



1
2
3
4

POLICY STATEMENT 121-ST-4 ELECTRONIC MAIL ACCEPTABLE USE

5
6
7

POLICY DIGEST

8
9
10
11

Primary Monitoring Unit: Office of Information Technology
Initially Issued: July 3, 2020 as PS 65.2
Last Revised: October 17, 2022

12

I. PURPOSE

13
14
15
16

As an institution of higher education, Louisiana State University at Eunice (“University” or “LSU Eunice”) is charged with maintaining systems and data for administrative and academic purposes. These assets are critical to the mission of the University, and the security of these systems and datasets must be managed with a formalized Information Security Program.

17
18
19

A major element of protecting the University’s IT assets in maintaining acceptable use standards that clearly define what is considered the acceptable uses of LSU Eunice network, systems, and applications.

20
21

The purpose of this standard is to describe acceptable use standards as they pertain to the University Information Technology and Electronic Mail.

22

II. DEFINITIONS

23
24
25

Data. Shall include all information that is used by or belongs to the University or that is processed, stored, maintained, transmitted, copied on, or copied from University computing resources.

26
27
28

Forged Communications. Sometimes referred to as “spoofing”, shall be defined as e-mails that are made to appear as if they originated from an organization or individual other than the individual from whom the message was actually sent.

29
30
31
32
33
34
35
36

Protection of Information. Shall be defined as data that has been designated as private, protected, or confidential by law or by the University. Protected information includes, but is not limited to, employment records, medical records, student records, education records, personal financial records (or other individually identifiable information), research data, trade secrets, and classified government information. Protected information shall not include public records that by law must be made available to the general public. To the extent there is any uncertainty as to whether any data constitutes protected information, the data in question shall be treated as protected information until a determination is made by the University.

37

III. STANDARDS

38

The official means of electronic communication by the University to faculty, staff, and

39 students shall be the individual's LSU Eunice (@*lsue.edu) e-mail address. Rerouting of
40 information (i.e. links, attached files, etc.) cannot, and will not be guaranteed beyond the
41 LSU Eunice primary e-mail gateway if a user has created a forwarding address to an
42 off-site Internet Service Provider (ISP) account.

43 LSU Eunice e-mail users are required to comply with federal and state law, University
44 policies, and standards of professional and personal ethics and conduct. All
45 communications sent via e-mail shall be consistent with applicable administrative
46 policies.

47 Individuals to whom LSU Eunice e-mail accounts are assigned are responsible for
48 managing and monitoring their accounts, and for actions taken with their accounts.
49 Accounts and account passwords are not to be sold, rented, transferred, or shared with
50 any other person.

51 Unless an individual or an organization has explicitly solicited anonymous comments or
52 input, all communications sent using any LSU Eunice technology service or facility must
53 clearly identify the actual sender by a valid address in the basic header or in the
54 message text. The deliberate creation or facilitation of misleading or forged
55 communications is prohibited under any circumstance.

56 No one may imply or state in an e-mail that they represent or speak on behalf of LSU
57 Eunice, or any organizational element of LSU Eunice, unless they are empowered to do
58 so by virtue of their assigned duties or they have been formally authorized by the
59 University.

60 Protected institutional and personal information shall not be sent via e-mail, unless
61 specific steps are taken to ensure that the transmission or content of the e-mail is
62 secure and encrypted in accordance with University standards, and the personal
63 information therefore provided this additional level of protection.

64 A. Eligibility

65 The use of a University e-mail account is a privilege granted by the University, in
66 its sole discretion, to facilitate the University's mission. No student, employee, or
67 other person or entity has a right to a University e-mail account. University e-mail
68 accounts (@*lsue.edu) shall be provided to active faculty, staff, and students in
69 support of University operations and initiatives. When an individual's affiliation
70 with the University ends, eligibility to use a University provided e-mail account
71 also ends. The University may elect to continue the account for use by an
72 employee as necessary to further University missions. However, the eligibility of
73 these employees requires initial and periodic verification of need by a Dean,
74 Director, or Department Head. Requests must be submitted in writing to the
75 Office of Information Technology and accompanied by the reason, name, and
76 contact information of the sponsoring Dean, Director, or Department Head and
77 the length of time for which the access will be required.

78 B. Naming Convention

79 As with any and all official communication that carries the LSU Eunice name, it is
80 important that users be cognizant that the University image is always under
81 scrutiny and that an identified, regulated standard for assigning e-mail accounts
82 is necessary. Employees and affiliated individuals who are granted an LSU
83 Eunice e-mail account will receive an address in a format determined by the
84 University that is distinguishable, as well as unique.

