

UNBC Faculty & Staff Email Policy

1.0 Purpose

The purpose of this policy is to describe the appropriate use of University email facilities, associated responsibilities, and rights of all Users of University email facilities and Official University of Northern British Columbia email accounts.

2.0 Scope

This email policy covers all uses and Users of University email facilities. By using the email facilities all Users of University email consent to all provisions of this policy and agree to comply with all of the terms and conditions set forth herein, all other applicable University policies, regulations, and procedures, and with applicable local, provincial, and federal laws and regulations.

3.0 Official Email Account

The University assigned email account shall be an official means of communication with all, faculty, and staff. The use of third party email accounts (Gmail, Hotmail, etc) will not be accepted as official University correspondence. All account holders must adhere to the 'Regulations Governing Computer Use'. The use of the University email account will indicate acceptance of this policy. Email accounts are available for Faculty, staff, students and professors Emeriti. Users are responsible for all information sent to them via their University assigned email account and should notify ITS of any inappropriate email as outlined in section 6.0, or any email that they believe to be inappropriate. Users who choose to forward mail from their University email accounts are responsible for ensuring that all information, including attachments, is transmitted in its entirety to the preferred account. The email account and the contents of the account are governed by the University of Northern British Columbia copyright and intellectual property policies.

4.0 Accounts

4.1 Faculty Accounts

Email accounts are created when the faculty's information is entered into the University's HR system. The email naming convention for faculty is: preferredname.lastname@UNBC.ca. In the case of a duplicate email account, the second email account will have a sequential numeric value appended to the lastname: preferredname.lastname1@UNBC.ca until there is no duplication.

Faculty have a mailbox size limit of **200 MB**. This limit can be increased by notifying the ITS Helpdesk. The mailbox limit will be increased by **200 MB** on the first request to a maximum of **2000 MB**. Faculty are encouraged to practice mailbox maintenance as described on the ITS Web site.

<http://blogs.unbc.ca/itssupport/tips-and-tricks/>

When a faculty member leaves the University by retirement, resignation or termination, the email account will revert to the University. ITS will forward the account to a designate upon written or emailed request from the account holder's supervisor. It is the responsibility of the account holder's supervisor to notify ITS when to delete the account. If an account retention request has not been received by ITS within ninety (90) days of the faculty leaving the University the account will be deleted.

When a faculty member retires the email account will revert to the University unless the faculty member has been granted the title Professor Emeritus. Professors Emeriti are allowed the same privileges and quotas as active faculty. ITS will supply the department chairs with the current email list of Professor Emeriti for review annually. It is the responsibility of the department chair or dean to notify ITS of Professor Emeriti account terminations.

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4.2 Staff Accounts

Email accounts are created when the employee's information is entered into the University's HR system. The email naming convention for staff is preferredname.lastname@UNBC.ca . . In the case of a duplicate email account, the second email account will have a sequential numeric value appended to the lastname: preferredname.lastname1@UNBC.ca until there is no duplication.

University staff have a mailbox size limit of **200 MB**. This limit can be increased by notifying ITS Helpdesk. The mailbox limit will be increased by **200 MB** on the first request to a maximum of **2000 MB**. Staff are encouraged to practice mailbox maintenance as described on the ITS Web site.

<http://blogs.unbc.ca/itssupport/tips-and-tricks/>

When a staff member leaves the University by retirement, resignation or termination, the email account will revert to the University. ITS will forward the account to a designate upon written request from the account holder's supervisor. It is the responsibility of the account holder's supervisor to notify ITS when to delete the account. If an account retention request has not been received by ITS within ninety (90) days of the staff leaving the University the account will be deleted automatically.

4.3 Alumni Accounts

Alumni email accounts are created when the employee's information is entered into the University's HR system. The email naming convention for staff is preferredname.lastname@ALMNI.UNBC.ca. In the case of a duplicate email account, the second email account will have a sequential numeric value appended to the lastname: preferredname.lastname1@ALMNI.UNBC.ca until there is no duplication.

Alumni have a mailbox size limit of **200 MB**. This limit can be increased by notifying ITS Helpdesk. The mailbox limit will be increased by **200 MB** on the first request to a maximum of **1000 MB**. Alumni are encouraged to practice mailbox maintenance as described on the ITS Web site.

<http://blogs.unbc.ca/itssupport/tips-and-tricks/>

4.4 Exception Accounts

The University Senate reserves the right to grant email privileges to persons who have served the University and who do not fall into any of the email account categories. These accounts will be activated upon written request from the Senate Chair to ITS.

5.0 Access and Disclosure

The University encourages the use of electronic mail and respects the privacy of its Users. However the University cannot assure the privacy or the confidentiality of an email account holder's use of electronic mail due to the nature and technology of electronic communication. The University does not routinely inspect, monitor, or disclose electronic mail without the email account holder's consent.

The University shall only permit the inspection, monitoring, or disclosure of electronic mail without the consent of the email account holder under the following conditions:

- a) When required by and consistent with federal and provincial laws and regulations,
- b) When there is a substantiated reason to believe that violations of law or of University policies have occurred,
- c) When there is a substantiated reason to believe there is a high probability that failure to act could result in significant bodily harm, significant property loss or damage, significant liability to the University or members of the University community,
- d) When an employee is unavailable for a significant period of time and is in possession of information that is required for the University to meet its administrative obligations.

All requests to inspect, monitor, or disclose electronic mail must be in writing or email to the Chief Information Office.

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6.0 Abuse of Account

The Regulations Governing Computer Use¹, University policies and the current federal and provincial legal standards apply to all accounts, and account holders. Under authorization from the appropriate University authority, ITS staff, in order to investigate complaints, can disable an email account that is suspected of violating either university policy, or federal or provincial legal standards.

Users of University email facilities whose actions violate the current legal standards, this policy or any other University policy or regulation may be subject to revocation or limitation of email privileges, as well as other disciplinary actions or may be referred to appropriate external authorities.

Examples of abuse of email;

- a) Commercial advertisement, solicitations, or promotions
- b) Destructive programs as viruses
- c) Sending copies of documents in violation of copyright laws
- d) Use of email to harass, intimidate, defame or discriminate against others or to interfere with the ability of others to conduct University business
- e) Use of email for any purpose restricted or prohibited by federal and provincial laws and regulations or University policies or regulations
- f) Constructing an email communication so it appears to be from someone else
- g) Unauthorized access to electronic mail or breach of any security measures on electronic mail systems or unauthorized interception of any electronic mail transmission

- h) Sending unauthorized mass mailings, the continuation of pyramid or chain letters or other forms of communication whose nature is to cause excessive amounts of data to be transmitted
- i) Use of email that identifies the sender as an authorized representative of the University of Northern British Columbia

7.0 Inactive Accounts

Faculty and staff email accounts that have not been used for a period of 12 months will be suspended unless arrangements have been made with ITS to keep the email account for a defined period. It is the responsibility of the account holder or their supervisor to notify ITS when an email account is to be forwarded, disabled or suspended due to maternity leave, sabbatical or illness. ITS will review suspended accounts annually to ensure that the account status is correct. The email account holder or their supervisor must contact ITS to reactivate an email account upon return to work. An account that has been inactive for a period of 2 years will be deleted, unless arrangements have been made with ITS to keep the email account for a defined period. Prior to an account being deleted, the account holder's supervisor will be notified.

8.0 Email Backup and Storage

Faculty and Staff email accounts are backed up to network storage disk for a period of 7 days, at which time they are overwritten by the next email data set.