Purpose

The purpose of this policy is to extend BOR Policy contained in 1303.3 and 1304.3 with University of Montana (UM) specific requirements, procedures and guidelines for the creation of e-mail accounts, nature of e-mail accounts, uses of e-mail and removal of electronic mail accounts. In all cases, requirements and guidelines of BOR 1303.3 and 1304.3 respectively shall prevail over local UM policy, as well as fill any gaps that exist in UM’s electronic mail policy.

Statement of Policy

A. Provisioning: An email account is vital to student and employee responsibilities at the University of Montana. Accounts will be issued for all students, faculty, staff, administrators and any authorized others for the purpose the intended purpose of fulfilling individual responsibilities related to academic and administrative needs of the University of Montana community.

B. Acceptable Use: Use email at the University of Montana must comply with BOR policy as defined by BOR user responsibilities policies 1303.1, 1304.1 and 1305.1.

C. Protected Information: University of Montana email users must not send email that contains protected information. Sensitive information may be transmitted using encryption and only in limited cases. Email users must understand that the University of Montana email service is not, by its nature, a secure means of transmitting information without the addition of an email encryption solution.

D. Forwarding: All official university business conducted with email shall originate from individuals’ University of Montana accounts. Individuals may choose to forward email to another account of their choice for the purposes of viewing their email, however, that does not preclude the need for the University of Montana originating account to be used for university business.

E. Expectations of Students’ Use of Email: The University of Montana must have confidence that email communications are received by students. Therefore, students are expected to check their email regularly for communication from UM administration and faculty. Faculty have the ability to determine how electronic forms of communication will be used in their classes, which may enhance the need for students to check their email. Students who forward email to other accounts do so at their own risk. University of Montana HelpDesk and student support personnel will assist with students’ university-provided email accounts only.

F. Expectations of Employees’ Use of Email: Employee email communications are vital to the University of Montana. Employees are expected to check e-mail regularly and must not, in any cases, forward their email account to another email service.
G. Loss of Email Privileges: Individuals that violate B or C above may have their email privileges suspended or revoked. This action can be taken with sufficient process through university judicial action, law enforcement action, or a recommendation from the university’s legal counsel.

H. Quota: The University of Montana, for its own reasons related to the efficient operation of the email service, may implement an email quota limiting the size of individual email accounts.

I. Deactivation of Accounts: Upon leaving the University of Montana, students, faculty, staff, administrators and authorized others will relinquish most or all of their accounts, including email access. Continuance of email service is dependent upon affiliation status and reason for leaving, with details below:

1. Graduation: Students email accounts will be kept active for a period of not less than six months after graduation. Communication that the account will be eliminated will occur at a minimum of 30 days before account deletion. If the student becomes active again, or gains other affiliation with the university (i.e. becomes a faculty, staff, administrator or other authorized email user), the account shall be retained and/or transferred into the appropriate new account.

2. Retirement: Faculty, staff and administrators who retire may request a continuation of e-mail services for the purpose of continued activity related to the University of Montana. The granting of these privileges is at the discretion of the University of Montana. Individuals who do not request ongoing email privileges will have their accounts scheduled for deactivation not sooner than 30 days after retirement.

3. Separation: Faculty, staff and administrators who separate from the university for other reasons will relinquish their email accounts upon that separation, modified by whatever actions are deemed necessary to transfer account information, etc. as determined by human resources. Students who leave the university will have accounts deleted at the next cycle of student account purges/deletions (these happen en masse at certain times of the year).

J. Special Situations and Additional Forms of Electronic Communications: University of Montana offices, departments and individual faculty may incorporate and use additional forms of electronic communications with students, including potential students, and other individuals associated with the UM community. These electronic communications choices shall be based upon an individual’s UM-issued email account, NetID or other official provisioning basis. Additional forms of electronic communication may include text, chat and email accounts for students who have not yet registered for courses and received a UM issued email account. For electronic communication that could include a third-party cost, such as texting, UM employees and students shall be offered a choice that includes the ability to receive communication in another, non-cost way (such as UM email), before the communication choice may be required.

Definitions

Email Users: All University of Montana students, faculty, staff, administrators and any authorized others who are provided email by the University of Montana.

Protected Data: Personally identifiable Information (PII), Protected Health Information (PHI), FERPA, HIPAA and other federally or state protected data.