

**CUNY Graduate Center
Information Technology
IT E-mail Policies & Procedures
Last Updated: December 10, 2019**

The email domains are:

- gradcenter.cuny.edu
 - for student email
 - in a Microsoft-hosted Office 365 environment
 - subject to being a CUNY CIS-hosted and -managed system, with limited options delegated to GC IT decision-making
- ret.gc.cuny.edu
 - available to designated retirees
 - in a Microsoft-hosted Office 365 environment
 - subject to being a CUNY CIS-hosted and -managed system, with limited options delegated to GC IT decision-making
- gc.cuny.edu
 - for GC constituents as defined below
 - in a Graduate Center locally hosted and managed Exchange environment
 - subject to policies defined below administered by Graduate Center IT

Eligibility for gradcenter.cuny.edu mailbox

The following table identifies categories of GC students and the associated guidelines for mailboxes in the gradcenter.cuny.edu domain:

STUDENTS	
Student Category	gradcenter.cuny.edu Mailbox
Matriculated	Yes (together with Office 365)
CUNY and Consortial Permit	No
Audit & Non-matriculated	Yes
Students who have withdrawn	Retained, for email only
Students who have graduated	Retained, for email only

Eligibility for ret.gc.cuny.edu mailbox

The following table identifies categories of GC employees and the associated guidelines for mailboxes in the ret.gc.cuny.edu domain:

RETIREES	
Retiree Category	ret.gc.cuny.edu Mailbox
ECP and other full-time non-teaching instructional staff	Upon request to HR
Full-time retiring teaching faculty and librarians*	Upon request to HR
Individuals not represented by the PSC or not in the ECP	No
Research Foundation staff	No

*Note: Full-time retiring teaching faculty and librarians have the option to either retain an *existing* GC mailbox or to elect a new mailbox in the ret.gc.cuny.edu domain.

Eligibility for gc.cuny.edu mailbox

- Current GC 5th Staff and ASRC Tax-Levy employees (including Post-Docs) identified in the Graduate Center CUNYFirst HCM system are provisioned with gc.cuny.edu mailboxes.
 - Note: Graduate Assistant employment appointments are not eligible. Student Work Study employment appointments are not eligible.
 - Note: Access to a gc.cuny.edu mailbox ceases on a staff person’s last date of employment.
- Current Research Foundation (RF) staff with primary work assignments at the Graduate Center are provisioned with gc.cuny.edu mailboxes.
 - Note: Upon notification by HR of the employee’s last date of assignment at the GC, access to a gc.cuny.edu mailbox ceases.
- Faculty with Graduate Center status
 - A faculty member for whom the Graduate Center is the home campus is provisioned with a gc.cuny.edu mailbox.
 - A faculty member for whom the Graduate Center is not the home institution is provisioned with a GC network account which incorporates the faculty member’s home institution email address.
- Visiting Scholars, Visiting Professors, Visiting Fellows, and the like
 - Such an individual is provisioned with a GC network account which incorporates the individual’s home institution email address.
- Other Users such as research students, continuing ed students, contract workers, service entities, tenants, interns, volunteers & similar roles
 - Note: The working assumption is that such individuals will use their home institution/organization email address;
 - Note: For anyone in this category, upon the individual’s last date of assignment at the GC, access to a gc.cuny.edu mailbox ceases.

Note: Any individual in a role defined above who *also* holds a role as a GC student will therefore *also* be provided a mailbox in the gradcenter.cuny.edu domain. The individual is responsible for ensuring that incoming and outgoing email is properly segregated between the two email addresses based on the nature of the correspondence.

User Category	gc.cuny.edu Mailbox
STAFF	
GC 5 th and ASRC Tax-Levy staff (including Post-Docs)	Yes
RF staff with GC work assignments (including Post-Docs)	Yes
FACULTY	
Doctoral faculty with home institution = the Graduate Center	Yes
Doctoral faculty with a home institution other than the Graduate Center	No
Non-doctoral faculty	No
Visiting Scholars, Visiting Professors, Visiting Fellows and the like	No
OTHER USERS	
Research students, continuing ed students, contract workers, service entities, tenants, interns, volunteers & similar roles	No

The Following Sections Apply to the gc.cuny.edu Domain

Quota

- The initial quota for an individual user's mailbox is: 50GB
 - An increase is available upon request.

Naming convention for mailbox

- The "name of the mailbox" – that is, the part before the '@' sign – coincides with the individual's GC network account username.
 - The naming convention for GC network accounts is: first initial followed by last name followed – if necessary – by a numeric value to distinguish duplicates.

Display name

- The display name is set by default to the individual's formal name (last name, first name) at the time the mailbox is created.
 - Display name can be revised upon request (subject to review).

Email attachments

- An individual email message can have no more than 250 attachments.
- The file size for an individual email message cannot exceed 150 MB, including the message itself and the cumulative sizes of all attachments, with each file size computed in its unzipped/uncompressed format.
- Executable files are automatically removed from inbound messages.

Forwarding

- Individual users are not permitted to auto-forward or redirect incoming email to an external (non-CUNY) mailbox.

Email access

- Email can be accessed by means of any client using one of the following: Active Sync, Outlook Anywhere, Exchange Web Services, Outlook Web Access, Secure iMAP, or Secure POP.

