



Executive Memorandum 23-019

June 20, 2023

From: Gayle E. Hutchinson, President

A handwritten signature in blue ink that reads "Gayle E. Hutchinson".

Subject: Chico State E-mail Policy

I approve the Chico State E-mail Policy, effective immediately.

Policy Title:	EM 23-019: Chico State E-mail Policy
Contact:	
Supersedes:	EM 16-004 ^[1] and EM 05-005 ^[2]
Revision:	
Enabling Legislation or Executive Order:	

BACKGROUND AND PURPOSE

California State University, Chico (Chico State) provides electronic mail (E-mail) services to support the academic, research, and administrative functions of the University. This policy sets forth the guidelines for the responsible and efficient use of E-mail services and appropriate use of official University E-mail accounts. This policy defines the security, privacy, ownership, guidelines, responsibilities, as well as usage and expectations of individual Chico State E-mail account holders. This policy is intended to meet the guidelines laid out in ISO 27001 Annex 12.2.1 and 12.2.3^[3] and shall supersede any previously disseminated E-mail policy.

POLICY STATEMENT

The University provides a Chico State E-mail account and E-mail mailing lists to all students, employees, appropriate affiliate staff, auxiliary employees, and certain authorized third parties in support of the university's mission of education, research, and administration and for conducting university business. All users of Chico State's E-mail services are responsible for using E-mail services in an efficient and professional manner, consistent with University guidelines and applicable laws. All University business and communications conducted via E-mail shall be conducted using Chico State E-mail accounts. Use of a personal E-mail account to conduct University business is prohibited.

Subject to state and federal laws, rules and regulations, and university policies, information created, sent, received, transmitted, modified and/or stored within the University E-mail system is the property of Chico State. Ownership of the content of an email or relevant attachments is

retained by the creator of the content, in accordance with EM 97-007, and all EMs that supersede it: “Copyright protects original works of authorship that are fixed in any tangible medium of expression. Protectable works include books, articles, artwork, music, software, traditional or electronic correspondence, and materials placed or found on the Internet.”

SCOPE

This policy is applicable to how all Chico State employees, students, and authorized third parties provided with an official University E-mail account use these accounts. Individuals with special relationships with Chico State such as alumni or affiliates, who are neither employed nor enrolled at Chico State, may be granted limited E-mail privileges, including an E-mail address commensurate with the nature of their special relationship. These accounts are subject to the provisions of this policy and Chico State reserves the right to discontinue these privileges at any time.

All E-mail communications and associated attachments transmitted or received through the University E-mail system are subject to the provisions of this policy.

Authorized Users of the Chico State E-mail system

- Chico State active students^[4]
- Chico State active employees^[4]
- Chico State emeriti^[5] faculty
- Retired Chico State employees who request and are approved for continued E-mail entitlements
- Affiliates (vendors, authorized third-party accounts) of Chico State other than employees and students who have been granted E-mail entitlements in accordance to the Chico State Entitlements Catalog^[4]
- Auxiliary employees^[4] of Chico State

EXPIRATION, DELETION, SUSPENSION, AND TERMINATION OF E-MAIL ACCOUNTS

Expiration and Deletion of E-mail Accounts

Individuals may leave the university for a variety of reasons, which gives rise to differing situations regarding the length of E-mail privileges retained by the user or expiration and deletion of E-mail accounts. The guidelines governing those privileges are set forth below. Notwithstanding the guidelines below, the university reserves the right to suspend E-mail privileges at any time.

- i. Upon separation from the University, a student will have their E-mail account disabled from the University system two years after the student’s separation date and deleted three years after separation.
- ii. Upon separation from the University, an employee will have their E-mail account

disabled from the University system immediately and deleted one year after separation.

