

Policy on Email Usage

Title:	Email Usage
Policy number:	POL 011
Approval(s) required	Academic Senate <input type="checkbox"/> Board of Trustees <input checked="" type="checkbox"/> Both <input type="checkbox"/>
Date of Senate approval if required	(dd/mm/yyyy)
Date of Board approval if required	(06/12/2023)
Effective date of implementation	(06/12/2023)
Frequency of review required	1 year
Replacing or superseding information	2011-06-POL Section 9
Revision number	1
Responsible Office	Office of Information Technology
Accountable Officer	Chief Information Officer/Vice President, Information Technology
Related legislation, regulation, policy, or policies	List of relevant legislation, regulation and policies that are referenced by or impacted by this policy.
Appendix/Appendices	None

1. **Authority**

Board of Trustees.

2. **Purpose**

To set out the conditions under which the University's email system may be used, and the principles for managing messages created or received as part of conducting the University's business.

3. **Scope**

This policy speaks to all email systems and services maintained by the University of The Bahamas, including all email account users/holders at the University of The Bahamas (both temporary and permanent), and all of the University's email records.

4. **Definitions**

None.

5. **Policy Statement**

5.1. **Account Creation and Activation**

5.1.1. Email accounts can be granted with proper authorization to:

- Full-time employees
- Part-time employees
- Consultants
- Students of UB upon acceptance into an academic programme
- Board of Trustees members

5.1.2. Student email accounts are created when they are entered into Banner with an admit status of "accepted".

5.1.3. Email accounts are created using the format [network ID@ub.edu.bs] (e.g., jqpublic789@ub.edu.bs).

5.1.4. In cases where there are duplicates then variations are approved using additional letter of the first name, middle name or other combinations that are similar to the standard format (e.g., johnqpublic789@ub.edu.bs).

5.1.5. Human Resources (for staff) and the Office of Academic Affairs (for faculty) authorize the creation of network accounts and subsequent email addresses for new full-time, part-time, and temporary employees.

5.1.6. Email accounts are created using the format firstname.lastname@ub.edu.bs (e.g., john.doe@ub.edu.bs).

5.1.7. In cases where there are duplicates, then standard alternative formats including the use of the middle initials are employed (e.g., john.q.public@ub.edu.bs).

5.2. **Account Deactivation and Termination**

5.2.1. Student email accounts will be deactivated if they have not been enrolled in classes for a minimum of two semesters and two summer sessions occurring within a 12-month period. Accounts may also be deleted after this period based on the availability of licenses.

- 5.2.2. Student accounts for those who have recently graduated will be deleted after 90 days. Any assistance needed with archiving and migrating old emails will be provided by the IT Help Desk staff.
- 5.2.3. Graduates may be added to the UB Alumni email distribution group using their personal email address where that personal email account will be added to the Alumni listing through the operation of Alumni Affairs.
- 5.2.4. If a student is expelled from the University, email privileges will be terminated immediately.
- 5.2.5. Employee email accounts will be deactivated at the end of their established last day of employment unless OIT is instructed otherwise by authorized manager, supervisor or department head. Email accounts will remain in the live environment for a period up to 90 days while the associated active directory accounts will remain disabled and not allow any login. After this period has expired, email accounts may be deleted, archived or reactivated with proper approval sent to OIT for action from Human Resources or the Office of Academic Affairs.
- 5.2.6. Retired employees will have their email privileges removed in accordance with the standard procedures at the end of their last day of employment. If desired, a personal email address can be provided to the Human Resources department for addition to the Retiree's email group or other distribution lists as may be appropriate in order to receive correspondence from the University.
- 5.2.7. Terminated employees will have their email accounts deactivated immediately. Further instructions on what should be done with the email and account and its contents will be provided by the terminated employee's VP within 30 days.

5.3. Ownership of Email Data

- 5.3.1. The University owns all University email accounts. Subject to underlying copyright and other intellectual property rights under applicable laws of the Commonwealth of The Bahamas and University policies, the University also owns data transmitted or stored using an assigned University email account.

5.4. General Expectations of End Users

- 5.4.1. The UB assigned email address is the official tool to be used for sending UB correspondence.
- 5.4.2. It is the responsibility of employees and students to check their email in a consistent and timely manner, in order to stay current with important University announcements and updates. A user's failure to retrieve and read University communications in a timely manner does not absolve that user from knowing and complying with the content of such communications.
- 5.4.3. Mailbox management, including organization and cleaning is the responsibility of each email user.
- 5.4.4. Emails sent from the University's email account is a direct reflection on the University. Therefore, employee personal conduct and behavior must reflect professional standards and must be treated with the same level of control and security awareness as a printed document. (See Data Classification and Acceptable Use Policies)

5.5. Appropriate Use

- 5.5.1. The use of email at the University of The Bahamas should be solely to further the goals and objectives of the institution through the following activities:

- Communication with students, employees, businesses and clients within the framework of the employee's assigned duties
- Obtaining or distributing information required or related to the performance of an employee's assigned duties
- Participation in educational and professional development activities

5.5.2. It is the obligation of the student and employee to safeguard the confidentiality of their account and password information. (See Acceptable Use Policy).

