incoming email messages. .

(50 MB size can hold up to 5000 regular two-page text size emails, a plain text email is about 2KB, a jpg picture is about 25KB, 1MB=1000KB)

Email Expiration

Email is expired from user areas under the following schedule:

Inbox and send items folder: 120 days

Trash/deleted-mail folders: 30 days

3. POLICY VIOLATIONS

In general, both law and CUC policy prohibit the theft or other abuse of computing resources. Such prohibitions apply to electronic mail services and include (but are not limited to) unauthorized entry, use, transfer, and tampering with the accounts and files of others, and interference with the work of others and with other computing facilities. Under certain circumstances, the law contains provisions for felony offenses. Users of electronic mail are encouraged to familiarize themselves with these laws and policies.

Violations of CUC policies governing the use of CUC electronic mail services may result in restriction of access to CUC information technology resources. In addition, disciplinary action, up to and including dismissal, may be applicable under other CUC policies, guidelines, implementing procedures.