NEW JERS

PURPOSE

Electronic Mail (email) is recognized as one of the most effective ways to disseminate information of importance, relevance and interest to members of the University and larger, global community in a timely manner. It is therefore important to define the University's policy on email and other appropriate procedures on the use of this technology. This document serves as the University's policy on email and distribution lists, as well as appropriate procedures and guidelines for their use.

SCOPE

This information is for all members of the University who are granted an official NJCU email account. In addition to general policy and procedures that apply to all members, specific responsibilities and procedures are provided for both employees and students.

DEFINITIONS

Email – Electronically delivered messages addressed to specific email account holders.

Email Account – A username and password assigned to a user that allows access to email services.

Listserv – Software that creates email distribution lists.

Email Server – A server-class computer that has been configured to accept and forward email messages on behalf of a registered account holder (the sender), and to receive and deliver messages to members registered to a server (the receiver).

MS Exchange® Server – A specialized Microsoft email server that provides extended enterprise capabilities through Microsoft Office Outlook. Faculty and staff are provided accounts on this server.

Local Email Client – Software installed on a personal desktop or notebook computer. This software establishes a link to and communicates with the email Server on behalf of the email account holder. The local client downloads messages from the email server to the computer where the application is running. This type client restricts a user to read new and access old email from a single computer. Example local clients are Microsoft Outlook, Qualcomm Eudora and Mozilla Thunderbird.

Web Email Client – Software installed on a server-class computer that establishes a link to and communicates with the email Server on behalf of the email account holder. However, rather than downloading to the user's local computer, email is transferred to the web client server from the email server. This type client enables the user to retrieve new and access old email from any computer with a browser and internet connection. Example web clients are Microsoft Office365, Yahoo! Mail, and Google Mail.

Distribution List – A collection of recipients with a specific interest in common, or a sub-group of a larger community. Examples of NJCU distribution lists are Faculty, Staff, and Students.

Netiquette – A combination of two words: Network and Etiquette. As with any interaction between two or more people, there are formal and information protocols that are followed to facilitate communications. These protocols are called "etiquette". As use of the Internet and email became universal, protocols for polite interaction over this medium were also developed. The term netiquette is used to describe these new protocols for electronic communication.

Spam – Unsolicited email advertising for a wide range of legal and illegal products. In many cases spam is considered a form of free speech which is protected under the first amendment, even if some recipients find a message oensive. Some spam is a veiled attempt at acquiring personal information such as a bank account number or a password. This form of spam is known as "phishing". Some spam may also be veiled attempts at spreading viruses and other harmful or annoying programs, generally known as malware. All email should be treated with caution!

POLICY
Electronic Mail (email) is an ocial means of communication at New Jersey City University. This does not preclude the use of other methods of communication. Email shall not be the sole method for notification of any ocial University action.

Ocial NJCU email accounts are granted to all members of the University community and are generally active for the duration of the member's relationship with the University.

SPECIFIC RESPONSIBILITIES AND GUIDELINES

Employee Responsibilities

- NJCU email is to be used for University business and academic-related communications. Personal interactions should be kept to a minimum.
- Employees should check for NJCU messages frequently and consistently as email is considered an oﬃcial means of communication.
- Employees must retain email messages consistent with the State of New Jersey - Managing Electronic Mail: Guidelines and Best Practices
- All use of email, including use for sensitive or confidential information, will be consistent with local, state, and federal legislation, including the Family Educational Rights and Privacy Act of 1974 (FERPA).
- Employees should set an "out-of-the-oﬃce" notice when they will not be able to respond to NJCU email messages for an extended period of time (e.g., vacation, conferences, etc.).
- When sending to a distribution list, email messages should be brief and to the point.

PROCEDURES
Acquiring an Email Account

Student Accounts
Student NJCU email accounts are granted to all registered students of the University prior to their first semester and are retained for the duration of the student's active relationship with the University. Students receive notification of their email account and password information via US Postal Service mail.

While a student may forward messages sent to their NJCU email account to a third-party email address (e.g., HotMail®, Gmail®, Yahoo! Mail®, etc.), the student's NJCU email account remains the official delivery address for NJCU electronic communications. NJCU is not responsible for email handling, delivery, and access to a forwarded email address.

Employee Accounts
Faculty and Staff email accounts are created at the time of hire. Account information is provided by the HR department as part of the hiring package. This account will remain with the individual until leaving the University's employment. Retirees retain their NJCU email account.

Special Purpose Email Accounts
The University recognizes the need for special purpose email accounts such as generic department accounts. These accounts are created by request and must be approved by the departmental manager. Requests of this nature should be directed to the IT Help Desk at helpdesk@njcu.edu

Requesting an Email (for Faculty and Staff only):
Faculty and staff requests for faculty or staff distribution of a message pertaining to a University announcement (e.g., Emergency, Meetings, Events, Conferences, Training, etc.) may be directed to the Office of Marketing and Communications. Faculty must have approval from the Office of Academic Affairs. Staff must have approval from the department or division head. Requests may be sent to https://njcu.co1.qualtrics.com/jfe/form/SV_dbge022zEmNFh6R.

Accessing Email
- Access to NJCU email is available from:
- Any computer connected to the Internet on- or off-campus via a local email client.
- Any computer connected to the Internet on- or off-campus via a web-based email client.
- The Student Access Center "kiosks" distributed throughout the campus.

Specific instructions for accessing email using any of the above methods are available at: http://www.njcu.edu/dept/it/support.html#email

RELATED DOCUMENTS
- NJCU - Official University Communications Policy
- NJCU - Email Security Policy and Guidelines
- NJCU - Responsible Use of Computing Resources
- NJCU - Notification of Student Rights Under FERPA
- State of New Jersey - Managing Electronic Mail: Guidelines and Best Practices

CONTACT
This policy is managed by:

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