- iii. Prior to retirement, an employee may follow Chico State “opt-in” procedures to request continued E-mail entitlements. Upon approval, E-mail entitlements will be extended to the duration stated with the approval. The specific licensing and features included with these entitlements will be determined at the time these extended entitlements are granted.
- iv. E-mail entitlements for emeriti faculty shall be in accordance with the benefits as stated at the time emeriti status is granted.
- v. Upon separation from the University, other affiliates, individuals, groups, organizations, or vendors with a Chico State account will have their E-mail account disabled from the University system immediately and deleted one year after separation.
- vi. Expelled students – students who are expelled from the university will have their E-mail account disabled from the University system immediately and deleted one year after expulsion.
- vii. Deceased student, employee, or other - Upon confirming the death of a student, employee, or other affiliate of the University, the E-mail account of the deceased will be disabled from the University system immediately and deleted one year after the account was disabled.

Suspension or Termination of E-mail Account Access

Chico State reserves the right to temporarily disable or suspend or terminate any E-mail account that may pose a security risk to the Chico State network or data as determined by the Division of Information Technology personnel. If the risk cannot be reasonably mitigated, Chico State reserves the right to permanently delete any E-mail account that may pose a risk to Chico State’s network or data. Additional reasons for E-mail account suspension or termination include:

- i. Violation of University policies or guidelines
- ii. Disciplinary action: The E-mail account will be handled based on direction from the Office of Student Conduct, Rights & Responsibilities, Human Resources, Academic Affairs, or University Police depending on the relationship of the user to the university. Disciplinary action will generally involve suspending, terminating access, deleting, or reassigning the account.
- iii. Inactivity: If an E-mail account is not accessed for a year, or if the password is allowed to expire, it will be considered inactive and may be suspended, archived, or deleted.

E-MAIL USAGE RESPONSIBILITIES

University E-mail account holders shall use their @csuchico.edu accounts in a professional and legal manner. University E-mail account holders shall not send confidential information over E-

mail. In accordance with the Chico State Data Classification and Protection Standards^[6], confidential information includes, but is not limited to, an individual's name in combination with Social Security Number, driver's license or state issued identification card number, health insurance information, medical information, or financial account number such as credit card number, in combination with any required security code, access code, or password that would permit access to an individual's financial account. An alternative approved tool such as MOVEit^[7] must be used to send and share confidential data.

All University E-mail account holders are responsible for safeguarding their university provided access when using any device.

Employees

Employees shall use their University-provided @csuchico.edu E-mail address when conducting Chico State academic and administrative business via E-mail. It is the responsibility of all Chico State employees to check their E-mail frequently for official university communications. Non-exempt employees are expected to check their E-mail only during work hours. E-mail account holders are responsible for recognizing that certain E-mail communications may be time critical. Legal notifications requiring an employee's response that have legal significance to that employee shall not be communicated solely by E-mail.

Students

Chico State provided E-mail is assigned to the student as their official E-mail account for sending and receiving University E-mail communications when conducting Chico State academic and administrative business. E-mail communications may include approved notification of university business processes and/or appropriate university, college, or department academic information such as emergency announcements, security information, billing information, confirmation of major changes, etc.

It is the responsibility of student E-mail account holders to check their E-mail frequently for official university communications. Students are responsible for the consequences of not reading official university E-mail communications in a timely fashion.

Prohibited E-mail Uses

Users of Chico State's E-mail services are prohibited from engaging in any of the practices described below on the Chico State E-mail system. The university may suspend or revoke the E-mail privileges of any user who abuses them, and the university may impose appropriate sanctions:

- i. Engaging in harassing or threatening E-mail communications as defined in EM 12-025^[8] and all EMs that supersede it.
- ii. Intercepting, disrupting, or altering an E-mail communication without proper authorization.

- iii. Accessing, copying, or modifying E-mail messages from or within the electronic files or records of another without permission.
- iv. Misrepresenting the identity of the source of an E-mail communication including masquerading an E-mail user's account name or host name on sent E-mails.
- v. Allowing another individual to use one's E-mail account for fraudulent purposes.
- vi. Using E-mail to interfere with the ability of others to conduct Chico State business.
- vii. Sending blanket "all campus" E-mails, unsolicited "junk" E-mails or mass electronic mailings, such as chain letters, without a legitimate Chico State business purpose as defined in the time, place, and manner of expression policy (EM 20-026^[9] and all EMs that supersede it), the policy on the use of computing and communications technology for faculty (EM 07-001^[10] and all EMs that supersede it) and the standards for student conduct^[11].
- viii. Using E-mail for commercial purposes unrelated to Chico State business.
- ix. Reproducing or distributing copyrighted materials without appropriate authorization.
- x. Using E-mail for any purpose in contradiction to state law, federal law, Chancellor's Office, or Chico State policy.

