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UHWO Guidance for Email Limitations Regarding Mass, Internal messages

Introduction

At the University of Hawai'i - West O'ahu (UHWO), email is one of the most utilized methods of communication to support the academic and administrative functions of the campus. To guide the appropriate use of email as a formal mode of notification and communication, all employees, faculty and students should adhere to the following policy in the use of their UHWO email account.

Applicability of UHWO Email Policy

Your signature on a student registration or on an acceptance of employee contract or offer letter automatically serves as a signed agreement to UHWO's email policies. Current registered students, as well as faculty and staff, and from time to time others under contract with UHWO, from the date of appointment until the date of separation are also obliged to adhere to UHWO email policies.

Guidelines on Restriction of Email Privileges in Response to Resource Limitations, Administrative Procedures, or Policy Violations

The UHWO Chancellor or designee reserves the right:

1. To set the amount of disk space available for mailboxes, and
2. From time to time, may impose greater limitations on the use of email due to technical necessities, or
3. May require purges of information stored on UHWO servers to preserve the integrity of the system.

Users are responsible for retaining records and therefore are advised to keep back-up copies of important documents on their hard-drives or appropriate back-up media, and to regularly archive their email messages.

Acceptable Use of Email

Your UHWO email may be used for carrying out the mission, goals, and objectives of our school. Email users are required to comply with state and federal law, UHWO policies, and normal standards of professional and personal courtesy and conduct. Unacceptable uses of email and Internet include, but are not necessarily limited to, the following:

96-129 Ala 'Ike
Pearl City, Hawai'i 96782
Telephone: (808) 454-4750
Fax: (808) 453-6076



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1. Used for any purposes which violate a U.S. or State of Hawai'i law;
2. Used for any commercial activities, including commercial advertising, unless specific to UHWO's mission or your duties at UHWO;
3. Used for fundraising, political campaign activities, or public relations activities not specifically related to UHWO activities;
4. Used to conduct or forward illegal contests, pyramid schemes, or chain letters, or to spam;
5. Used to sell access to the Internet;
6. Used to benefit personal or financial interests of any employee or student.

Email users shall not give the impression that they are representing, giving opinions, or otherwise making statements of behalf of UHWO or any unit of the University unless expressly authorized to do so.

Misuse

Email access may be wholly or partially restricted by UHWO without prior notice and without the consent of the user. This may occur when there is probable cause or a substantiated reason to believe that violations of UH System and UHWO policy or law have taken place, or in exceptional cases, when required to meet time-dependent, critical operational needs.

Mass Email:

Many users have experienced substantial increases in unsolicited mass email. Unsolicited mass emails can overload UHWO's servers to the extent that institutional email services are degraded.

- Campus-wide email (email sent to all UHWO email users) must be approved through the Chancellor's office prior to dissemination.
- Requests to send campus-wide email can be made by sending the subject email to ryan@uhwo.hawaii.edu for review and approval. Vice Chancellors should be cc'd on the request or otherwise notified prior to requesting an "all users" email.
- Campus-wide mass emails are to be used for policy- and procedure-related, time-sensitive, critical, deadline-oriented items to ensure they have immediate importance to virtually all recipients.

NOTE: This does not mean that promotions, events, congratulations, etc., are not important; email users should make best use of email address groups for interested employees, departments, managers, faculty, etc. Before you hit "send" ask yourself if all of the recipients of your email have a need to receive it.



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Security

Email is a public record, is subject to the Freedom of Information Act, and is subject to subpoena by a court of law. Please be aware that any information submitted via email is not confidential and could be observed by a third party while it is in transit. Please keep in mind that users should never put anything in an email message that must be kept confidential. Users should think of their email messages in the same way they do postcards. If you would not put it on a postcard, then do not write it in an email.

Email security is a joint responsibility of UHWO and email users. UHWO will provide the best security currently used software will provide, as well as use a "firewall" to prevent unauthorized access to the mail server. Users must take all reasonable precautions to prevent the use of the account by unauthorized individuals.

Alternatives to Email:

The best alternative to email is direct conversation. Email is notorious for breakdowns of communication, as many messages are read and perceived in an altogether different manner and tone than the sender intended. This may cause considerable miscommunication and possible disruption and inefficiency in the workplace. A variety of other means exist within UHWO for internal mass communication with faculty, staff, and students, including but not limited to traditional (but limited) paper mail distributed through the campus mail room, bulletin boards, the West Press Express, departmental updates and Web sites.

By keeping the focus of email on individuals and relatively small groups, UHWO can help ensure that internal, general mass communications do not interfere with nor detract from the utility of email for performing the academic and administrative tasks necessary to the University's mission. This focus will help ensure that mass internal email is not used in a way that degrades UHWO's email operations.

Preexisting Policy by UH System:

This policy shall have effect on all applicable UHWO email users unless any guidance contained herein conflicts in any manner with already established email guidance set forth by UH System. This policy is intended to augment -- and in certain areas reemphasize -- existing UH System policy. UHWO email users are also bound by UH System policies. UH System email policy/guidance information can be reviewed at:

<http://www.hawaii.edu/infotech/policies/itpolicy.html> and
<http://www.hawaii.edu/askus/860>