University Communications Via University Email Accounts

Policy Statement

An official EKU email address is established and assigned by Information Technology for each registered student; each current full- and part-time faculty; and each full- and part-time staff. All university communications sent via email will be sent to this address. Faculty members will use their official university email address to communicate with students registered in their classes and administrative units will correspond with students via this address. All official university business conducted internally and with outside agencies via email will be done through an appropriate university email account.

At the request of an external sponsor, and upon approval of the university, EKU employees may use email accounts provided and maintained by an external sponsor if required to adequately perform functions of the prescribed relationship. In addition, the external sponsor will provide EKU with copies of email and acceptable use policies and agree to provide EKU immediate access to all electronic assets, including email, attached documents, and other electronic documents, upon request. In addition, EKU employees will ensure copies of electronic communications are forwarded to an assigned EKU address for additional records preservation by the university.

The University provides support for EKU e-mail only and is not responsible for the handling of email by other service providers. The Code of Ethics for Computing & Communications provides additional information about EKU's expectations for users of the University's computer systems. Users should be aware that unless an exemption applies under state or federal law, electronic communications may be considered public records and are subject to being disclosed.

In the case of an emergency, the University may send university communications via the Emergency Text Messaging System.

Purpose

Because Eastern Kentucky University has established email as one of the primary vehicles for official communication with all students, faculty, clerical and administrative staff, this policy outlines the use of and responsibilities associated with University-established accounts.

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Entities Affected by the Policy

- Faculty
- Staff
- Students

Who Should Read the Policy

- Faculty
- Staff
- Students

Policy Background

Electronic communications is part of everyday life on university campuses, where an expectation of immediacy is the norm. In this environment, communications by standard post are unnecessarily slow and expensive. In recent years, more and more universities are abandoning many of their traditional paper mailings in favor of electronic communications; resulting in cost savings for printing and postage with faster delivery.

In this age of electronic communications, individuals have a wide range of choices for email service, most having multiple addresses which can change daily. This produces a significant lack of consistency which is necessary to ensure reliable communications. This reliability is ensured when a single, reliable address exists. This reliability exists only with university-sponsored email accounts.

University email accounts guarantee consistency in email addresses and provide the same email service and user experience to the entire community. In addition, university email provides backup and security services which reduce the risk of data loss and unintended interception of email messages, which may contain sensitive information. Finally, official notifications, educational dialog, research and general business correspondence are all consistently enhanced in institutions of higher learning where email policies exist and are supported by procedures, practice and culture.

Definitions

Staff	Employees of the University who use computers as a tool to do their work and communicate with others.
Faculty	Faculty who are employed by the University part-time or full-time, tenured or non-tenured.
Student	Individuals enrolled in credit-bearing courses at the University at the undergraduate or graduate level.
University	Eastern Kentucky University
External Sponsor	An external sponsor is an entity with whom EKU has established a formal written agreement, i.e., a grant, contract, or cooperative agreement. A sponsored project may be thought of as a transaction in which there is a specified statement of work with a related, reciprocal transfer of something of value.

Responsibilities

University	Eastern Kentucky University will provide secure, reliable, and accessible email systems for students, faculty, and staff.
Students	All students who conduct official university business internally and with outside agencies via email will do so through an appropriate university email account. Students are expected to receive and read email in a timely manner. Students are expected to maintain their accounts and check their email regularly so that new mail will be properly received and read. A student's failure to receive and read University communications delivered to his/her official email address in a timely manner does not absolve the student from knowing and complying with the content of such communications. Students have the responsibility to recognize that certain communications may be time-critical.
Faculty, Staff	All faculty (full and part-time) and staff (full and part-time) who conduct official university business internally and with outside agencies via email will do so through an appropriate university email account. All faculty and staff are expected to receive and read email in a timely manner. Faculty and staff are expected to maintain their accounts and check their email regularly so that new mail will be properly received and read. A faculty or staff member's failure to receive and read University communications delivered to his/her official email address in a timely manner does not absolve the faculty or staff member from knowing and complying with the content of such communications.
Executive Director of Policy, Compliance and Governance or Designee	Approves requests from external sponsors to use external sponsor's email accounts.

Procedures

Requesting Faculty or Staff email account	Faculty and staff members apply for an email account by printing and completing both the Email application and Code of Ethics forms. Completed forms should be mailed or brought to the IT Helpdesk in Combs 207.
Activating Student email account	Student email accounts are created automatically when students are admitted to the university. Students must activate this account online at http://webapps.eku.edu/stumail/ .

Violations of the Policy

- Violations of this policy may be reflected in performance evaluations.

Interpreting Authority

- Executive Vice President for Administration

Relevant Links

- Code of Ethics for Computing and Communications
  - http://www.itds.eku.edu/codeofethics/

Policy Adoption Review and Approval

- Provost Council: Recommended November 7, 2007
- Reviewed by Staff Council on March 11, 2008
- Reviewed by Student Senate on March 25, 2008
- Reviewed by Faculty Senate on April 7, 2008
- Final Review completed by Administrative Council on May 6, 2008
- Approved by the Board of Regents June 2, 2008

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