

Messiah College Email Policy

I. Purpose

The policy is to ensure consistent practices are followed with regards to Messiah College email accounts. This policy applies to any email system that Messiah has or may install in the future. All users of Messiah email systems have the responsibility to use their email in an efficient, effective, ethical and lawful manner. All users must follow the same code of conduct expected in any other form of written or face-to-face communication. Messiah may supplement or modify this policy for specific employees in certain roles. This policy complements similar Messiah policies such as the Appropriate Use of Information Technology Resources policy.

II. Policy

A. Usage

Messiah currently provides email accounts to all employees and students as well as other affiliates upon request and approval. The College provides a messiah.edu email account to use for ALL work-related and/or educational communications.

B. Account Availability

1. Email Accounts for Employees and Students:

A Messiah.edu email account will be created for all current employees and students.

2. Email accounts for Alumni:

Alumni will retain use of their Messiah.edu email account after graduation.

3. Email Accounts for Retired Employees:

Only employees who receive emeritus status will retain their Messiah.edu email account. Those without emeritus status will retain use of their Messiah.edu email account for six months following their date of retirement.

C. Personal Email Accounts

Any other personal (not issued by Messiah) email accounts should not be used for work-related and educational communications. Users should use their personal email for personal business and Messiah email for College business and/or educational communications.

D. Ownership of Email

Messiah owns all College email accounts in the messiah.edu domain, or any subsequent domains it may create (College email accounts). The College also owns data transmitted or stored using College email accounts, which is subject to underlying copyright and other intellectual property rights under applicable laws and College policies.

E. Privacy Guidelines

The College typically does not review the content of electronic messages or other data, files, or records generated, stored, or maintained on its electronic information resources; however,

it retains the right to inspect, review, or retain the content of such messages, data, files, and records at any time without prior notification. Any such action will be taken for reasons the College, within its discretion, deems to be legitimate. These legitimate reasons may include, but are not limited to,

- responding to lawful subpoenas or court orders;
- investigating misconduct (including research misconduct);
- determining compliance with College policies and the law; and
- locating electronic messages, data, files, or other records related to these purposes.

Messiah maintains the right to monitor and review email activity to ensure compliance with this policy, as well as to fulfill Messiah's responsibilities under the laws and regulations of the jurisdictions in which it operates. Users should have no expectation of privacy.

F. Forwarding

Messiah.edu email should not be forwarded to another email domain (Gmail.com, AOL.com, Yahoo.com, etc.). Messiah is responsible to comply with many Federal regulations like FERPA, HIPAA and others that require the College to safeguard educational records, Personally Identifiable Information (PII) or Personal Health Information (PHI) and the communication of that information. Messiah's safeguards protect such information within the messiah.edu email domain.

- Employees forwarding email to another email domain bypasses these safeguards and could violate the aforementioned federal regulations which could result in fines should a breach occur.
- Students forwarding email to another email domain bypasses these safeguards. However should a breach occur from the forwarded email account Messiah is no longer responsible for any fines or the aforementioned federal regulation violations.

G. Content

Email content should comply with Messiah's Appropriate Use of Information Technology Resources policy. In addition all email is subject to the following:

1. Acceptable Uses

- Communicating in a professional manner with other Messiah employees and students about work-related matters and/or academic communications.
- Communicating in a professional manner with parties outside Messiah for business and academic purposes.
- Electronic messages are frequently inadequate in conveying mood and context. Users should carefully consider how the recipient might interpret a message before composing or sending the message.

2. Unacceptable Uses

- Creating and exchanging messages that can be interpreted as harassing, obscene, racist, sexist, ageist, pornographic or threatening, as defined by College policies.

- Creating and exchanging information that is in violation of copyright or any other law. Messiah is not responsible for an employee's use of email that breaks laws.
- Personal communication that interferes with work responsibilities. (Employees)
- Opening file attachments from an unknown or untrustworthy source, or with a suspicious or unexpected subject line.
- Sending unprotected healthcare data and personally identifiable consumer data or other confidential information to unauthorized people or in violation of Messiah's Appropriate Use of Information Technology Resources Policy, Health Insurance Portability and Accountability Act and/or Gramm-Leach-Bliley Act regulations. Exceptions may be authorized by Information Security Officer working with the employee's supervisor.
- Communications that strain Messiah's network or other systems unduly, such as sending large files to large distribution lists.
- Using any email system, other than Messiah's email system, for Messiah-related communications.
- Circulating chain letters and/or commercial offerings.
- Circulating unprotected healthcare data and personally identifiable consumer data that would violate U.S. Federal HIPAA and GLB regulations.
- Altering or forging the "From" line or any other attribution of origin contained in electronic mail or postings.
- Using any of the College systems for sending what is commonly referred to as "SPAM" mail (unsolicited bulk email)

H. Account Revocation

1. Employees who leave Messiah College do not retain access to their email account and will have their account disabled.
2. Retired employees without emeritus status will retain access to their email account for a period of six months. Email accounts will be disabled after the six months period.
3. Students transferring from Messiah College will retain access to their email account for a period of six months. Email accounts will be disabled after the six months period.
4. Messiah College Alumni will retain access to their email account unless there is inactivity for a period of six months or more. Email accounts will then be disabled after the six months period of inactivity.
5. Email accounts are deleted after one year of being disabled.