HOWARD UNIVERSITY POLICY

Policy Number:	700-006 Information and Technology
Policy Title:	HOWARD UNIVERSITY EMAIL MANAGEMENT POLICY
Responsible Officer:	Chief Operating Officer
	Delegated to: Chief Information Officer
Responsible Office:	Office of the Chief Operating Officer
Effective Date:	July 5, 2023

I. POLICY STATEMENT

Email is one of the primary ways information is shared through Howard University (HU). This policy defines the lifecycle management of Howard University hosted emails.

This policy will be reviewed annually and updated as necessary by the Responsible Officer.

II. RATIONALE

This policy defines the lifecycle of email accounts for students, staff, faculty, and alumni. It covers general creation, transfer, and removal of managed email accounts.

III. ENTITIES AFFECTED BY THIS POLICY

This policy applies to any individual identified as requiring an *@howard.edu* or equivalent email account. By default, an individual processed in the enterprise resource planning (ERP) system will receive an HU-managed email.

IV. DEFINITIONS

A. **Software as a Service (SaaS)** – A software application in which ETS (Enterprise Technology Services) has limited control and the supporting network infrastructure and security requirements are the cloud provider's responsibility.

B. **Cloud Service Provider** – A vendor that provides information technology services by using pooled network resources that are scalable, convenient, and available on-demand.

C. **Inactivity** – When an authorized user has not accessed Howard IT resources for a specific amount of time.

D. **Discovery** – Fact-finding process to gather evidence in preparation for a legal proceeding or investigation.

E. **Litigation Hold** - Temporary suspension of normal retention policies (i.e., no files can be deleted) to ensure electronic data are available for the discovery process prior to litigation.

F. **Disabled** – Howard user account is not accessible; it is locked from general access without the assistance of the Help Desk.

G. **Work-Study Student / Student Employee / Howard University Student Employee Program (HUSEP)** – An enrolled student approved to work part-time for a set wage, typically part of the Federal Work Study Program.

H. **Graduate Teaching Assistants** – A graduate student whose primary duty is teaching.

V.   POLICY PROCEDURES

Enterprise Technology Services (ETS) is responsible for managing HU hosted emails. Emails are offered as a Software as a Service (SaaS) using an approved cloud service provider. HU hosted emails are monitored for actions that violate the 700-002: *Acceptable Use of University Information Resources* policy and are subject to discovery and/or litigation holds as part of any legal proceedings. Emails hosted by HU are the property of the University and will follow applicable record keeping guidelines.

Email accounts will be reviewed annually, at a minimum, for accuracy and applicability.

A. Students

Once a student has been accepted at HU, they will receive instructions on how to access their assigned HU email as part of their admissions package. They are expected to use this email while enrolled at HU for all interactions.

1. Inactivity, Disabled, Deletion

Inactive student email accounts will automatically disable after 120 days. Once disabled, a student will contact the Help Desk to regain access to their account. An email account will automatically archive and be maintained in accordance with record retention guidelines after 366 days of inactivity.

2. Work-Study Student / Student Employee / Howard University Student Employee Program (HUSEP) / Graduate Teaching Assistants

Work-Study Student / Student Employee / Howard University Student Employee Program (HUSEP) / Graduate Teaching Assistants , hereafter referred to as student workers, are considered Howard employees and will be issued a separate employee email to conduct official Howard business. Student worker email accounts will follow the employee rules of inactivity and record retention. Students will not use their student email to conduct official Howard business while filling the role of student worker. Once the official work-study program has ended the account will automatically disable and the student will no longer have access. The account will automatically archive after 120 days of being disabled. A student worker account can be restored upon confirmation that a new work study position has been granted.

3. Alumni Email Accounts for New Graduates

Student email accounts will automatically archive and be maintained in accordance with record retention guidelines, 120 days after the official graduation date as defined in student records. An alumni email account is available to students that have officially graduated from Howard.

Requests for alumni email accounts must occur within 120 days of the official graduation date. Students can send an email from their HU student email to huhelpdesk@howard.edu with the following information.

- Subject: Request Alumni Email
- Bison Number
- Graduation Date

Once ETS verifies the graduation date, a new alumni email account will be created and contents in the student's email account will transfer. The new HU alum will have a new email address and everything from their former student email account.

The alumni email account will automatically disable after 367 days of inactivity. Once disabled, alumni can contact the Help Desk to regain access to their account. After 180 days of being disabled the account will automatically delete. Once an account has been deleted it cannot be recovered.

B. Faculty

Assigned faculty are expected to use their HU email account while conducting official Howard business that includes, but it is not limited to, interactions with students, business partners, and research sponsors. Personal email accounts should not be used to conduct official HU business.

Faculty email accounts will automatically disable after 120 days of inactivity. After 210 days of inactivity the account will automatically archive and be maintained in accordance with record retention guidelines. The Office of General Counsel (OGC) has the authority to request the retrieval of an archived account. If an account has been deleted, it cannot be recovered.

