



EMAIL POLICIES AND PROCEDURES (DRAFT)

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I. Purpose

The purpose of this policy is to establish operational policies concerning email at Georgia Southern University.

II. Policy Statement

1. Appropriate Use

- a. Email accounts are considered a University technology asset and are subject to the Appropriate Use Policy.
- b. The issuance of email credentials may also allow access to other IT resources such as portals and other single-sign-on services offered by or through the University. Hence, the revocation of email use may also revoke access to these additional IT resources.
- c. The owner of an account is responsible for all use associated with the account.

2. Establishing New Email Accounts for Employees

- a. Verification of University employment with Human Resources (staff) or the Office of the Provost (faculty) is required before an account can be created.
- b. ITS will send notification via a secure method, but typically by campus mail, to the PO Box listed on the request form.
- c. Email usernames must be one of the following patterns, where F=first initial, and M=middle initial: FLastname FMLastname FirstnameLastname
- d. Email accounts will be added to the GSNEWS list serve. This list is used to send important information to all Faculty and Staff.

Special Provisions for Faculty

- a. Accounts for new faculty members can be created 90 days in advance of their contract start date.

3. Special Resource Accounts

Email accounts that generically represent resources, functions or student employee accounts may be created upon request. Such accounts are used to manage local resources or services, like a conference room, or for scheduling vehicles, slide projectors. Student employee accounts help students' keep their academic account separate from their work account when extensive use of email is required in their on-campus job.

Department Resource Accounts

- a) Accounts can be used to receive or send email for the department (example: admissions@georgiasouthern.edu)
- b) Account can be utilized by multiple people, authorized by the owner.
- c) Account will be visible in the address book

Departmental Student Accounts

- a) Departmental Student Accounts (DSAs) are available for assignment to authorized students registered and currently performing work for a University department.
- b) The purpose of DSAs are to assist the student in keeping their personal Georgia Southern Account used for school and personal purposes, separate from their employment account.
- c) DSA accounts are to be used for Georgia Southern business purposes only.
- d) Students are not allowed to forward any other email addresses to their DSA account.
- e) DSAs will be expired at the end of each semester, and have to be renewed by the department head.

4. Termination of employment from Georgia Southern

General Statements

- a) Users should forward or back up any messages needed before their termination date.
- b) Faculty accounts will be disabled 90 days after the end of the contract date or resignation date. Faculty will not be able to send or receive any email once the account is disabled. The account will be deleted two weeks after the disable date.
- c) The University has the right to establish an auto reply for incoming email to inform the senders of the users new email address and/or forward the email to an appropriate person.
- d) If the user has an outside email account, the University will support the forwarding any new email to users' outside email account until the Georgia Southern account is disabled.
- e) User will be unsubscribed from list serves associated with this account.
- f) Once the account and its contents have been deleted, they cannot be recovered.

- g) If access to the account after termination is needed, the employee must obtain Dean/Department Head approval.
- h) If the department needs access to the employee's email account for business purposes, the Dean/Department Head must provide such request to accounts@GeorgiaSouthern.edu, with justification for access to the account.

Special Provisions for Temporary Faculty

- a) If the temporary faculty will return to teach at a future date, the account may remain open. If the temporary faculty is not rehired within 12 months, the account will be deleted.

Special Provisions for Staff

- a) Account access will be expired as of users' termination date as indicated by Human Resources. Once users' account is expired, it will not be able to send or receive any email. The account will be deleted two weeks after your termination date.

Special Provisions for Retirees

- a) Georgia Southern Retirees may maintain an email account.