85 C. Retraction

86 Messages sent via University e-mail shall not be retracted by the information
87 technology organization without an official request from a Dean, Director, or
88 Department Head. Such requests must be submitted in writing to the Office of
89 Information Technology. However, such retractions do not guarantee that an
90 unintended message will not be read, as once such messages are routed to the
91 Internet beyond the boundaries of the University network, the feasibility of
92 effecting a retraction is nil. Retractions are only effective in those limited cases
93 where the sender and receiver are on the LSU Eunice-maintained e-mail system,
94 and such messages have not been opened by the recipient.

95 D. Account Retention

96 Procedures:

- 97 1. Faculty/Staff who have resigned or are terminated: Upon separation of an
98 employee, the account will be terminated as of the effective date of
99 separation. If an employee is terminated by the University, the Office of
100 Information Technology will disable his or her account immediately.
- 101 2. Faculty/Staff who have retired: The employee is required to have a
102 checkout form signed by departments. A retiree may maintain access to
103 his or her email account as noted on the checkout form. Access to
104 computing resources by retired faculty and staff is a recognized benefit to
105 the University community as long as providing these resources is
106 economical and does not adversely affect the operations of the University.
107 The University, at its discretion, may limit, withdraw, or deny access to
108 computing resources to retired faculty and staff.

109 E. Mail Storage and Retention

110 Each University e-mail account has a designated amount of storage. A warning
111 message will be sent to the user when a designated threshold of the mailbox
112 storage limit is reached. If the user reaches the designated amount of storage
113 for e-mail, they will no longer be able to send new messages. Once a user
114 exceeds the designated amount, the user will no longer be able to send or
115 receive e-mail, and any messages sent to the user's mailbox will be rejected.
116 Users that require additional storage space should contact the Office of
117 Information Technology.

118 F. Personal Email Accounts

119 In order to ensure security and confidentiality, the use of LSU Eunice email is
120 required to conduct all University business. As a result, the use of personal
121 email accounts to conduct LSU Eunice business is not permitted. In addition,
122 automatic forwarding of University email to personal or non-LSU Eunice
123 accounts is not available.

124 G. Privacy and Applicability of Laws and Policies

125 This policy clarifies the applicability of law and certain other University policies to
126 e-mail. Users are reminded that usage of LSU Eunice's computing resources,
127 including e-mail, is subject to all University policies. The University encourages
128 the use of e-mail, respects the privacy of users, and does not wish to inspect or
129 monitor e-mail routinely, or to be the arbiter of its contents. Nonetheless, e-mail
130 and data stored on the University's network of computers is the property of the
131 University and is accessed by the University for the following purposes:

- 132 1. Routine backups
- 133 2. Troubleshooting hardware and software problems
- 134 3. Preventing unauthorized access and system misuse
- 135 4. Retrieving business related information*
- 136 5. Investigating potential violation of University policy or local, state, or
137 federal law**
- 138 6. Complying with legal requests for information**
- 139 7. Rerouting or disposing of undeliverable mail
- 140 8. Conducting University business
- 141 9. Other purposes deemed necessary by the Office of Information
142 Technology, with the Chancellor's approval

143 *Approval required by one or more of the following University parties: Dean,
144 Director, or Department Head. The extent of the access will be limited to what
145 is reasonably necessary to acquire the information.

146 **Approval required by one or more of the following University parties: Human
147 Resource Management, Law Enforcement, or Internal Audit. The extent of the
148 access will be limited to what is reasonably necessary to acquire the
149 information.

150 Individual users should have no expectation of personal privacy or
151 confidentiality for documents and messages stored on University-owned
152 equipment or systems. Users of e-mail services must be aware that even if
153 the sender and recipient have discarded their copies of an e-mail record,
154 there might be back-up copies of such e-mail that can be retrieved.

155 E-mail may constitute a public record like other documents subject to
156 disclosure as such or as a result of litigation. However, prior to any such
157 disclosure, the University must evaluate all requests for information for
158 compliance with applicable federal and state law. Any public records requests
159 or subpoenas or other court orders which could include a user's e-mail being
160 sent to the Office of the Vice Chancellor of Business Affairs for evaluation. At
161 any time, a user may be directed by the University to hold, preserve, and/or
162 copy electronic mail as such that may pertain to existing or potential litigation.
163 If such a directive is received, the user shall not alter or delete any covered
164 electronic mail or files.

165 **IV. PROCEDURES**

166 All security incidents or concerns regarding this or other technology policies must be
167 reported immediately to the Office of Information Technology. After verification is
168 complete using system or other logs, and in accordance with other applicable policies
169 and procedures, the incident will be reported to the appropriate Dean, Director, or
170 Department Head for review and possible action. Questions or comments regarding
171 this policy statement should be submitted, in writing, to the Office of Information
172 Technology.

173 **V. REVISION HISTORY**

Version	Date	Change Description	Edited By
0.1	9/25/2022	Initial Draft	OIT

174