Malware Provisioning

- All email is screened for spam.
- All email is screened for viruses and other malicious attributes, as well as for indicators of phishing attempts.
- Individual users receive weekly reports of messages that have been Quarantined; these can be released by the user for delivery to the user's mailbox.
- Individual users receive weekly reports of messages that have been Audited; any message deemed spam can be flagged by the user to improve future detection.

Recovery of deleted email

- Individuals with GC mailboxes will have a total of 8 days to retrieve deleted e-mail items.
- When an e-mail item is deleted, it is sent to the user's Outlook "Deleted Items" folder. It remains there for at least 24 hours, during which time it can be readily retrieved. Sometime after 24 hours, the deleted item is automatically removed from the "Deleted Items" folder.

- Once the deleted e-mail item is automatically removed from the “Deleted Items” folder, the item is transferred to a “Recoverable Items” folder. The deleted e-mail item remains in the “Recoverable Items” folder for 7 days, during which time it can still be self-recovered, as follows:
 - If the user has Outlook for Windows, the user can select the “Recover Deleted Items” option in Outlook to recover the deleted e-mail item.
 - If the user uses another e-mail client, such as Outlook for Mac, the user can recover their deleted e-mail item via OWA (Outlook Web Access) by right-clicking on the Deleted Items folder in OWA and selecting “Recover Deleted Items”.
- After 7 days, the deleted e-mail item is automatically permanently removed from the “Recoverable Items” folder and no longer available for retrieval.
- Therefore, a deleted e-mail item remains retrievable for a total of 8 days.

Junk E-Mail

- An item in the Outlook “Junk E-Mail” folder remains there for 30 days, during which time it can be readily retrieved by the user.
- After 30 days, the item is automatically permanently removed from the “Junk E-Mail” folder and no longer available for retrieval.

Backups

- The backup schedule for email can be found in a companion policy/procedure on the GC IT website.

Bulk email

- Any outgoing message directed to more than 500 external email addresses is automatically held pending affirmation of legitimacy by the sender. The sender receives an immediate automated notification that the message is being held and is required to release it (via one click).
- Anti-spam provisioning requires that should an individual email address send 3000 or more outbound messages within a span of 60 minutes, further outgoing mail from this mailbox is barred temporarily pending intervention by IT. Such provisioning ensures that all users of GC email are protected from the consequences of being identified as a spam-originating domain.
- Users should also take advantage of the CUNY listserv utility to distribute messages to large constituencies.

Shared mailbox

Examples of shared mailboxes include departmental email addresses and email boxes associated with conferences or specialized activities. When requesting a shared mailbox, the following information must be provided:

- The requestor’s name and department
- The requestor’s position/title in that department
- The purpose of the mailbox
- The designated manager/owner of the mailbox
- Additional individuals (if any) to be given access to the mailbox
- The short name desired for the mailbox
- The full name associated with the mailbox
- The name of the mailbox as it is to be displayed in the email and in the Global Address List
- Whether the mailbox is to be viewable in the Global Address List (default option) or is requested to be hidden

Note that every shared mailbox is audited on a periodic basis to ensure that the address is still active and needed. The designated manager/owner is expected to be responsive to such an audit.

User-managed distribution lists in the Global Address List

When requesting a user-managed distribution list resident in the Global Address List (as opposed to a list created in a user's local address book), the following information must be provided:

- The requestor's name and department
- The requestor's position/title in that department
- The purpose of the distribution list
- The designated manager/owner of the distribution list
- Additional individuals (if any) to be given access to the distribution list
- The short name desired for the distribution list mailbox
- The full name associated with the distribution list mailbox
- The name of the distribution list as it is to be displayed in the email and in the Global Address List
- Whether there be a different "Reply To" address
- Whether the distribution list is to be viewable in the Global Address List (default option) or is requested to be hidden

Note that every distribution list resident in the Global Address List is audited on a periodic basis to ensure that the list is still active and needed. The designated manager/owner is expected to be responsive to such an audit.

New List (in the Listserv utility)

(Note: The listserv system is hosted by CUNY CIS.)

A list (in the listserv utility) can only be requested by the intended administrator/manager of the list, and the intended administrator must have a "cuny.edu" email address. When requesting a list, the following information must be provided:

- The requestor's name and department
- The requestor's position/title in that department
- The requestor's email address (must end in "cuny.edu")
- The requestor's office telephone number
- The desired name of the list (8-16 characters in length, cannot include blank spaces)
- The full title and purpose of the list
- The welcome message for new subscribers to the list, stating the purpose of the list
- Identification of the appropriate list configuration; select one of the following options:
 - Available only to those people added by the administrator – only the administrator can post messages to the list (category "Closed/Closed")
 - Available only to those people added by the administrator – any subscriber can post messages to the list (category "Closed/Open")
 - Available to anyone who wants to subscribe – only the administrator can post messages to the list (category "Open/Closed")

Note that lists are created in the CUNY CIS-hosted and -managed listserv system, and are subject to any stipulations provided by CUNY CIS.

Existing List (in the listserv utility)

An existing list can only be deleted when so requested by the designated manager of the list. When requesting a list be deleted, the following information must be provided:

- The list manager's name and department
- The list manager's email address (must end in "cuny.edu")
- The list manager's office telephone number
- The name of the list