



LP 7.1

Effective:
9/8/2015

Revised:
3/5/2024

Policy Owner:
Board of Trustees

Policy Administrator:
Chief Information
Officer

Affected Parties:
Faculty
Staff

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Email Use

1 Purpose

The purpose of this Email Use policy is to establish compliance requirements for conducting Lander University business through email and the management practices that support email services.

2 Scope

This policy applies to all users of university email systems and all email services provided, owned, or funded by the university.

3 Policy

3.1 General

- 3.1.1 The university email systems are university property and should be used primarily for university-related purposes.
- 3.1.2 Email constitutes an official form of communication from the university to its employees and students.
- 3.1.3 Users should not have an expectation of privacy regarding use of the university email system unless an expectation is specifically granted by law (e.g., FERPA, see Section 3.9.1).
- 3.1.4 Messages sent or received using the university email system are subject to inspection under state and federal law and can be used for administrative or legal actions.
- 3.1.5 Users must enable multi-factor authentication (MFA) capability to use university email accounts.

- 3.1.6 Users must select strong passwords on their accounts, including a password that is at least 12 characters long and contains a combination of uppercase letters, lowercase letters, numbers, and symbols. A password should not be a word found in a dictionary, the name of a person, a character, a product, or an organization. A current password should be significantly different from previous passwords and should be significantly different from passwords used for other university or non-university system accounts.
- 3.1.7 Users should not use Lander University account credentials (username and/or password) on other university or non-university system accounts.
- 3.1.8 Users must exercise extreme caution to avoid opening or responding to emails that could be phishing attempts or contain links to malware.
- 3.1.9 FERPA applies to university email use.
 - 3.1.9.1 The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a federal law that protects the privacy of student education records.¹
 - 3.1.9.2 University email that includes FERPA-protected information must be encrypted.^{2 3}
 - 3.1.9.3 Students and parents are encouraged to refer to the Family Educational Rights and Privacy Act (FERPA) page on the Registrar's Office website for additional support and information.⁴

3.2 Acceptable Use includes but is not limited to:

- 3.2.1 Email use that does not violate other university policies or applicable laws.
- 3.2.2 Official communications with current or prospective students, employees, vendors, and partners.

¹ To learn more about FERPA, visit <https://studentprivacy.ed.gov/>

² See https://studentprivacy.ed.gov/ferpa#0.1_se34.1.99_12 for definitions of FERPA-protected information

³ See Lander's email encryption instructions here:
https://www.lander.edu/its/files/documents/ITS/IT_Policies/email_encryption_instructions_2023.pdf

⁴ FERPA page: <https://www.lander.edu/academics/registrars-office/ferpa.html>

3.3 Unacceptable Use includes but is not limited to:

- 3.3.1 Unsolicited, unofficial messages sent to a large number of recipients.
- 3.3.2 Sending harassing, insulting, or discriminatory email content.
- 3.3.3 Sending messages that have been deliberately altered to conceal the true return email address or the origin of the message.

3.4 Email Monitoring and Account Management

- 3.4.1 Email is monitored for malicious activity and may be quarantined or deleted to protect the university's information technology resources.
- 3.4.2 Email privileges for users will be managed in accordance with the Account and Password Management policy, and may be subject to expiration, termination, or revocation.

3.5 Expiration of Privileges

- 3.5.1 Emeritus faculty: Email accounts for Emeritus faculty, as defined in the Faculty Handbook, will be maintained but must be requested annually to remain active.
- 3.5.2 Employees leaving the university: Email accounts for faculty and staff leaving the university will expire immediately and will be closed as soon as administratively feasible and no later than 30 days after leaving the university unless administratively requested otherwise. Accounts created for retirees prior to July 1, 2013, will be maintained but must be requested annually to remain active. An employee account may not be re-activated if terminated.
- 3.5.3 Employees dismissed from the university: Email accounts for faculty and staff dismissed from the university will expire and be closed immediately.
- 3.5.4 Graduating students: Accounts for students who graduate will expire 30 days after graduation. Lander University ITS will aid students who need assistance to migrate emails to their personal email accounts.
- 3.5.5 Non-graduating, non-returning students: Accounts for non-returning students will expire at the following term of non-enrollment.
- 3.5.6 Students taking contract courses: Accounts for students participating in contract courses will expire at the end of the course.

3.6 Email signature

- 3.6.1 The user should follow Lander University's [Email Signature and Brand](#) policy found on the Lander University Policy website.⁵

3.7 Use of University-maintained Email Lists

- 3.7.1 The use of university-maintained email lists should be restricted to official university business and communication.

3.8 Recourse for Noncompliance

- 3.8.1 Violations may result in revocation of email account privileges; Code of Conduct proceedings; disciplinary action up to and including dismissal; or legal action.

4 Additional Resources

- Protecting Student Privacy (U.S. Dept of Education): <https://studentprivacy.ed.gov>
- Lander University's Email Encryption Instructions: https://www.lander.edu/its/files/documents/ITS/IT_Policies/email_encryption_instructions_2023.pdf
- Registrar's Office webpage related to FERPA: <https://www.lander.edu/academics/registrars-office/ferpa.html>
- Lander University policies website: <https://www.lander.edu/about/university-policies.html>

5 Attributions and Citations

This policy has been modeled after the following public university policy:

- [Electronic Mail \(Email\) Policy](#)⁶, Clemson University

6 Policy Revision History

- Revised and approved by Lander University Board or Trustees on 9/8/2015.
- Stakeholder review and revision of policy to include students (not just employees) on 10/18/2023.
- Final review and approval by Policy Coordinator and Chief Information Officer on 11/9/2023.
- Reviewed by Board of Trustees Policy Committee on 11/16/2023.
- Policy Committee suggestions approved by Chief Information Officer on 11/27/2023.

⁵ Lander Email Signature and Brand (LP11.3): https://www.lander.edu/about/_files/documents/policies/LP-11_3-Email-Signature-and-Brand.pdf

⁶ Clemson University's email policy URL: <https://clemsonpub.cfmnetwork.com/B.aspx?BookId=11100&PageId=456767>

- Final Draft for Policy Committee board report prepared by policy coordinator on 11/27/2023.
- Approved by the Lander University Board of Trustees on 3/5/2024.