

# Columbus State University

## E-Mail Policy

Revised 3/01/2007

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### 1.0 Background

In support of the University's mission, CSU provides electronic mail (e-mail) services to students, faculty, and staff. Because e-mail is an extremely effective and efficient tool, it is CSU's communication standard. CougarNet Mail is the name of CSU's e-mail system.

### 2.0 Purpose

The practices, procedures, and responsibilities set forth in this policy intend to protect the University's information assets and define e-mail standards while ensuring an open communication environment.

### 3.0 Policy

- CSU e-mail users must adhere to all applicable laws and policies. In general, acceptable use prohibits:
  - Including sensitive or confidential information in e-mail messages
  - Messages that are offensive, harassing, obscene, or threatening
  - Advertisements, chain letters, and other unsolicited messages
  - Using another person's e-mail account or allowing another person to use yours
  - Using e-mail for unlawful purposes
  - Using e-mail for commercial purposes or for personal gain
- E-mail messages are not private.
  - The University has the authority to inspect the contents of any message on its system for legitimate business, legal or disciplinary purposes.
  - CINS staff may inadvertently see message content while maintaining or troubleshooting the system.
  - E-mail messages may be subject to requests for public disclosure under the Georgia Open Records Act. The University does not automatically comply with all requests, but does evaluate all requests.
- The University does not maintain e-mail archives. Routine back ups include e-mail, but only to ensure system integrity and reliability, not to provide for future retrieval.
- Use of E-mail distribution lists is limited to valid CSU activities only.
- The E-mail address directory is available only to the CSU community.

### 4.0 CougarNet Specific Policies

- Disk quotas limit storage on the CougarNet system as follows:
  - Faculty & Staff: 100 MB
  - Students: 25 MB

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- The CougarNet system automatically deletes from users' Trash folders all messages that are more than 30 days old.
- The CougarNet system allows a maximum of five individual attachments and a combined total attachment size of 10 MB per message.
- The CougarNet system does not have an external connection method. HTML (web access) is the only method of connecting to and using the CSU e-mail system.
- The CougarNet system incorporates a timeout function that ends a user's session after a certain period of inactivity.
- The CougarNet system does not support the use of e-mail address aliases. A user may have only one e-mail address and the naming scheme must be consistent with other CSU systems (legal lastname\_firstname).
- Only the account holder can request assistance or information regarding their e-mail account. Requests from third parties will not be honored.

### 5.0 Procedures and Responsibilities

- CINS personnel maintain all aspects of the CSU e-mail system and in general are responsible for:
  - Creating and maintaining e-mail accounts
  - Maintaining system availability and integrity
  - Employing a spam and virus filtering solution
- Users are responsible for managing their e-mail folders and staying under the storage quota.
- Users may submit requests for quota increases to the Director of CINS. CINS personnel will inspect the user's current mail usage and storage patterns to aid in the decision-making process.
- An e-mail gateway scans incoming messages for viruses and drops them instead of delivering them. However, since new viruses are written and propagate with alarming speed, no system can guarantee that all viruses will be dropped.
- Users must never open an attachment unless they know the sender and are expecting the attachment.
- If the e-mail gateway drops a legitimate attachment, contact the CINS Help Desk. They will make every effort to retrieve the dropped attachment.
- The e-mail gateway also filters incoming e-mail for spam. The gateway archives spam instead of completely dropping it. Unfortunately, no system can detect all spam and users should simply delete any spam that gets through to them.
- If a user suspects that the e-mail gateway has filtered a legitimate message, contact the CINS Help Desk. They will make every effort to retrieve the dropped message.
- Report e-mail abuse to [abuse@colstate.edu](mailto:abuse@colstate.edu). The Information Security Officer and Network Administrator investigate and resolve abuse reports. Retain all messages for use as evidence.