Redirecting of E-mail Messages

Automatic forwarding or redirecting of messages to a non-Chico State address using inbox rules or other automated mechanism is not permitted. Any inbox rules with forwarding or redirect rules pointing to an address outside the organization may be removed without warning. Forwarding to another Chico State E-mail address, or Chico State maintained server, may be permitted on a limited basis depending on the circumstances and need of such forwarding.

Retention and Disposal

E-mail messages deleted by a user may be automatically emptied from the user's deleted items folder on a periodic basis and may be manually emptied from the deleted items folder anytime by the user. After automatic or manual deletion of an E-mail(s) from a user's deleted items folder, those E-mail messages are considered irretrievable except in cases where an account is under litigation hold.

Every authorized user of the E-mail system is individually responsible for handling and maintaining University E-mail records in accordance with university policy and requirements. E-mails are records which may contain evidence of official University actions, decisions, approvals, or transactions. E-mail is subject to federal and state laws which applies to the

preservation and destruction of records. Retention periods are listed on a Records Retention Schedule^[12]. The retention period is based on the content of each individual E-mail. E-mail messages sent and received by a member of the university community acting in their university capacity form part of the university's official records and must therefore comply with [EO 1031 System wide Records/Information Retention and Disposition Schedules Implementation](#)^[13] E-mail record retention requirements vary based on record type.

PERSONAL USE, SECURITY, CONFIDENTIALITY, AND PRIVACY

It is the responsibility of the student, employee, affiliate, and any user of the University E-mail system to practice discretion and distinction between organizational usage and personal usage. For E-mail communications that are academic in nature or Chico State organizationally related, students, employees, and all affiliates are to use their Chico State E-mail account. Users of Chico State E-mail accounts may, for limited and incidental situations, use University email for personal usage. Excessive use of Chico State E-mail for personal reasons, or E-mail that disrupts the operation of the university or causes increased cost to the university, is prohibited.

Security

Chico State uses reasonable and prudent efforts to provide secure, and reliable E-mail services consistent with established information technology practices. However, Chico State cannot guarantee the security, privacy, or reliability of its E-mail service. All E-mail users, therefore, should exercise caution in using their Chico State E-mail accounts to communicate confidential or sensitive matters. Users should be aware of security risks associated with using E-mail, such as E-mail viruses, "phishing," ransomware, account take over, and other E-mail scams.

The University does not intend to monitor the contents of E-mail sent to or from University servers, except to identify and correct problems with E-mail delivery or receipt, to work with E-mail system problems, or to deal with misconduct or security issues. Electronic logs of who sends and receives E-mail through university servers are maintained for a short period of time. This information may be used to analyze trends, create summary statistics for internal planning purposes, and to otherwise aid in maintaining system performance and security.

Users are required to promptly change their E-mail password upon receiving credible evidence that their password has become known by or disclosed to another party and/or when requested to do so by University IT Services or their supervisor.

Confidentiality and Privacy

Users should assume that E-mail communication using a University E-mail account is not a private form of communication. University E-mail accounts are subject to the federal and state laws relating to copyright, Public Records Act request, breach of confidentiality, privacy, and anti-discrimination. Users of university E-mail accounts are required to respect confidentiality, privacy, legal/professional privilege, and the rights of others and to ensure that the content and dissemination of E-mail does not jeopardize those protections. E-mail messages can be intercepted, stored, read, modified, and/or forwarded to other recipients. Data that is classified as

Confidential (as defined in the Data Classification and Protection Standards^[6]), including Personal Data, must be encrypted when being sent to recipients outside of the university and its affiliates' networks (i.e., when sent across the Internet or other public networks).

Insecure devices shall not be used to access E-mail that may contain Confidential or Personal Data.

Non-Chico State E-mail accounts (e.g., Gmail, Hotmail, Yahoo or any similar external/third-party E-mail services) shall not be used to send or receive Confidential or Personal University Data.

