



Policy: Email Naming Convention and Assignment Policy	Policy Number: I-7.5
Policy Owner(s): Human Resources	Original Date: 6/11/2017
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I. POLICY:

John Carroll University provides email services to members of the University community to facilitate their work, studies and communication. Email is considered an official mechanism of communications for the University, and it is expected that all employees and current students will utilize the system on a regular basis, and consistent with the University's IT Resources Policy. The University assigns and administers email accounts in a manner designed to protect the integrity and security of University communications and records, while providing University email access to employees, students, retirees and alumni, as appropriate.

II. PURPOSE:

The purpose of this policy is to define the configuration, administration and assignment of the email addresses, access and services provided by the University.

III. SCOPE: All John Carroll University employees, students, retirees and alumni.

IV. DEFINITIONS:

Employee Email Account: A University-provided email account assigned to all employees based upon the pattern: first initial, last name @jcu.edu.

Student Email Account: A University-provided email account assigned to all students based upon the pattern: first initial, last name, expected two-digit graduation year @jcu.edu. (Also known as an Alumni Email Account for students who have graduated.)

Retiree Email Account: A University-provided email account assigned to requesting retirees based upon the pattern: first initial, last name, two-digit retirement year, followed by the number 1 (one) (i.e. bjones171@jcu.edu).

V. GUIDELINES:

- A. Per the IT Resources Policy, all University-provided email accounts are owned by the University. The University may, in its discretion based upon conduct of the email account holder that is in violation of the University's IT Resources Policy or based on other operational, compliance or business needs, terminate access to an email account at any time. The guidelines below are provided for informational purposes regarding the University's usual email account practices for employees, students, retirees, and alumni.
- B. Employee Email Accounts are assigned to all employees upon their employment by the University.
1. Employees who separate from the University due to resignation or termination will no longer have access to their Employee Email Account. For the case of retirees, see Retiree Email Accounts below.
 2. The Employee Email Account formerly held by the separated employee remains the property of the University.
 3. Stored email from the separated employee's former Employee Email Account normally will be retained by the University for a period of time not to exceed 13 months after the retirement date, except when a longer retention period is required by law and/or related to pending litigation. In addition to longer retention required by law, the University reserves the right to retain a separated employee's former Employee Email Account for a longer period of time depending on operational, compliance or business needs, or on the nature of the position or type of data involved.
 4. The separated employee's supervisor will be provided access to the separated employee's former Employee Email Account for a period of up to 13 months.
 5. A bounce back message will be sent in response to all incoming messages to the separated employee's former Employee Email Account – the wording to be agreed upon between Human Resources and the separated employee's former supervisor. If message text is not received by the IT Department within one business day prior to account termination, the standard IT message will be configured on the account: "This employee is no longer at the University. Please note that this account is not monitored. All inquiries should be forwarded to SUPERVISOR_NAME @ JCU.EDU"
- C. Student Email Accounts are assigned to all students upon their enrollment in the University.
1. Employees who are also students are typically provided two separate accounts - an Employee Email Account and a Student Email Account, one for each appropriate role.

2. Students who graduate are permitted to retain their Student Email Accounts post-graduation.
 3. Inactive Student Email Accounts will be managed according to the procedures outlined in Section E of these Policy Guidelines.
- D. Retiree Email Accounts are provided at the request of the retiree. The Retiree Email Account may be a new account or qualified retirees may retain the same account as the retiree's former Employee Email Account if they follow these guidelines:
1. University retirees who desire to have a University-provided Retiree Email Account should request one through the ITS Department in advance of their retirement date.
 2. As of their retirement date, retirees will no longer have access to their former Employee Email Account unless they meet the following condition:
 - a. Upon request, retired faculty can retain their Employee Email Account in order to better continue their ongoing University-related professional commitments. This request must be renewed every five years. Retired faculty who opt to retain their Employee Email Account must sign an acknowledgment stating their understanding of their continued responsibility to comply with the University's IT Resources Policy and to safeguard any confidential information contained in their Employee Email Account.
 3. The Employee Email Account formerly held by the retiree when they were an active employee remains the property of the University.
 4. Stored email from the retiree's former Employee Email Account normally will be retained by the University for a period of time not to exceed 13 months after the retirement date, except when a longer retention period is required by law and/or related to pending litigation. In addition to longer retention required by law, the University reserves the right to retain a retired employee's former Employee Email Account for a longer period of time depending on operational, compliance or business needs, or on the nature of the position or type of data involved.
 5. The retiree's supervisor will be provided access to the retiree's former Employee Email Account for a period of up to 13 months.
 6. Subsequent to the retirement date, a copy of new incoming email to retiree's former Employee Email Account can be forwarded to the University-provided Retiree Email Account. This forward will remain in place for a maximum of 13 months. (Note: Retirees must request a University-provided Retiree Email Account in order to obtain forwarded email from their former Employee Email Account. Email

from the retiree's former Employee Email Account cannot be forwarded to a retiree's personal email account.)

7. A bounce back message will be sent in response to all incoming messages to the retiree's former Employee Email Account – the wording to be agreed upon between Human Resources and the retiree's former supervisor. If message text is not received by the IT Department within one business day of account termination, the standard IT message will be configured on the account: "This employee is no longer at the University. Please note that this account is not monitored. All inquiries should be forwarded to SUPERVISOR_NAME @ JCU . EDU"
 8. All Retiree Email Accounts must use two-factor authentication.
- E. Any University-provided email account not used for a period of 24 months will be suspended (i.e., turned off but not deleted) to prevent unauthorized use.
1. Three warning messages will be sent to any account that is forwarded to minimize disruption before suspension.
 2. Additional confirmation steps will be taken to verify suspension of any account that was assigned to an adjunct faculty member.
 3. All suspended accounts will be deleted after 12 months if they are not reclaimed.
 4. Any deleted account may be recreated upon request; however, any previous account content is unrecoverable.
- F. The University reserves the right to implement technical restrictions to ensure appropriate data privacy and security compliance, especially as it relates to personally identifiable information, protected health information, and educational records protected by the Family Educational Rights and Privacy Act (FERPA).
- G. In extenuating circumstances or when the email naming format outlined above creates an email address that is inappropriate, or unreasonable, an employee, student or retiree may request that a different email name be assigned to that individual. The request must be directed to the Associate Chief Information Officer, or designee. The Associate Chief Information Officer will consider the request, as well as information technology, consistency and University policy considerations in making the determination as to whether a different email name can be assigned.

VI. CROSS REFERENCES:

IT Resources

Sensitive Data & Security