



**THE GEORGE  
WASHINGTON  
UNIVERSITY**  
WASHINGTON, DC

**Responsible University Official:** Chief Information Officer

**Responsible Office:** Division of Information Technology

**Last Revised Date:** January 14, 2016

## **GW E-MAIL**

### **Policy Statement**

Use of a GW e-mail account to send or receive electronic mail messages through the GW e-mail system constitutes consent to this policy and to the university's Acceptable Use Policy for Computing Systems and Services.

Violations of this policy may result in restriction or denial of access to the GW e-mail system and to the university's computing systems, services and information technology resources. Violations of this policy may also result in disciplinary action pursuant to other applicable university policies, guidelines, and procedures, including dismissal or separation from the university.

### **Reason for Policy**

The purpose for this policy is to establish acceptable use of GW e-mail accounts and services.

### **Who is Governed by this Policy**

Any GW faculty, staff, students, alumni, affiliates or contractors that hold a GW e-mail account.

### **Table of Contents**

<b>Policy Statement</b> .....	1
<b>Reason for Policy</b> .....	1
<b>Who is Governed by this Policy</b> .....	1
<b>Table of Contents</b> .....	1

<b>Policy</b> .....	2
<b>Definitions</b> .....	4
<b>Related Information</b> .....	4
<b>Contacts</b> .....	4
<b>Document History</b> .....	5
<b>Who Approved This Policy</b> .....	5

---

## **Policy**

---

### **Requirement to Maintain a GW E-Mail Account**

All students, faculty and staff must maintain a GW e-mail account. GW contractors also may be required to create and maintain GW e-mail accounts. Upon request, exceptions may be made for employees without regular access to computers.

### **E-Mail Messaging Restrictions**

The GW e-mail system may not be used to send or store Regulated Information. Please refer to the [Information Security Policy](#) to determine if the data that you plan to send is considered Regulated.

### **Mass E-Mail**

Only authorized GW e-mail account holders may send mass e-mails (e-mails directed to large numbers of recipients simultaneously). These messages, known as InfoMail, are appropriate only to communicate important and time sensitive information regarding university sponsored activities, security alerts, policy changes, or other matters that further the university’s academic mission or assists in its administrative operations.

All mass e-mails require advance approval by a university vice president or designated InfoMail approver. Please refer to the InfoMail process at

<http://onlinestrategy.gwu.edu/infomail-process> for specific details.

Subject to the foregoing, the GW e-mail system may not be used to send any unsolicited bulk e-mail messages, including commercial solicitations or any other form of “spam.”

## **LISTSERVs**

Sending e-mail to a large number of consenting recipients is best accomplished by using the GW LISTSERV service. Faculty and staff, and student organizations with faculty or staff member sponsorship, may own LISTSERV mailing lists.

It is the responsibility of list owners to manage all administrative tasks associated with the operation of their lists, to clearly define the purpose of the list for list members, and to monitor the list to ensure that its use is consistent with its purpose. List owners may not subscribe individuals who have not requested membership on a list, although schools and academic departments may add their students to a list for educational purposes.

Faculty may also require their students to join a course list, and home departments may add staff to a list as a condition of employment.

Further information about the LISTSERV service is available at <http://hermes.gwu.edu>.

### **Privacy and Applicability of Laws and Policies**

Individuals have no right of personal privacy with respect to e-mail messages or attachments they send or receive using the GW e-mail system.

The university may search, review, monitor or copy any e-mail sent to or from a GW e-mail account for approved purposes only, including without limitation the following:

- Troubleshooting hardware and software problems
- Preventing unauthorized access and system misuse
- Rerouting or disposing of undeliverable mail
- Retrieving business related information
- Complying with legal requests for information
- Investigating possible violations of university policy or local, state or federal law
- Gathering information potentially relevant to legal claims by or against the university
- Other purposes approved by the Office of the Senior Vice President and General Counsel

The university also may block e-mail messages from being delivered to or distributed by GW e-mail account holders if the university, in its discretion, believes that delivery or distribution of the message(s) potentially could violate the law or any university policy.

---

## Definitions

---

- GW E-Mail** The name used for all of the university's electronic mail systems. The term includes all forms and interfaces used in providing electronic mail services to students, faculty, staff, alumni and contractors, including Google Mail and any other service used by the university.
- LISTSERV** A program that automatically redistributes e-mail to designated e-mail addresses. Users subscribe to a LISERSERV by sending an e-mail to its designated e-mail address. The LISERSERV automatically adds the names and distributes future e-mail postings to them.
- NetID** The university's method of identifying individuals who require access to specific university technical resources. A NetID is the same as the prefix in an individual's e-mail address (e.g. NetID@gwu.edu).
- Spam** Spam is unsolicited bulk e-mail, often to recipients identified by companies that specialize in creating e-mail distribution lists. To the receiver, spam usually appears to be junk e-mail.

---

## Related Information

---

[Information Security Policy](#)  
[Division of IT Support Center](#)

---

## Contacts

---

Contact	Telephone	Email
IT Support Center	(202) 994-4948	<a href="mailto:ithelp@gwu.edu">ithelp@gwu.edu</a>
Compliance Office	(202) 994-3386	<a href="mailto:comply@gwu.edu">comply@gwu.edu</a>
Report a Security Violation		<a href="mailto:abuse@gwu.edu">abuse@gwu.edu</a>
LISTSERV questions and Create/Manage Lists		<a href="http://hermes.gwu.edu">http://hermes.gwu.edu</a> <a href="mailto:listadm@gwu.edu">listadm@gwu.edu</a>

---

## Document History

---

- **Last Reviewed Date:** April 4, 2017
- **Last Revised Date:** January 14, 2016
- **Policy Origination Date:** November 28, 2003

---

## Who Approved This Policy

---

Louis H. Katz, Executive Vice President and Treasurer

*This policy, as well as all [university policies](#), are located on the [Office of Compliance and Privacy's](#) home page.*