Reasonable expectations of privacy are diminished once E-mails are sent to other users or posted on public systems. Any E-mail message received by an individual will be considered the prerogative of the recipient to dispose of (copy, delete, save, send to others, etc.) as the individual desires.

LEGAL AUTHORITY TO CONTROL UNIVERSITY EMAIL

- i. Microsoft, Chico State's cloud hosted E-mail provider, retains the right to access E-mail Accounts for violations of its Acceptable Use Policy^[14], or in response to subpoena or National Security Letter.
- ii. E-mail sent to or from the university E-mail systems are property of the University and thus subject to university controls, including elimination of individual E-mail messages from a user's account (for incidents such as phishing, ransomware, virus, malware, and others), in order to protect network performance and ensure fair use of computing resources.
- iii. All Chico State E-mail users shall abide by the guidelines set forth in the Chico State Data Classification and Protection Standards^[6] when using the university E-mail system.
- iv. University-provided E-mail is managed to comply with laws prohibiting activities such as misleading advertising, E-mail spam, and phishing.
- v. The University has the right to restrict the amount of user space and other user parameters on university E-mail accounts. Microsoft currently limits each E-mail box to a maximum of 100 gigabytes. Microsoft reserves the right to change this store limit, with prior notice to Chico State.
- vi. In limited situations, E-mail related to a student may constitute an "education record" subject to the provisions of the Family Educational Rights and Privacy Act of 1974 (FERPA^[15]) 20 U.S.C. §1232g^[16]; 34 CFR Part 99^[17]. Under such circumstances, the University may access, inspect, and disclose such records as permitted by FERPA and consistent with Chico State's Student Privacy Rights and Student Records Administration Policies and Procedures Document (EM22-026)^[18].

- vii. E-mail and attachments are University records, and are therefore subject to disclosure with internal Chico State investigations, valid subpoenas, warrants, other local, state, and federal laws, including the California Public Records Act (CPRA) Government Code §7920.530^[19] which governs public access to Chico State's records. Under CPRA, writings, whether in paper or electronic form, made, maintained, or kept by Chico State are generally considered to be public records and are subject to public inspection unless they are covered by a specific statutory exception. Correspondence of Chico State's employees in the form of E-mail may be a public record subject to public inspection under section §6252(e) of CPRA^[19].

- viii. Requests for access to a user's E-mail messages and account for any purpose other than technical problem resolution must be approved by the Vice President of the appropriate division or their designee and/or will be responded to as required by state and federal law, except as necessary to protect the integrity, security, and effective operation of the university.

Appendix

1. [\[EM 16-004\] – Official Communication with Employees via Electronic Mail](#)
2. [\[EM 05-005\] – Student E-Mail: Interim Policy for Official Communication with Students via Electronic Mail](#)
3. [ISO 27001 Annex 12.2.1 and 12.2.3](#)
4. [Affiliations as listed in Entitlements Catalog \(login required\)](#)
5. [Emeritus and Emerita faculty](#)
6. [Data Classification and Protection Standards](#)
7. [MOVEit tool - secure data transfer \(login required\)](#)
8. [\[EM12-025\] - Policy on Campus Behavior and Violence Prevention; Supersedes EM 02-116](#)
9. [\[EM 20-026\] - Time, Place, and Manner of Expression Policy; Supersedes EM 14-013](#)
10. [\[EM07-001\] - Revised Policy on the Use of Computing and Communications Technology for Faculty](#)
11. [Standards for Student Conduct](#)
12. [Records Retention Schedule](#)
13. [\[EO 1031\] - Systemwide Records/Information Retention and Disposition Schedules Implementation](#)
14. [Microsoft Data protection and privacy \(Microsoft Acceptable Use Policy\)](#)
15. [FERPA](#)
16. [20 U.S.C. §1232g](#)
17. [34 CFR Part 99](#)
18. [\[EM22-026\] - Student Privacy Rights and Student Records Administration Policies and Procedures Document; Supersedes EM 01-001, EM 06-034](#)
19. [§7920.530 and §6252\(e\) of California Public Records Act \(CPRA\)](#)
20. [EM 97-007: CSU Chico Policy on Intellectual Property](#)