

OFFICE OF INFORMATION TECHNOLOGY (OIT)

Policies and Procedures Manual

2.5. University of La Verne Employee E-Mail Usage Policy

2.5.1. Purpose

- 2.5.1.1. To provide guidelines with regard to the access and disclosure of electronic mail messages created, sent or received by University of La Verne employees when they use University of La Verne's electronic mail system, communicate with University of La Verne employees or constituents, or engage in University of La Verne business.
- 2.5.1.2. This policy also applies to any non-employee personnel such as consultants who are authorized by University of La Verne to have access to or otherwise use the electronic mail system.

2.5.2. Policy

- 2.5.2.1. University of La Verne e-mail accounts are granted to University constituents as a privilege, not a right. Users violating e-mail policies may have their University of La Verne e-mail accounts suspended or revoked at the discretion of the University administration.
- 2.5.2.2. The University does not provide or make available distribution lists of University of La Verne e-mail accounts. Electronic distribution lists that send mass e-mails are to only be used for internal University administration purposes in the support of University business. The University reserves the right on whether or not to transmit mass e-mails.
- 2.5.2.3. Mass e-mails (those e-mails going to a majority or all of any of the three employee groups – Faculty, Administrative/Professional, Classified) must have the approval of the Chief Human Resources Officer (or designee).
- 2.5.2.4. The confidentiality of any message should not be assumed. Even when a message is erased, it is still possible to retrieve and read that message. Further, the use of passwords / passphrases for security does not guarantee confidentiality. Employees shall take all appropriate steps to ensure that University of La Verne's confidential business information is safeguarded.

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- 2.5.2.5. University of La Verne maintains an electronic mail system, which is provided to assist in the conduct of its business. This system may not be used for personal business. Documents and information stored in/on this technology are presumed to relate to University of La Verne business, are legal property of University of La Verne, and are subject to review by authorized University of La Verne personnel.
- 2.5.2.6. Except in the exercise of University of La Verne's right to retrieve and read any electronic mail messages, such messages should be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any e-mail messages that are not sent to them except as permissible under this policy and the "University of La Verne Employee Email Account Retention" policy.
- 2.5.2.7. Employees should recognize that there is no expectation of privacy with respect to University of La Verne's access to their e-mail communications. While University of La Verne reserves the right to intercept, access, audit, and review all messages created, received or sent over the University's electronic mail system, prior written approval must be granted:
 - 2.5.2.7.1. By the Provost and the Chief Human Resources Officer for faculty accounts (email acceptable);
 - 2.5.2.7.2. By the Provost and Legal Counsel for student accounts (in writing and appropriately signed);
 - 2.5.2.7.3. By the employee's supervisor/direct line manager and the Chief Human Resources Officer (or designee) for staff accounts (email acceptable).
- 2.5.2.8. Classified and Administrative Professional staff who teach courses are not considered "faculty" for the purposes of e-mail policies.
- 2.5.2.9. E-mail accounts are issued to University of La Verne employees for University business purposes. E-mail account retention issues are covered under the "University of La Verne Employee E-Mail Account Retention" policy.

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2.5.2.10. In addition to the provisions set forth in the appropriate use policy, the electronic mail system shall not be used to:

2.5.2.10.1. Solicit or proselytize for any non-job related purpose, such as for commercial ventures, religious, charitable or political causes, or for other outside organizations;

2.5.2.10.2. Create offensive or disruptive messages, such as those containing insults, sexual implications, racial slurs, or any other comment that offensively addresses someone's age, sexual orientation, religious or political beliefs, national origin, disability, or other characteristics protected by federal, state or local law;

2.5.2.10.3. Send (upload) or receive (download) copyrighted materials one does not have a legal right to, trade secrets, or illegal pornographic materials under any circumstances.

2.5.2.11. Email accounts assigned to University staff for business purposes shall not be set up to automatically forward all incoming email to an external (nonUniversity) account.

2.5.3. Policy Violation

2.5.3.1. Employees who believe that this policy has been violated shall notify their manager and/or the Human Resources Department for resolution and action.

2.5.3.2. Violations involving faculty shall be investigated by the Provost, the Chief Information Officer, and the Chief Human Resources Officer. Violations involving staff shall be investigated by the Vice President of Facilities and Technology Services, the Chief Information Officer, and the Chief Human Resources Officer.

2.5.3.3. E-mail policy violations may result in the suspension or revocation of the individual's University e-mail account and/or the right to send to University e-mail accounts from a non-University of La Verne account. If the violation is egregious or illegal, further disciplinary action up to and including termination of employment may be taken.

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2.5.4. Procedure

- 2.5.4.1. Government agencies and private parties in litigation routinely subpoena e-mail messages, which can be used against the employee who sent them and/or University of La Verne. Do not write anything in an e-mail message that you would not want to see on the front page of a newspaper.
- 2.5.4.2. Use e-mail sensibly. Sending carbon copies of messages to too many people or appending attachments indiscriminately clogs the system and is inconsiderate of the value of the recipient's time.

2.5.5. Approval and adoption

- 2.5.5.1. Approved by the Chief Information Officer and Executive Vice President and adopted effective 3/10/2005.
- 2.5.5.2. Changes made to address e-mail account ownership, manage mass emailing to University addresses, and strengthen the violation procedures. Approved by the Chief Information Officer and Executive Vice President and adopted effective 5/5/2006.
- 2.5.5.3. Changes made to prohibit staff members from setting an automatic forward in their University email account. Approved by the Chief Information Officer and Executive Vice President and adopted effective 9/4/2008.
- 2.5.5.4. Changes made to provide a manager with the right to access a staff member's University business email account in their absence. Prior to 2009, University staff were issued one La Verne email account which was used for both business and student purposes. Beginning in 2009, all staff members who are students are now issued a University student email account while their University staff email accounts are used for business purposes only. As such, managers need to be able to access their staff's business accounts as necessary to ensure business continuity (as in instances where the employee is absent and business emails are still being received). Approved by the Chief Information Officer and Executive Vice President and adopted effective 9/22/2010.

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- 2.5.5.5. Updated naming of ULV to La Verne as well as formatting of document. Reviewed and approved by the Interim Chief Human Resources Officer, Chief Information Officer, and Vice President for Facilities & Technology Services and adopted effective 11/1/2017.
- 2.5.5.6. Updated terminology and technologies and move approvals to the end of document. Reviewed by Senior Directors of Infrastructure and Enterprise Applications, and CIO and adopted effective 7/1/2020.
- 2.5.5.7. Reviewed by AVPs of Infrastructure and Systems, Enterprise Applications, and CIO with no changes made as of 7/1/2023.