

June 28, 2019

MEMORANDUM

To: All UOG Employees

From: Randall Wiegand, VPAF 

Via: Manny Hechanova, Interim Chief Information Officer 

RE: Updated Email Policy, Automatic Email Forwarding

Please be advised that on September 1, 2019, automatic email forwarding for your UOG email address will be discontinued. University business including all official correspondence with students should be conducted using official University email accounts.

In February 2019, the Board of Regents passed Resolution No. 19-09 which approved a revised University Email Policy which prohibits the forwarding of your official UOG Office 365 (name@triton.uog.edu or name@uog.edu) email address to an external email account/service (e.g. Gmail, Yahoo, Hotmail, etc.).

Specifically, the University E-mail Policy / Sub-section 3.10.3 states:

E-mail forwarding is prohibited. Forwarding official e-mails creates a risk for the university because once e-mails leave the official university e-mail server environment, we can no longer control or protect them.

The resolution and policy are attached to this memo and can also be found online at <https://www.uog.edu/administration/board-of-regents/board-resolutions/>.

All employees are advised to begin taking steps to transition fully to using their UOG email addresses before this date. The Office of Information Technology can provide technical assistance. For more information please contact the Information Security Office at iso@uog.edu or Interim Chief Information Officer, Manny Hechanova at mannyh@triton.uog.edu.



**UNIVERSITY OF GUAM
UNIBETSEDÁT GUÅHAN
Board of Regents**

Resolution No. 19-09

**RELATIVE TO APPROVING THE REVISED UNIVERSITY OF GUAM
EMAIL POLICY**

WHEREAS, the University of Guam (UOG) is the primary U.S. Land Grant institution accredited by the Western Association of Schools and Colleges (WASC) Senior College and University Commission (WSCUC) serving the post-secondary needs of the people of Guam and the Western Pacific region;

WHEREAS, UOG governance and well-being is vested in the Board of Regents (BOR);

WHEREAS, the University has been undergoing a review of its Rules, Regulations and Procedures Manual (RRPM) which is being changed to the University Policy Manual (UPM) and in line with that review, the University email policy was reviewed and revised;

WHEREAS, lack of clarity in the email policy has led to some situations that have had a negative impact on the University and its students;

WHEREAS, the University has determined that the revisions to the email policy should go into effect immediately and not wait for the full UPM to be approved;

WHEREAS, the revised email policy has been through the University shared governance process and is now being brought to the BOR for review and approval; and

WHEREAS, the Student Affairs, Scholarship, Alumni Relations and Honorary Degree (SASARHD) Committee, the Academic, Personnel and Tenure (AP&T) Committee, the Budget, Finance and Audit (BFA) Committee, and the Physical Facilities Committee have reviewed and recommend the revised policy attached to the BOR for approval.

NOW, THEREFORE, BE IT RESOLVED, that the BOR hereby adopts the revised UOG Email Policy to be effective immediately; and

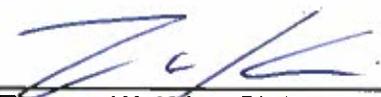
BE IT FURTHER RESOLVED, that the President of UOG is hereby granted the authority to make revisions and amendments to this policy, upon consultation with relevant university constituencies, consistent with this resolution.

Adopted this 13th day of February, 2019.



Christopher R. Felix, Chairperson

ATTESTED:



Thomas W. Krise, Ph.D., Executive Secretary

October 1, 2018

MEMORANDUM

To: Administrative Council, University of Guam

CC: Randy Wiegand, VP Administration and Finance

From: Rommel Hidalgo, Chief Information Officer, University of Guam

Subject: University of Guam Email Policy

The Office of Information Technology has drafted an email policy for use by the entire university community. I am submitting this document (IT UPM – Section 3.10 | University Email Policy) for review and endorsement by the Administrative Council.

The new email policy covers the following topics pertaining to the use of the official university email system:

- Guidelines for the use of emails for official university communications.
- Specific Prohibitions (including **prohibition of email forwarding** to external email accounts)
- Group distribution lists and broadcast messages
- Email confidentiality

If you have any questions or concerns regarding the UOG Email Policy, please feel free to contact me with your concerns. Thank you.

