

## **UAM OPERATING PROCEDURE 250.8**

### **ACCEPTABLE UNIVERSITY E-MAIL POLICY**

Electronic mail (e-mail) has become a ubiquitous service greatly enhancing communication both internally within the UAM community and externally to Users, including prospective students, alumni, and the public at large.

The purpose of this policy is to describe the appropriate use of University e-mail services, associated responsibilities, and rights of all Users of University e-mail services and Official UAM University E-mail Accounts.

Policy Coverage: This e-mail policy covers all uses and users of University e-mail services. Any user of University e-mail services consents to all provisions of this policy and agrees to comply with all of the terms and conditions set forth herein, all other applicable University policies, regulations, and procedures, and with applicable local, state, and federal laws and regulations.

Access to E-mail: UAM provides Microsoft Exchange E-mail Services for legitimate University-related activities to faculty, students, staff, and other individuals and entities, as well as connections between on-campus electronic mail systems and external data networks. The use of University e-mail services -- like the use of any other University-provided resource and like any other University-related activity -- is subject to the normal requirements of legal and ethical behavior within the University community. Thus, legitimate use of University e-mail services does not extend to whatever is technically possible.

UAM E-mail Account: Staff members with access to a University-owned computer on campus, students, and faculty are required to activate their official UAM e-mail Account. Users are expected to read, and shall be presumed to have received and read, all official UAM e-mail messages sent to their official UAM e-mail Accounts. University provided e-mail accounts are the property of UAM, and will be retained and accessible by immediate supervisors after employee termination.

Users may forward their UAM University e-mail to another e-mail address, but any user who does so expressly assumes all responsibility for delivery to external accounts.

Acceptable Use: UAM provides University e-mail services for activities and associated administrative functions supporting its mission of learning, discovery, and engagement. Although modest personal use of University e-mail services is allowed, University e-mail services should be used for University-related educational and administrative purposes. Any use of University e-mail services that interferes with University activities and functions or does not respect the image and reputation of UAM is improper.

Policies and regulations that apply to other forms of communications at the University also apply to electronic mail.

In addition, the following specific actions and uses of University e-mail services are improper:

1. Concealment or misrepresentation of names or affiliations in e-mail messages.
2. Alteration of source or destination address of e-mail.
3. Use of e-mail for commercial or private business purposes.
4. Use of e-mail for organized political activity or political solicitation.
5. Use of e-mail to harass or threaten other individuals.
6. Use of e-mail that degrades or demeans other individuals.

Public Record and Privacy: All federal and state laws, as well as general University regulations and policies, are applicable to the use of computing resources. These include, but are not limited to, the [Family Education Rights and Privacy Act of 1974](#), 20 U.S.C. § 1232g; the [Electronic Communications Privacy Act of 1986](#), 18 U.S.C. §§ 2510 et seq.; the [Arkansas Freedom of Information Act](#), Ark. Code Ann. §§ 25-19-101 et seq.; and state and federal computer fraud statutes, [18 U.S.C. § 1030](#) and Ark. Code Ann. §§ 5-41-101 to -1071. Illegal reproduction and/or transmittal of software and other intellectual property protected by U.S. copyright laws and by licensing agreements may result in civil and criminal sanctions.

UAM does not monitor the content of electronic mail as a routine procedure. However, the University reserves the right to inspect, copy, store, or disclose the contents of electronic mail messages, but will do so only when it believes these actions are appropriate to: prevent or correct improper use of University e-mail services; ensure compliance with University policies, procedures, or regulations; satisfy a legal obligation; or ensure the proper operations of University e-mail services or the UAM data network. Any UAM administrator who believes such actions are necessary must first obtain the written approval of an appropriate administrative authority: the supervising Executive Council Member.

Use of E-mail for UAM Business: The Official UAM University E-mail Account shall be considered an official means for communicating University business, and may in some cases be the sole means of communication. Users are expected to read, and shall be presumed to have received and read, all official UAM e-mail messages sent to their Official UAM E-mail Accounts. Because the contents of such e-mail are subject to laws governing public records, Users will need to exercise judgment in sending content that may be deemed confidential. Furthermore, e-mail transmissions may not be secure, and contents that are expected to remain confidential should not be communicated via e-mail. Common examples of confidential contents include: student grades, personnel records, individual donor gift records, and data subject to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Family Educational Rights and Privacy Act (FERPA) regulations, and the Gramm Leach Bliley Act (GLBA).

University Sanctioned E-mail Distribution Channels: Understanding the critical role e-mail communication plays in the successful functioning of a university; UAM has designated the following email distribution channels. It is critical that e-mail communications have integrity and encourage responsive behavior.

***Everyone is encouraged to use personalized distribution list whenever possible. Only information related to university business and pertaining to the whole campus should be sent to campus-wide distribution list.***

1. Netlist: Executive Council will be the proprietor of this list, and all Faculty and Staff will be the recipients. This list will be used to communicate information related to the functioning of UAM, and intended for all faculty and staff. Only Executive Council members or their approved designees will be allowed access to send emails to Netlist.
2. StudentList: Executive Council will be the proprietor of this list, and all current students will be the recipients. This list will be used to communicate information related to the functioning of UAM, and intended for all students. Only Executive Council members or their approved designees will be allowed access to send emails to Studentlist.
3. UAM All Faculty: Executive Council will be the proprietor of this list, and all faculty will be the recipients. This list will be used to communicate information related to the functioning of UAM, and intended for all faculty. Only Executive Council members or their approved designees will be allowed access to send emails to UAM All Faculty.

E-Mail Retention and Disposal: Faculty and Staff will have a mailbox limit of 50G. E-mail users will be notified when mailbox limit is being reached. Users should avoid retaining large numbers of email (whether in the Inbox, Sent Items, Deleted Items or personal folders) for long periods of time.

E-mail Users have the capability to "archive" e-mail items to local UAM machines. E-mails archived to local machines are the responsibility of the local user and are not backed up or protected by the University IT Department. E-mail users should not maintain archived e-mails for more than 5 years.

Disclaimer: The University makes no warranties of any kind, whether expressed or implied, with respect to the University E-mail Services it provides. The University will not be responsible for damages resulting from the use of University e-mail services, including, but not limited to, loss of data resulting from delays, non-deliveries, missed deliveries, service interruptions caused by the negligence of a University employee, or by the User's error or omissions. The University specifically denies any responsibility for the accuracy or quality of information obtained through University e-mail services, except material represented as an official University record.

*Revised: February 10, 2020  
July 1, 2017*