Policy Title	Email Usage Policy
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Last Reviewed:	November 18, 2016
Responsible Office:	Chief Information Officer
Contact Information:	University Information Technology Services/ Information Security Office Phone: (470) 578-6620 Email: iso@kennesaw.edu

1. Purpose Statement

This policy details the appropriate use of Kennesaw State University Electronic Mail (email) accounts and service. End-user and administrative responsibilities are outlined as they relate to the use of email as a communication medium for university business.

2. Background

The Kennesaw State University (KSU or the University) Email Usage Policy was created to comply with University System of Georgia (USG) information technology policies. Pursuant to the USG *Information Technology Handbook*, Section 5.1.2, KSU is required to establish and maintain "appropriate internal policies, processes, standards, and procedures for preserving the integrity and security of each automated, paper file, or database."

3. Scope

The KSU Email Usage Policy covers all uses and users of KSU email accounts. KSU provides University email accounts for legitimate university-related activities to faculty, staff, and other individuals and entities. All users of University email facilities must agree to the provisions of this policy and all of the terms and conditions set forth herein. The use of KSU email, like the use of any other university-provided technology resources, is subject to the normal requirements of legal and ethical behavior within the University community as well as all applicable policies and procedures.

This policy governs the use of "@kennesaw.edu" email accounts, with the exception of @students.kennesaw.edu, @alumni.kennesaw.edu, and @grad.kennesaw.edu email accounts.

4. Exclusions or Exceptions

Exceptions to the Email Usage Policy, other than those previously discussed, will be evaluated on a case-by-case basis by the Chief Information Officer or his/her designee.

5. Definitions

Definitions are available via the IT Glossary on the KSU policy website at policy.kennesaw.edu

6. Policy

a. Account Acceptable Use
Kennesaw State University provides University email accounts for activities that are associated with administrative functions that support its mission of learning, discovery, and engagement. University email accounts should be used for University-related educational and administrative purposes only.

Email, by its very nature, allows account owners to conduct collaborative work and share information with students, coworkers, and colleagues regardless of time and/or geographic boundaries. Because of the possibility of conversing with individuals with whom an individual may have never met, faculty and staff should conduct themselves in a professional manner during their communications. Every email message sent from a KSU account carries the University's name, and all communications should reflect that.

Accounts are for individual faculty or staff members and should not be loaned to students or family and friends. University email accounts will be used for distributing pertinent employee announcements.

b. Email Account Management
University Information Technology Services (UITS) is the provider of Kennesaw State University email accounts and administers the creation, maintenance, and distribution of University email accounts.

Email account creation, management, and expiration are detailed in the Email Usage Standard and Procedures.

c. Public Record and Privacy
All email sent from Kennesaw State University accounts or residing on

university email servers may be considered a public record under the Georgia Open Records Act (OCGA 50-18-70) and may be subject to disclosure. KSU does not monitor the content of electronic mail as a routine procedure. The University reserves the right to inspect and disclose the contents of electronic mail messages but will do so only when KSU officials determine these actions to be appropriate in order to:

1) prevent or correct improper use of University email facilities;
2) ensure compliance with University policies, procedures, or regulations;
3) satisfy a legal obligation;
4) ensure the proper operation or utilization of University email facilities.

Email services are not to be used for any type of harassment of an individual or organization. Anyone who feels he/she is receiving email of this nature, should report all occurrences to the Information Security Office at abuse@kennesaw.edu. Users are requested to retain both printed and electronic copies of the harassing email to assist in locating the source of the harassment.

d. Use of Email for University Business
An official KSU email account shall be considered the official means for communicating University business and may, in some cases, be the sole means of communication. Users are expected to log into their email accounts and shall be presumed to have received and read all official Kennesaw State University email messages sent to these accounts.

Because the contents of such emails are subject to laws governing public records, users are expected to exercise good judgment in sending content that may be considered confidential. Email transmissions may not be secure, and content that is expected to remain confidential should not be communicated via email. Examples of confidential data includes but is not limited to Social Security numbers; banking account information; personally identifiable information such as date of birth or driver's license number; and additional data subject to federal, state, and local laws and regulations.

All users of the KSU email system may send university-wide email notices via the inform.kennesaw.edu interface. These messages must be limited to University business notices only, not individual solicitations or messages. Examples of acceptable business notices are those in which a:

1) message relates to the safety of KSU faculty, staff, or students;
2) message directly relates to the University's mission;
3) message is of broad interest and importance to the University community.

The author of any university-wide message assumes responsibility for ensuring that the message does not violate University policies, regulations, or procedures. Disclaimers of confidentiality included in email messages do not protect the sender if confidential information is shared or disclosed inappropriately.

e. Disclaimer
The University makes no warranties, either expressed or implied, with respect to University email facilities. The University is not responsible for damages resulting from the use of University email facilities, including but not limited to the loss of data resulting from delays, non-deliveries, missed deliveries, or service interruptions. The University specifically denies any responsibility for the accuracy or quality of information obtained through University email facilities, except material represented as an official University record.

7. Associated Policies/Regulations

a. [Georgia Open Records Act (OCGA 50-18-70)](#)
b. [USG *Information Technology Handbook*, 5.1.2 Policy Standards, Processes and Procedure Management Standard](#)
c. [USG *Information Technology Handbook*, 5.16 Email Use and Protection Standards](#)

8. Procedures Associated with this Policy

a. [Mass Electronic Mailing Standard](#)
b. [Email Usage Standard and Procedure](#)

9. Forms Associated with this Policy.

a. As required by information in Sections 7 and 8.

10. Policy Violations

Users of KSU email accounts who are found to be in violation of this policy or any other applicable university policy or regulation may be subject to revocation or limitation of email privileges as well as other disciplinary actions.

11. Review Schedule

The Email Usage Policy is reviewed annually by the Office of the CIO or his/her designee.