5.6. Inappropriate Use

5.6.1. University of The Bahamas assigned email accounts should not be used for purposes that could place an undue burden on the storage or bandwidth (e.g., videos, emailing large attachments that should be pointing to a location on a shared drive).

5.6.2. Employee email use should never interfere with the operation of other email systems and services.

5.6.3. Inappropriate activities include, but are not limited to, the following:

- Cyber bullying, copyright infringement, slander, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, computer tampering (e.g., spreading viruses)
- Viewing or copying another person's email without permission
- Opening emails from unknown sources
- Using UB email for partisan political or lobbying activities
- Sending email that is in violation of or contradictory to existing policies on student conduct or employee relations, governance or established responsibilities
- Generating or facilitating unsolicited bulk email;
- Infringing on another person's copyright, trade or service mark, patent, or other property rights;
- Violating, or encouraging the violation of, the legal rights of others;
- Intentionally distributing viruses, worms, Trojan horses, malware, corrupted files, hoaxes, or other items of a destructive or deceptive nature;
- Interfering with the use of the email services, or the equipment used to provide the email services;
- Testing or reverse-engineering the email services in order to find limitations, vulnerabilities or to evade filtering capabilities;
- Sharing, fostering, or promoting pornography;
- Distributing excessively violent or threatening content or content that incites violence;
- Distributing content that creates a risk to personal or public health and safety, compromises national security, or interferes with an investigation by law enforcement;

- Improperly exposing trade secrets or other confidential or proprietary information of the institution, another person or organization;
- Misrepresenting the identity of the sender of an email.
- Forwarding of emails to personal email accounts as this may result in a security risk.

5.6.4. Users may elect to redirect (auto-forward) email sent to their university email address. Users who redirect email from their official University email address to another address do so at their own risk. If email is lost as a result of forwarding, it does not absolve the user from the responsibilities associated with communications sent to their official University email address.

5.7. Monitoring and Confidentiality

5.7.1. Email system(s) and services are the property of the University of The Bahamas, who has the right to monitor any and all email traffic passing through its email system(s).

5.7.2. All email messages, both active in mailboxes and archived on storage media, are the property of the University. The University retains the right to access any and all email messages as it becomes necessary.

5.7.3. Further, any archival and backup copies of email messages may exist, despite the employee deleting them, which is a requirement of the records retention policy.

5.7.4. Back-ups exist primarily to restore service in case of email system failure. Back-ups and archives are governed by the University's document retention policy.

5.7.5. Employees should use extreme care when communicating confidential or sensitive information via email. If it is suspected that an employee is non-compliant with the University's policies, their records may be retrieved ensuring the employee is given due process.

5.8. Reporting Misuse

5.8.1. Should an employee or student receive an offensive email, they must not forward, delete or reply to the message. They must report it directly to their supervisor (employee) or Vice President of Student Affairs (student) and the IT Help Desk (ithelpdesk@ub.edu.bs) at the University of The Bahamas.

5.9. Shared/Departmental Mailboxes

5.9.1. Requests for shared and departmental accounts will be accommodated, but require a designation of an account holder/owner, who will administer the addition, deletion, or modification of names within the account, as well as manage the account as per these guidelines.

5.10. Personal Email Accounts

5.10.1. Employees must never use non-university email accounts (e.g., personal Yahoo, Gmail, Hotmail, Outlook.com etc.) to conduct University business

5.11. Email Signature

5.11.1. University employees shall use email signatures on outgoing mails that initiate communication. In continuing conversations via email, the inclusion of signatures on reply and forwarded email is optional.

5.11.2. Email signatures should include:

- Employee’s name
- Job title
- Department, office or school
- The name of the institution
- Name of the campus, where appropriate
- The relevant telephone number, including area code
- The employee’s email address
- The University’s website address
- The UB boilerplate message (a standardized message that explains the University’s system, its mission and mandate). This information should be in plain text format to easily accommodate all types of users.

5.11.3. Other information that may be included in the signature format shall include:

- Professional and/or academic designations
- In the case of University of The Bahamas alumni, the words “UB Alumna” or “UB Alumnus” and the graduation year
- A confidentiality clause, subject to the approval of the General Counsel, which shall be included below the signature
- An email disclaimer, subject to the approval of the General Counsel, which shall be included below the signature
- Links to University approved social media, which shall be limited to no more than five such links

5.11.4. Things that shall be excluded from email signatures include, although are not necessarily limited to:

- Quotations, excerpts or references from or to any material
- Use of watermarked, colored or photographic backgrounds

6. **History**

The history table documents significant changes so that the evolution of the policy is recorded.

Revision	Date	Changes to Policy/Comments
new	13 Feb 2020	