

TEMPLE UNIVERSITY

BOARD OF TRUSTEES POLICIES AND PROCEDURES MANUAL

Title: Email Policy

Policy Number: 04.74.11

Issuing Authority: Office of the Vice President for Information Technology Services

Responsible Officer: Vice President for Information Technology Services

Date Created: December 10, 2002

Date Last Amended/Reviewed: August 2019

Date Scheduled for Review: August 2023

Reviewing Office: Office of the Vice President for Information Technology Services

I. Scope of Policy & Rationale

This policy recognizes the convenience, accuracy, speed and cost-effectiveness of utilizing email, authorizes the use of email as an official means of communication within Temple University and provides guidelines regarding the following aspects of email:

- Assignment of email addresses;
- Responsibilities associated with assigned email addresses;
- Expectations of email communications among students, alumni and the faculty, staff and administration (“University users”) of Temple University;
- Assignment of email addresses to alumni by Temple University; and
- Retention of emails

II. Policy Statement

1. Any use of email using a @temple.edu address, or using university technology resources to send or receive email must be done in accordance with Temple’s Technology and Software Usage Policy (Policy [04.71.11](#)) and Data Usage, Governance and Integrity Policy (Policy [04.71.10](#)).
2. Because Temple recognizes email is an official means of communication, Temple has the right to send official communications to any University user via email and also has the right to expect that those communications will be received and read in a timely fashion.

3. All University users are assigned a @temple.edu email address upon their entrance into the university. All official university email correspondence will be sent to this address. This address will be listed as the official address in official directories and other personnel records. Any University user may create a limited number of additional email addresses using an alias. Information Technology Services however, will delete any alias which is offensive or designed to mislead others, misrepresent oneself or represent a commercial entity.
4. All staff and faculty must use their @temple.edu email when communicating about University business (administrative, academic or research related). This also applies to communications with students.
5. The university, in its discretion, may engage the services of a third party vendor or vendors to provide email services. In addition to applicable university policies, all University users will be required to agree to and be bound by the vendor(s) terms of use.
6. The university is not responsible for email retention or email recovery of @temple.edu email accounts. All data, including email, associated with @temple.edu accounts will be purged in accordance with the Computer Services' System Access by University Enterprise Role guidelines and other applicable policies and procedures. The university strongly encourages all University users maintain their own backup of important email.
7. Students may retain their @temple.edu email accounts after they graduate from the University as long as the alumni email program is offered and as long as they follow the alumni email guidelines set by the Temple University Alumni Association. The university and/or its vendors may display sponsored links and/or advertising on @temple.edu communications at any or all times after a student has graduated or otherwise left the university.
8. University users who have email electronically forwarded from the @temple.edu account to another email account do so at their own risk. Temple University is not responsible for the handling of @temple.edu mail sent or forwarded to outside service providers. Having email redirected does not absolve the University user from the responsibilities associated with communications sent to his or her email address.
9. University users are expected to check their email accounts frequently to stay current with Temple University communications. Some communications may

be time critical, so it is imperative that individuals check their accounts regularly.

10. University users must not send protected nor sensitive data via email. Email should not be considered private, particularly in light of the open nature of the internet and related technology and the ease with which files may be accessed, copied and distributed.
11. The @temple.edu email account may be used by departments for setting up individual departmental mailing lists. Any departmental mailing list using @temple.edu addresses must allow recipients to opt-out/unsubscribe.
12. Vendor-provided email services must be reviewed and approved in accordance with the Technology and Software Usage Policy (Policy [04.71.11](#)).
13. The university will create an official mailing list using @temple.edu email addresses. This official mailing list may be used only for official, legal and emergency university correspondence. Any use of the official mailing list must be approved by the president, cognizant vice president/dean or vice president for Information Technology Services. The official mailing list shall not be used for solicitations from within the university community.
14. Targeted electronic mailings to entire student and/or employee populations are restricted to official/authorized university business announcements. These targeted electronic mailings must be authorized by president, provost or vice presidential level.
15. Information Technology Services will not send out announcements regarding individual department offerings, such as events or symposiums, new course offerings, etc.

III. Email Retention

1. Email (excluding Deleted Items and Trash) is retained in the University user's email box for as long as (a) the user remains in good standing and the account remains open and (b) the user does not delete the email.
2. When a university user deletes an email the default process is that the deleted email goes to the "Deleted Items" or "Trash" folder depending on their email service or client. Additionally email can be moved or filtered to a Spam or Junk Mail folder. Email is held for thirty days in these folders from the time of the deletion or until the user manually empties the folder. After 30 days email in the

Deleted, Trash, Spam and/or Junk Mail Folders is removed from the folder and permanently deleted.

3. Email recovery is not a trivial task and will only be undertaken after approval from the Cognizant Vice President/Dean and Chief Information Security Officer and subject to reimbursement of costs by the department or requesting party. Email that is on a third-party hosted system is not recoverable.
4. Email that is offloaded through the Post Office Protocol (POP) to a non-TUmail email client (e.g., Thunderbird, Outlook, Mac Mail, etc.) and removed from email servers is not retained. It is up to the individual user to backup and store any email removed from the email server.
5. When an individual leaves the University his or her TUmail account will be deleted following the schedule outlined in the System Access by University Enterprise Role Guidelines. (<https://its.temple.edu/tech-policies>).
6. Request for access to another person's email account must adhere to privacy guidelines and can only be done with the approval of the cognizant vice president/dean, chief information security officer and Vice President for Computer Services.
7. When litigation is pending or threatened against the University or its employees, the law or legal process may impose a duty upon the university to preserve all relevant documents and records, including email. A litigation hold directive can only be issued by the Office of University Counsel.

1. Dates of official enactment and amendments

This policy supersedes and replaces the Student Electronic Information (e-Mail) policy (04.74.11) Adopted by the Vice President for Computer & Information Services on December 10, 2002 and updated and amended on October 30, 2008.

This policy supersedes Email Retention Procedures adopted by the Chief Information Security Officer on January 9, 2013.

2. Cross References:

Technology and Software Usage Policy, (Policy [04.71.11](#))

Data Usage, Governance and Integrity Policy, (Policy [04.71.10](#))