Senseramente,

Rommel Hidalgo
Chief Information Officer, University of Guam - Office of Information Technology
rommel@uog.edu

EDUCATE. INNOVATE. CONNECT.

T: 671.735.2640 | E: rommel@uog.edu | W: www.uog.edu/IT
Mailing Address: 303 University Drive UOG Station Mangilao, Guam 96923

The University of Guam is a U.S. Land Grant Institution accredited by the Western Association of Schools and Colleges and is an equal opportunity employer and provider.

3.10 | University Email Policy

Effective Date: February 13, 2019 as approved by the Board of Regents

3.10.1 PURPOSE OF POLICY

Electronic mail (email) shall be considered an appropriate, cost-effective, convenient and timely means to transmit official campus communications. An official communication occurs when an individual or campus entity sends email pertinent to conducting university business for academic or administrative purposes, including notification of university-related actions.

Official communications will be sent to a student's university-assigned email address (username@gotritons.uog.edu) or to a staff, faculty, or administrator's university-assigned email address (username@triton.uog.edu).

Email may be the sole method for notification. However, additional or other methods of communication will be utilized if appropriate or required by law or other contractual obligations, e.g., notification of disciplinary and legal actions.

Electronic messages sent as official campus communications are expected to comply with applicable laws and campus policies, including those referenced in this policy, and are subject to the same public records, privacy, and records retention requirements and policies as other official campus communications.

University electronic mail and messaging is to be used to enhance and facilitate teaching, learning, scholarly research, support academic experiences, and to facilitate the effective business and administrative processes of the University. It is not to be used for personal or political gain.

This policy is applicable to all users (departments, organizations, individuals) of any University of Guam e-mail system. Users are expected to comply with all applicable laws and university policies affecting the use of email and related systems, including but not limited to responsible use, computer accounts, passwords, information security, and software licensing.

3.10.2 POLICY COMPLIANCE AND OVERSIGHT

The Chief Information Officer (CIO) is responsible for application and enforcement of this policy.

The UoG Information Technology Advisory Committee (ITAC) shall review this policy on an annual basis or as the need arises, make recommendations for any changes, and provide oversight and periodic review of the practices used to implement this policy. Recommended changes shall be reviewed and approved by the CIO in consultation with the ITAC and the President.

The current version of the policy will be posted and maintained on the University of Guam Office of Information Technology website. A hard copy will be available at the RFK Library Reserve Desk.

3.10.3 SPECIFIC PROHIBITIONS

- Altering electronic communications to hide one's identity or to impersonate another individual is considered misrepresentation and/or forgery and is prohibited under this policy. All e-mail, news posts, chat sessions, or any other form of electronic communication must contain the sender's real name and/or e-mail address.

- Initiating or forwarding "chain letters" or e-mail are prohibited on university e-mail systems and the Internet as a whole. Chain e-mail can be identified by phrases such as "please pass this on to your friends" or similar inducements that encourage the recipient to forward the message.
- The practice of bombarding someone with a large volume of unsolicited mail in an attempt to disrupt them or their site is known as "mail bombing". Mail bombs have the effect of seriously degrading system performance and may have legal consequences. This practice is strictly prohibited on UOG systems.
- The practice of sending unsolicited commercial advertisements or solicitations (SPAM) via e-mail is regulated by applicable laws.
 - On-campus users found in violation of these laws could be subject to criminal prosecution, civil prosecution, administrative action, and/or loss of some or all computing privileges.
 - UOG users receiving such messages are responsible for notifying the sender to stop. If the sender refuses to comply or does not provide a valid means for users to be removed from their list, the recipient may take civil action against them. The University will not typically act on the employee's behalf to stop unsolicited email messages.
- Use of electronic communications, including e-mail, with the intent to annoy, harass and/or physically threaten other individuals is prohibited.
- Use of Government of Guam resources, including e-mail, for anyone's personal or political gain is prohibited. This includes promoting off-campus sales and services.
- Operation of unofficial e-mail reflectors is prohibited. An e-mail reflector is the automated or otherwise forwarding of a mail message to multiple recipients triggered by the content or headers of the mail message being forwarded. Authorized reflectors include uog.edu, triton.uog.edu, gotritons.uog.edu and reflectors established by the system administrators of the University machines affected.
- Users are prohibited from sending messages to large numbers of users except as defined in the procedures accompanying this policy. Official mailings to large numbers of users should conform to the "Group Distribution Lists and Broadcast Messages" section of this policy.
- E-mail messages may not include any user's identification number (e.g., social security number), should include only unique identifying information that is pertinent to the message being conveyed, and should not reference any student's academic record or confidential employee information.
- **E-mail forwarding is prohibited.** Forwarding official emails creates a risk for the university because once emails leave the official university mail server environment, we can no longer control or protect them.

