Electronic Mail (Email)
Policy and Procedures
Version 1.9 Dated February 3, 2006

Purpose

The purpose of this policy is to ensure that students, faculty, administrators and staff properly use Pace University’s Email system and electronic communications to promote legitimate educational, research and administrative efforts consistent with the University’s mission and goals, as well as Pace University Appropriate Use of Information Technology Policy and Pace University Staff Handbook’s “Guiding Principles of Conduct”.

Electronic Mail or Email is defined in this document as all technologies used to transfer messages, including electronic messaging, instant messaging, and peer-to-peer file exchange. Email is a tool for business communications. Users have a responsibility to use this resource in an efficient, effective, ethical, and lawful manner. Email communications should follow the same standards expected in written business communications and public meetings. Violation of this policy may result in disciplinary action, including possible termination or legal action.

All network and Email accounts maintained on Pace University computing systems are the sole property of Pace University. Pace University has the right to monitor any student, faculty, administrator or staff Email account for legitimate business reasons, including monitoring employee performance, compliance with this policy, compliance with any applicable laws and industry regulations, and where there is reasonable suspicion of activities that may violate this or other University policies.

Account Creation

Account creation is as noted in the following bullets:

- Student email accounts are automatically generated and are active for the duration of a student's academic career at Pace University.
- Faculty and Staff email accounts are automatically created after the initial hiring paperwork is completed and processed.
- Additional Pace departmental or organizational email accounts may be requested. For such accounts, approval by the area Vice President or Dean is required.
- Contractor or non-Pace personnel email accounts must be requested by the chair or head of the area department via http://doithelpdesk.pace.edu. The Customer Support Center will then send an agreement to be completed by area department.

Pace University reserves the right to amend or otherwise revise this document as may be necessary to reflect future changes made to the I.T. environment. You are responsible for reviewing this Policy periodically to ensure your continued compliance with all Pace University I.T. guidelines.
Note: For Students:
1) The format for Student code creation is First and Last Name Initials, a generated five digit number and campus designator; i.e., John Doe of the New York Campus would appear as JD12345N@pace.edu.
2) Students have automatic alias generation based on name in their student records; i.e., Mary J. Smith would appear as Mary.J.Smith@pace.edu. Duplicate aliases are handled by an enumeration added to the Last Name; i.e., Mary.J.Smith2@pace.edu.
3) The online Pace Directory located on your MyPace Portal page can be used to look up Student email address and aliases when viewing the details of the search.

For Faculty and Staff:
1) The format for Faculty and Staff code creation is First Name Initial and Last Name; i.e., Larry Jones would appear as LJones@pace.edu. Account names are based on the legal name filed with Human Resources. For duplicate accounts, an enumeration would be added to the Last Name; i.e., Larry Jones would appear as LJones@pace.edu and Lisa Jones would appear as LJones2@pace.edu.
2) Aliases are only provided for name changes to ensure that email is delivered correctly to the new address; i.e., if a Faculty or Staff member had a new married name or a name change.
3) The online Pace Directory located on your MyPace Portal page can be used to look up Faculty and Staff email addresses when viewing the details of the search.

Students can access email via an email client that supports POP (Post Office Protocol) or via a web browser (Internet Explorer, Netscape).

Faculty and Staff can access email via an email client that supports POP (Post Office Protocol) or IMAP (Internet Message Access Protocol) or via a web browser (Internet Explorer, Netscape).

The recommended email client is Outlook.

Guidelines

Users of the Email system should follow the guidelines and conventions below:

• Read and abide by the terms of the Pace University Appropriate Use Policy for Information Technology and Pace University Staff Handbook’s “Guiding Principles of Conduct”.
• Ensure that messages are addressed to the appropriate recipients, and ONLY to the appropriate recipients.
• Not use Pace Email for confidential messages. The rule of thumb here is: what would happen to the reputation of Pace University, your School/Department, or you as an individual if this email appeared on the front page of the New York Times (embarrassment, liability, etc.). If in doubt, contact your supervisor.
• Not subscribe to Listservs and distribution lists that are not directly related to your job or academic studies. Such lists tend to overload and affect the performance of the Pace Email system.
• Not compromise the privacy of your password by giving it to others or exposing it to public view. Passwords should be changed on a regular basis.
• Retain messages only if relevant to your work or an anticipated litigation. The Pace Email system will not retain messages for more than one year or any messages in excess of established and enforced Email Server Disk Quotas. Messages having a legitimate
business life greater than a year should be filed on your individual PC. The trash and deleted mail folders are emptied on a monthly basis.

• Pace University email users must regularly check and clean their server-side email accounts and abide by the disk and maximum messages quota. Users receive email notification when their quota reaches 80%. At 100%, the user’s incoming email is held for three (3) days. During this time, if space becomes available on this account, the mail being held will be delivered. If not, the mail will be returned to sender.

