



**Accounting and Administrative Manual**  
Section 300: Other Business & Administrative Procedures

**Administrative Guidelines: Use of Email**  
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### **1.0 Purpose**

The purpose of these guidelines are to ensure that use of email at the University of Alaska is consistent with direction from the UA President, Board of Regents, and industry best practice.

Electronic Mail is a tool provided by the University and is a staple of correspondence used to improve education and administrative efficiency. Employees have the responsibility to use this resource in an efficient, ethical, and lawful manner. Use of University Email accounts evidences the user's agreement to be bound by these guidelines.

Institutions & departments may make more restrictive guidelines, processes or procedures, consistent with UA policy and regulation, than are embodied below. Should a department's practices be in conflict with the provisions below, these guidelines will supersede.

#### **1.1. Scope**

These guidelines apply to access and use of all University of Alaska provisioned email accounts.

#### **1.2 Exclusions**

They do not apply to systems necessary for research and instruction in the areas of computer sciences and related fields, provided the systems are isolated in a secure laboratory environment, or prior approval is obtained from the university Chief Information Officer.

### **2.0 Email Data**

University email service is an information resource as defined in Regents' Policy and Regulation on Information Resources [02.07.020-094](#) for conducting UA business and will be managed as such. Data residing in said information resources are UA records and are classified and governed as an information/record asset per [R02.07.092](#) and subject to retention under policy and regulation [05.08.022](#).

#### **2.1 Privacy and Right of University Access**

Users may have a reasonable expectation of privacy per [P02.07.060\(G\)](#). Access by University staff, including information resources staff, is governed by [P02.07.060\(D\)](#).



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### **2.2 Data Security**

The university classifies data as *public*, *internal use*, and *restricted* per UA regulation [R02.07.093](#). All *public* and *internal use* data can be transmitted and stored in email; however, email is not suitable for all forms of *restricted* data. FERPA protected data, attorney client privileged records, and library records can be stored in email. Banking numbers, and computer passwords should not be stored in or transmitted via email.

The designation of “restricted data” entails specific regulatory and technical requirements. It is strongly recommended that the UA Chief Information Security Officer be consulted when considering if email is appropriate.

UA employees who work with export controlled data are subject to additional restrictions. Specific training concerning export controls is available through university research support offices.

### **2.3 Data Backup**

The email system includes a strategy for ensuring that email records are backed up consistent with industry best-practices. Data backups are intended to support eDiscovery and ad hoc requests from the university community. The ability of IT to fulfill requests depends on many factors, and not all data may be retrievable in all cases.

### **3.0 Email System**

All campus email systems shall utilize the current University of Alaska designated email platform. The UA email system supports university students and employees, external patrons, alumni, as well as general departmental functions. Employees are required to use this system to conduct University of Alaska business. University employees and students should take no action based on decisions or directions communicated to them from non-university email accounts.

#### **3.1 Email Addresses and Aliases**

All email accounts have an address based on the UA username generated in Banner. University employees may claim email aliases (an alternate address containing a dot or underscore) through a self-service interface in ELMO, or by contacting their local IT Helpdesk.

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### **3.2 Departmental Accounts**

Requests for shared departmental accounts require approval of the department head. Requests should include a designation of individuals who will manage the account as per these guidelines.

### **3.3 Sponsored (Patron) Email Access**

Faculty, staff, or departments can request email privileges for users outside of the University. Requests for these types of accounts require the patron user information, rationale for account, expiration date, approval of the applicable Dean or Director.

### **3.4 Email Forwarding**

Email “forwarding” refers to the practice of setting an alternate, non-UA email destination, whereby computing systems automatically redirect (or copy) incoming mail to another address or mail system. Employees may not “forward” email outside of the university provided email systems. Non-employees may forward email; however, they assume responsibility for data security, and for ensuring that institutional messages are received in the destination system.

Using the forward button to send a copy of a message is not restricted by this section, nor does this section restrict manually transferring personal messages as desired.

### **4.0 Appropriate Use**

1. Online conduct, including use of email, is governed by UA policy including [P02.07.050](#) and institutional codes of conduct.
2. Individuals communicating internationally may be subject to the laws of other countries.
3. Mass distribution of email via distribution lists or other features of email may only be used for legitimate purposes per guidelines established by each University.
4. University resources including email may not be used for partisan political purposes. (See [AS 39.52.120\(b\)\(6\)](#).)
5. Users may not share passwords (per [R02.07.051\(G\)](#)).
6. An email message from a university account is considered to be an official notice, and can constitute an electronic signature for internal processes.



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**5.0 Non-Compliance**

Non-compliance with these guidelines may result in disciplinary action consistent with UA policy and regulation, and applicable collective bargaining agreements.

**6.0 Resources**

Current Vendor's Use Policy

[http://www.google.com/a/help/intl/en/admins/use\\_policy.html](http://www.google.com/a/help/intl/en/admins/use_policy.html)

University Policies and Regulation: <https://www.alaska.edu/bor/policy-regulations/>