C. Employees

Employees of Howard, including contractors, are expected to use their HU email account while conducting official Howard business. Personal email accounts should not be used to conduct official HU business.

Employee email accounts will automatically disable after 90 days of inactivity. After 180 days of inactivity the account will automatically archive and be maintained in accordance with

record retention guidelines. OGC has the authority to request the retrieval of an archived account. If an account has been deleted, it cannot be recovered.

1. Contractors/Contingent Workers

Contractor/Contingent Workers augment Howard's ability to provide excellence service. However, unless properly managed they also introduce risk.

If the contractor…	Then…	HU Email Account Required (Yes /No)
Works closely with or in lieu of an HU employee	Any communications to and from the contractor must be retained on a HU system.	Yes
Performs work that is part of a federal grant or federally funded contract	Any communications to and from the contractor must be retained on an HU system.	Yes
Communicates with students or individuals outside of the office that is managing/funding the contract	Any communications to and from the contractor must be retained on an HU system.	Yes
Works on a one-time special project with limited time and scope	The contractor can use their corporate/company email to communicate with the CO or project manager. The CO and project manager are responsible for coordinating the use of non-HU email addresses with ETS prior to the start of a contract.	No

Contractor/Contingent Worker emails will automatically lock one year from contract award date. For example, if the contract is awarded on Feb 1, 2023, the email account will lock on Jan 31, 2024. Contracting Officers (COs) or their designated representative have the following responsibilities:

a) Ensuring contractors are provided HU email accounts in accordance with the table above. If there are questions, contact ETS before contract award.
b) After contract award, verifying contractors have completed required cybersecurity awareness training prior to contract award and thereafter as required by ETS/Cybersecurity.
   i. For one-time special projects, the contractor's corporate cybersecurity awareness training, if completed no more than nine (9) months before contract award date is acceptable.

c) Reviewing active contractor accounts prior to contract award anniversary date and provide account validation to ETS.

    i.   This should be completed no later than 7 days before contract anniversary date, this will prevent accounts from automatically locking which could disrupt work.

d) Ensuring contractors are properly off boarded if no longer on the contract or at the end of a contract.

2. Retired Faculty or Employees

Employee emails will be disabled the day after their official retirement date unless a request for continued access has been made. Retiring employees can request to retain access to their HU email for 120 days after retirement. This is not automatic. Employees wishing to continue access must make the request before their retirement date. Employees can send an email from their HU email to huhelpdesk@howard.edu with the following information:

- <u>Subject</u>: Retired Faculty/Employee Email
- Bison Number
- Name of Retired Faculty or Employee
- College or School or Department
- Retirement Date

Once ETS verifies the retirement date the email account will be set to automatically disable 121 days from the official retirement date. Once the extended retired faculty email account has been disabled it will follow normal record retention guidelines.

> ➤ *Exception*

Only a Dean or VP can request that a retired employee or faculty member retain email access more than 120 days after retirement. Continued access will not exceed 120 days. The Dean or VP can send an email from their HU email to huhelpdesk@howard.edu with the following information.

- Subject: Extend Retired Faculty Email
- Bison Number
- Name of Retired Faculty
- College or School or Department
- Reason for extension
- Number of days to extend access (not exceed 120 days)

Requests for extension are not automatic. Final approval of an extension resides with the Chief Information Officer (CIO) and/or Chief Information Security Officer (CISO). If approved, the extension period of the retired faculty/employee email account will automatically disable after 121 days and follow applicable record retention guidelines.

D. Access to Accounts

ETS will not provide access to an email account of an employee or faculty member that is no longer employed by HU. If information is needed from the account, ETS can retrieve that information. It is the responsibility of the supervisor to ensure that important files or emails are stored in a common accessible location (e.g., SharePoint or shared One Drive folder) prior to the employee's or faculty member's departure.

Supervisors of departed personnel can establish an Out-of-Office Reply by sending the request to huhelpdesk@howard.edu with the following information.

- Subject: Out-of-Office Reply
- Email address of departed personnel
- College, School, or Department
- Contact email for Out-of-Office Reply (i.e., where recipients should send the email)

An Out-of-Office Reply will not deviate from the language below and will be active for 60 days; after that period the email account will no longer receive emails.

> ➢ *Out of Office Language*
>
> *This email address is no longer accepting emails. Please forward your email to <contact email>. We apologize for the inconvenience.*

VI. INTERIM POLICIES

There are no interim policies.

VII. SANCTIONS

Failure to follow this policy or any other approved University Policy may result in disciplinary action, including termination of employment.

VIII. RESOURCES

- Policy Office | Howard University Office of the Secretary
- 700-002: *Acceptable Use of University Information Resources*
- 400-003: *Record Retention and Destruction Policy*
- Howard University Employee Handbook
- Family Educational Rights and Privacy Act (FERPA)
- The Federal Work-Study Program