• Address messages to recipients who “need to know,” rather than to “everyone you know”. Messages sent unnecessarily degrade system and user performance. Pay particular attention to “reply” versus “reply all”, especially if replying to a Listserver.

• Construct messages professionally (spelling, grammar) and efficiently (subject field, attachments).

• Use Email for incidental personal reasons on a limited and occasional basis.

Temporary Space Increases for Faculty and Staff

Faculty and Staff users of the Email can temporarily increase their email space allotment by twenty percent (20%) of the maximum message quota or disk space quota if they have justification. Justification for this request include sickness, vacation or business travel. A temporary increase cannot exceed 14 days.

To apply for a temporary space increase:

• Faculty and staff must obtain the approval of their Information Management Officer (IMO). To find your IMO, go to http://www.pace.edu/imofind.
• It is required that your IMO fill out an online request at DoIT’s Self-Service Helpdesk, http://doithelpdesk.pace.edu. Select Email/Email.Other for Request Area and include in the Request Description a start and end date for the quota increase.
• The request must be submitted at least 24 hours prior to the start date.

Note: This request should only be made after your IMO has explained the options of POP and movement of IMAP folders to local disk storage which reduce server-side email storage.

Requests are handled during normal Pace hours of operation. The Manager of DoIT’s Server Support Office is the approval authority. If the request is denied, your IMO will be contacted. In case of dispute, the Chief Technology Officer will review the request.

Strictly Prohibited Uses

The following uses of the Email system are strictly prohibited. Users receiving such material should immediately report the incident through their supervisors to the Chief Information Officer/VP, Information Technology, Pace University, cio@pace.edu. Alternatively, the collective address abuse@pace.edu may be used to report any incidents involving Pace I.T. resources.
• Creation and exchange of messages that is offensive, harassing, obscene, or threatening. This includes religious or other quotations in “signature” blocks. The rule here is: would you put the words on a formal paper memorandum with your signature on a piece of Pace stationary?
• Exchange of proprietary information; trade secrets; or any other privileged, confidential, or sensitive information outside the enterprise, or outside the defined privileged group.
• Creation and exchange of advertisements, solicitations, chain letters, and other unsolicited Email.
• Creation, storage, or exchange of information in violation of copyright laws.
• Read or send messages from another user’s account, except under properly delegated arrangements.
• Alter or copy a message or attachment belonging to another user without the permission of the originator. Use common sense if forwarding emails to a third party to trim portions of forwarded emails to avoid embarrassment or further repercussions.

**Productivity and Efficiency**

**Email Overload**
Email messages should be sent only to recipients who need the information. Email overload has become a serious issue, resulting in important messages going unread and users spending too much time reading and searching for messages.

Do not set the automatic check feature on your email client for an interval less than 15 minutes. Failure to comply to this guideline may negatively affect your mailbox in the following ways: duplicate messages, mailbox corruption and/or poor system performance.

Do not send messages with large or many attachments to recipients who may not need the information. The University provides space on an Internet Web Folder (http://storage.pace.edu) and personal web page (http://webpage.pace.edu) where shared information can be made available without having to attach to email messages. Recipients can then be notified through a short Email message with a hyperlink to the content.

**Distribution Lists and Attachments**
Refer to the policy on *Bulk Electronic Mail Distribution List Policy for Information Technology* located on the DoIT homepage in IT Policies & Projects/IT Policies. The content posted on Listservs is subject to the guidelines described in the *Pace University Appropriate Use Policy for Information Technology*.

**Quotas**
Messages should be retained on the electronic mail server only if absolutely necessary for University business. Saving all messages can take up valuable space. Be sure to delete nonessential email and folders and move others to your local hard drive. Pace monitors the size of individual email boxes and enforces Email Server Disk quotas (currently 30MB for students, faculty and staff, and 50MB upon request for faculty teaching online courses) and Maximum Message quota (2000 messages stored on the server for students, faculty and staff). Messages received in an over quota account will be held for three (3) days. During this time, if space
becomes available on this account, the mail being held will be delivered. If not, the mail will be returned to sender.

Precise Subjects
Adhering to these guidelines reduces some of the overload to the user’s desktop. Message handling can also be improved by keeping messages succinct and by use of the Subject field efficiently. For example, instead of a subject “FYI: Staff Meeting,” type “Staff Meeting Minutes—comments due 9 June.” Users are more likely to read and reply to messages they can easily identify and prioritize.

Security and Privacy
Email sent over the Internet is similar to sending it on a postcard—anyone with the right motivation can gain access to the information. Do not use the Pace Email system to transmit Confidential Information. Remember, email users are responsible for protecting account passwords.

Questions concerning this or any other Information Technology Policy can be directed to DoIT’s Customer Support Center via http://doithelpdesk.pace.edu.