Email Policy

Policy Number: IT-1
Effective Date: July 2002
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Responsible Officer: Chief Information Officer - DUCOM

I.   Purpose

Allocation and appropriate use of Drexel University College of Medicine (DUCOM) email.

II.   Scope

This policy applies to all Drexel University College of Medicine email.

III.   Applicable Members

This Policy applies to all Drexel University College of Medicine user accounts with email capability. All active faculty, staff, and non-employee associates are eligible for Drexel University College of Medicine email access. Access is obtained using your DrexelMed domain user account.

IV.   Policy

Electronic mail is a primary means of communication on campus. Many official College of Medicine communications are transmitted to faculty and staff via email. It is an important vehicle for communication, a convenient organizational tool for groups and departments, and a quick method for sharing ideas and information among friends and colleagues.

Your email account is a valuable asset. It is used to authenticate your identity in many College of Medicine online services. In addition, you are totally responsible for all activities involving your account. To safeguard your identity and your privacy do not share your account or give your password to anyone.

Drexel University College of Medicine email use and communication must comply with Acceptable Use Policy IT-2 and Email Encryption Policy IT-3.

A.   Email Account

1.   Official Email Address

To ensure that all important correspondence is reliably delivered to each individual, all account holders are assigned an Official Email Address, commonly of the form: firstname.lastname@drexelmed.edu. This address is used for all College of Medicine email correspondences as well as the official online directory.

2.   Account Credentials

College of Medicine email is accessed via your DrexelMed domain username and password. The password you choose should be considered a strong password.

The following criterion is required:

a. Must have a minimum of eight (8) characters;
b. Must contain three of the following four categories:
  i. Upper case (e.g., A-Z)
  ii. Lower case (e.g., a-z)
  iii. Numeric (e.g., 0-9)
  iv. Punctuation (e.g. #$%^&()_+|~=\"{}[]:";<>?,/)
c. Is not a word in any language dictionary, slang, dialect, jargon, etc.
d. Is not based on personal information, names of family, etc.
e. Must expire every 180 days from the date of the last change.
f. Is easy to remember.

One way to create a strong password that is easy to remember is to think of a personal phrase.. For example, the phrase might be "**I l**ike **m**y **b**ath **w**ith **l**ots **o**f **b**ubbles" By taking the first letter from each word and replacing some with special characters the password could be something like "1LmbWL0b" or "!LmbwL0b" or some other variation.

3.   Additional Email Addresses

Drexel University College of Medicine allows active faculty and staff to select additional e-mail addresses for their account. Addresses will be based on availability and business appropriateness. To request an additional e-mail address contact Drexel University College of Medicine Information Technology (CoM-IT) at 215-762-1999.

4.   Email Quotas

The email quota is the amount of email (including attachments) that a user can store on the central email server.

a. When email quota is reached, you will no longer be able to send email; however you will still be able to receive email.
b. When your mailbox reaches 90% of allotted quota, you will receive daily messages asking you to clean up your mailbox.
c. The largest contributor to mailbox size is attachments.
d. The maximum size of any email attachment is 30MB.
e. It is a good idea to save all important attachments and remove them from the message.

5.   Continuance of Email Privileges

a. **What happens to my account when I retire?** Faculty will retain email services via webmail.drexelmed.edu for a period of six (6) months from their date of retirement. Staff members will not be offered extended email services on retirement.
b. **What happens to my account when I separate from the College of Medicine?** Individuals who leave the College of Medicine to pursue other interests, who have no continuing relationship with the College of Medicine, would have their email benefits substantially reduced.
c. **Faculty who leave before retirement:** Faculty who leave before retirement may keep their email accounts for six (6) months from the date they leave Drexel College of Medicine.
d. **Staff who leave before retirement:** Staff members who leave the College of Medicine are not eligible to keep their email accounts.
e. **Any employee terminated "for cause":** Email privileges will be terminated immediately upon receipt of notification from the Human Resources department.
f. **What happens if I have multiple relationships to the College of Medicine?** A person with multiple roles will receive the account benefits that give the individual the maximum advantage unless other considerations override that benefit.

B.   Email Use

1. **Email Etiquette**

   Email is less formal than a letter and less personal than a conversation. It is difficult to strike the right balance, however, commonsense and consideration for others and simple courtesy are always good places to start. Here are a few points to keep in mind.

   a. Email is not strictly private. You should think of email as a post card. Would you want the mail carrier to read your message?
   b. Be careful how you express yourself. The recipient does not have your facial expressions, tone of voice, and body language to aid understanding.
   c. Everyone hates junk mail. Before you hit the send button, ask yourself how important your message is to the recipients. As a rule of thumb, consider that any mail sent to more than twenty recipients is potential "spam".
   d. Unsolicited mass email (spam) is contrary to the College of Medicine Acceptable Use Policy IT-2. Any message to the College of Medicine community at large must be approved and distributed by the Communications Department.

2. **Reading Email**

   To read your email you may use the following e-mail clients:

   a. Microsoft Outlook
   b. Microsoft Outlook Web Access (https://webmail.drexelmed.edu)

3. **Prohibited Forwarding of Email**

   Forwarding of mail to an outside third party mail system is prohibited for any correspondence that contains HIPAA Electronic Protected Health Information (ePHI), or other sensitive data including, Drexel University College of Medicine intellectual property data, Family Educational Rights and Privacy Act (FERPA) protected information, social security information, credit card numbers and other financial account numbers and any other protected individually identifiable information as specified in Email Encryption Policy IT-3.

   Auto-forwarding of Drexel University College of Medicine email is prohibited.

4. **Special Use Mailbox**

   College of Medicine departments may request a group email account. A special use mailbox should be requested by contacting CoM-IT at 215-762-1999 or http://drexelmed.edu/help. The person requesting the account is responsible for all activities performed with the group mailbox account.

5. **Abuse of Email Privileges**

   Use of email is a privilege, not a right. This privilege can be revoked for violations of the College of Medicine's Acceptable Use Policy IT-2. Unacceptable behavior includes, but is not limited to:

   a. Sending unsolicited and unauthorized mass email (spam)
   b. Use of offensive language
   c. Distribution of obscene material
   d. Threats
   e. Infringement on others' privacy
   f. Interference with others' work
   g. Copyright infringement
   h. Illegal activity

   Penalties for unacceptable behavior range from de-activation of the account (for minor first offenses) through university judicial action or referral to law enforcement authorities.

In the case of account de-activation, the offender's account will only be reactivated upon the direction of the Chief Compliance and Privacy Officer.

C.   Email Retention

All Drexel University College of Medicine and Drexel University Members (Members) are responsible for the appropriate retention of records in their possession. Members are responsible for reviewing the content of the records they use in conducting University business and complying with this Email Policy and Policy OGC-6. Email in itself is not a record but the content of the email may qualify it for retention. A schedule of Record Retention requirements may be reviewed in the Record Management Policy OGC-6, under the Record Retention Schedules.

The Department of Information Technology is not responsible for determining whether or not an electronic record must be retained or destroyed in accordance with this Policy and Policy OGC-6. Proper destruction of e-mail with content not requiring retention assists in the efficient management of information and computing resources.

D.   Exceptions

Exceptions to this policy will be considered by the Chief Information Security Officer, Chief Privacy Officer and the Privacy and Security Committee as appropriate.

V.   Cross-Reference

1. OGC-6, Record Management Policy
2. IT-2, Acceptable Use Policy
3. IT-3, Email Encryption Policy