



**UCCS CAMPUS POLICY**

**Policy Title: E-Mail as Official Means of Communication**

**Policy Number: 700-001**

**Policy Functional Area: INFORMATION TECHNOLOGY**

Effective:

March 27, 2017

Approved by:

Venkat Reddy, Interim Chancellor

Responsible Vice Chancellor:

AVCIT

Office of Primary Responsibility:

Information Technology

Policy Primary Contact:

Information Technology, 719-255-3536

Supersedes:

January 12, 2004

Last Reviewed/Updated:

April 2016

Applies to:

Administration, Faculty, Staff, Students

Reason for Policy: Implementation of this policy ensures that students have access to this critical form of communication.

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## I. INTRODUCTION

Implementation of this policy ensures that students have access to this critical form of communication. For the majority of students, this will not represent any change from what is currently done; it will, however, ensure that all students can access, and be accessed by, e-mail as the need arises.

This student e-mail policy provides guidelines regarding the following aspects of e-mail as an official means of communication:

- University of Colorado at Colorado Springs use of e-mail;
- Assignment of student e-mail addresses;
- Student use of and responsibilities associated with assigned e-mail addresses; and
- Expectations of e-mail communication between faculty and student and staff and student.

## II. POLICY STATEMENT

A. Authority for Policy

Administrative Policy Statement, General Policy, "Use of Electronic Mail", effective 7/1/97.

B. Purpose:

There is an expanding reliance on electronic communication among students, faculty, staff, and administration at the University of Colorado at Colorado Springs (UCCS). This is motivated by the convenience, speed, cost-effectiveness, and environmental advantages of using e-mail rather than printed communication. Because of this increasing reliance and acceptance of electronic communication, e-mail is considered an official means for communication within the University of Colorado at Colorado Springs.

C. Procedures:

1. University of Colorado at Colorado Springs use of e-mail

E-mail is an official means for communication within the University of Colorado at Colorado Springs. Therefore, UCCS has the right to send communications to students via e-mail and the right to expect that those communications will be received and read in a timely fashion.

2. Assignment of student e-mail addresses

Information Technology (IT) will assign all students an official UCCS e-mail address. It is to this official address that UCCS will send e-mail communications.

3. Redirecting of e-mail

A student may have e-mail electronically redirected to another e-mail address. If a student wishes to have e-mail redirected from his or her official address to another email address (e.g., @aol.com, @hotmail.com, or an address on a departmental server), they may do so, but at his or her own risk. UCCS will not be responsible for the handling of e-mail by outside vendors or by departmental servers. Having e-mail redirected does not absolve a student from the responsibilities associated with communication sent to his or her official e-mail address.

4. Expectations regarding student use of e-mail

Students are expected to check their official e-mail address on a frequent and consistent basis in order to stay current with UCCS communications. UCCS recommends checking e-mail once a week at a minimum; in recognition that certain communications may be time-critical.

5. Educational uses of e-mail

Faculty may determine how e-mail will be used in their classes. It is highly recommended that if faculty has e-mail requirements and expectations they specify these requirements in their course syllabus. Faculty may expect that students' official e-mail addresses are

being accessed and faculty may use e-mail for their courses accordingly.

6. Appropriate use of student e-mail

In general, e-mail is not appropriate for transmitting sensitive or confidential information unless its use for such purposes is matched by an appropriate level of security.

- A. All use of e-mail, including use for sensitive or confidential information, will be consistent with the Administrative Policy Statement on Use of Electronic E-mail.
- B. Confidentiality regarding student records is protected under the Family Educational Rights and Privacy Act of 1974 (FERPA). All use of e-mail, including use for sensitive or confidential information, will be consistent with FERPA.
- C. E-mail shall not be the sole method for notification of any legal action.

D. Responsibility:

The Office of Information Technology will review this policy as needed. Changes will be authorized through the policy approval guidelines and the Chancellor's Executive Committee. Students with questions or comments about this policy should contact the Information Technology Department.

### III. KEY WORDS

### IV. RELATED POLICIES, PROCEDURES, FORMS, GUIDELINES, AND OTHER RESOURCES

- A. Administrative Policy Statements (APS) and Other Policies
  - [University of Colorado System, Use of Electronic Mail Policy](#)
- B. Procedures
- C. Forms
- D. Guidelines
- E. Other Resources (i.e. training, secondary contact information)
  - 1. This policy complies with the guidelines as found in:
    - a. [Family Educational Rights and Privacy Act](#),
    - b. [UCCS Information Technology. Responsible Computing Policy](#)
- F. Frequently Asked Questions (FAQs)

### V. HISTORY

Initial policy approval	January 12, 2004
Revised	January 18, 2005