3.10.4 GROUP DISTRIBUTION LISTS AND BROADCAST MESSAGES

Large group mailings are permitted only if sent via authorized distribution methods to reduce the system load. Mailings exceeding the number of addressees specified in the procedures must use system aliases, group distribution lists (DLs) or a system-operated utility. This applies to all inter-machine e-mail as well as campus wide e-mail systems. Examples of system aliases and DLs include class lists, college/department lists (e.g., faculty and staff rosters), committees, student clubs, other official University organizations, and specific discussion/topic groups.

System aliases and DLs are to be used only for the purpose for which they were created. For example, class aliases are for use by classes in class discussions and dissemination of information within the context of the specified class. Student club aliases are for disseminating official club information. All other aliases are for use by specific units or members to disseminate or share information.

Use of such aliases by non-authorized personnel constitutes a violation of this policy. Official aliases may not be used to broadcast unofficial and/or unauthorized messages. Aliases established to broadcast information may not be used without the express permission of the owner of the list.

For other large group mailings, use of system authorized distribution methods is encouraged, especially when extremely large numbers of users are involved or when the speed with which the message being delivered is not critical.

Messages being "broadcast" to campus wide groups (e.g., all faculty, staff, and/or students) must use an approved broadcast method and meet the following criteria:

- Other means of communication are not timely, and the nature of the event was such that timely announcement via other methods could not be accommodated
- An appropriate target audience can be determined
- Could be of significant benefit to all of the targeted audience
- Must comply with applicable university policies on use of Government of Guam resources
- Prevents significant inconvenience that the lack of the information would cause to the targeted audience
- Must be approved by the president, vice president, or dean
- Must be approved by the Chief Information Officer (CIO) or designee

Units within the university, such as a college or department, may initiate broadcast messages containing official university business to their own constituent groups without seeking the approval of the CIO, but should still observe these criteria. Such mailings should be consistent with the policy, standards, guidelines and procedures.

Broadcast messages should originate from a departmental or unit account, e.g., library, rather than an individual or personal account.

The university reserves the right to perform broadcast mailings which are related to emergencies and university physical plant conditions or activities for which urgent notice is required and that will potentially affect most of the recipients.

3.10.5 CONFIDENTIALITY

E-mail should be avoided as a means of communicating confidential or sensitive material, inasmuch as confidentiality cannot be guaranteed on the Internet.

- It is against university policy for system administrators to monitor the contents of files or messages unless necessary to preserve either system integrity or continued e-mail delivery.
- Copies of messages are kept on system backups and may be retained for periods of time and locations unknown to you.

- E-mail messages can be intercepted, copied, read, forged, destroyed, or misused by others for mischievous purposes.
- E-mails, whether or not created or stored on university equipment, may constitute a university record subject to disclosure under the Government of Guam Freedom of Information Act or other laws, or as a result of litigation.
- This includes email-related data stored on a machine's hard drive, regardless of machine ownership.
- Copies of e-mail must be provided in response to a public record request or legally issued subpoena, subject to very limited exceptions, as with all other documents created and retained at the University.

3.10.6 FEEDBACK

3.10.6.1 University faculty, staff, students, administrators, or other authorized users may provide feedback about this policy through our contact information below:

UOG Office of Information Technology

303 University Dr., UOG Station
Computer Center Rm. 104
Mangilao, GU 96913

Main Telephone: (671) 735-2640/2630

HelpDesk: (671) 735-2630

Fax: (671) 734-9422

Email: helpdesk@triton.uog.edu

Website: <https://it.uog.edu>