

Contact Information, Electronic Mail (Email) & Texting Student E-mail

*Students – Student Life and Activities
University Operations*

EWU Policy 502-04203-06

Effective: February 27, 2009

Authority: EWU Board of Trustees

**Proponent: Vice President of Student Affairs and
Vice President for Business & Finance**

PurposeSummary: This policy establishes and describes the official ~~e-mail~~email, texting, and contact information policy for students and employees at Eastern Washington University.

History: This ~~publication is new policy updates and supersedes the previous version dated February 27, 2009 that was assigned policy number 502-01 and~~ it was adopted by the EWU Board of Trustees on February 27, 2009 and is effective as of that date.

ScopeApplicability: This policy applies to all students and employees at Eastern Washington University.

Delegation: The Board of Trustees ~~delegates authority for addition and modification of appendices to this policy to the Vice President for Student Affairs. Delegation authority includes resultant changes to the table of contents.~~

CHAPTER ~~Chapter-1. CONTACT INFORMATION~~

~~All students and employees are required to provide current contact information in accordance with published university procedure.~~

Chapter ~~24. EMAIL GENERAL~~

24-1. Purpose of University Email

~~Eastern Washington University currently utilizes solutions for electronic mail (Email)~~

This policy sets forth basic rules for email use and establishes e-mailemail as an official means of communication for Eastern Washington University students, employees, and anyone else eligible for a university-provided email account. All EWU email users are bound by this policy.

Employees, students, and other eligible email users will be informed that their university-provided email account is the primary means of communication from the university community.

While email is an official method of communication, it is not the only official method of communication and does not preclude the university's use of other methods, including, but not limited to, text messages, other writings or oral communications.

~~and sets forth basic rules for e-mail use.~~

Email is a tool provided by the University and serves as a primary means of communication and to improve education and administrative efficiency. Users have the responsibility to use this resource in an efficient, ethical

~~and lawful manner. Use of university Email accounts evidences the user's agreement to be bound by this policy.~~

24-2. Assignment of Use of Student University E-mail

~~E-mail communications are used to meet the academic and administrative needs of the campus community. Therefore, employees and students will check and respond to university e-mail in a timely fashion.~~

Employees and Students will be informed that their University assigned e-mail account is the primary means of communication from the university community and that they will be held responsible for information sent to their official e-mail account.

Official university e-mail correspondence will only be sent to the EWU assigned e-mail address.

24-2. Student E-mail Email Account Eligibilitys

All university employees are assigned an official EWU email account during the term of their employment. Faculty Emeriti may keep their account indefinitely.

An official university e-mail account will be assigned to each student upon confirmation of admission. All admitted students are assigned an official EWU email account. Eligibility for an account is in accordance with published university procedure.

Account addresses are all of the form [UserName]@eagles.ewu.edu. These accounts must be activated before the University can correspond with students using the official e-mail

accounts. All continuing and new confirmed students will have a registration hold applied until such time as the student activates his or her @eagles.ewu.edu e-mail account.

If a new student is not enrolled at the 10th day of class and their admission has not been deferred to a future term, the EWU e-mail address will be inactivated.

2-3. Deletion and Expiration of Email Accounts

The expiration and deletion of official university email accounts is carried out in accordance with published university procedure.

2-4 Email Forwarding

Email forwarding is discouraged, but not prohibited. If a university member chooses to forward their university-provided email account, they are responsible for all information and attachments sent to the forwarded email account. EWU assumes no responsibility for ensuring that forwarded email is received.

University members are responsible for safeguarding the privacy and security of information sent electronically in accordance with applicable laws and university policies. Anyone who forwards a copy of email sent to an official university email account to a non-university provided email account expressly assumes personal responsibility for the security and privacy of that email and any information contained therein. Forwarding or copying email into a non-university account may subject the non-university account to review in response to a subpoena, a public records request, or other legal process. In addition, emails, regardless of location, are subject to laws, regulations, and university policy concerning retention of public records.

2-4. Redirecting of student E-mail

Students may redirect e-mail from their official @eagles.ewu.edu address to another e-mail address (e.g., @aol.com, @hotmail.com). However, students who choose to redirect university e-mail to another account assume all responsibility for official communication sent to their @eagles.ewu.edu account. The University is not responsible for the handling of e-mail by outside vendors or by departmental servers. Information and warnings about forwarding e-mail are available at: (This link is not available yet, will be corrected in final document)

2-5. Ownership of Email Data

EWU owns all university-provided email accounts. The University also owns information transmitted or stored using a university-provided email account, subject to any underlying copyright or other intellectual property rights under applicable laws, contracts, and policies. the

University also owns data transmitted or stored using University email accounts.

2-6. Privacy

While the University will make every attempt to keep email messages secure, privacy is not guaranteed and users should have no general expectation of privacy in email messages sent through University email accounts. All university email accounts are subject to the Washington State Public Records Act, RCW 42.56.

Under certain circumstances, it may be necessary for University staff or other appropriate University officials to access University email accounts. These circumstances may include, but are not limited to, maintaining the system, investigating security or abuse incidents or investigating violations of law or this or other University policies, discovery or public records requests, and, in the case of Office 365 Accounts, violations of Microsoft's Acceptable Use Policy or the University's contract with Microsoft.

2-7. Records Retention

University-provided email accounts are subject to state laws regarding records retention, public records requests, and other legal obligation such as preservation and discovery. Use of a non-university email account to conduct university business/operations is strongly discouraged and does not eliminate this requirement.

2-9. Expiration of Accounts

EWU's information technology division maintains a procedure for activation and expiration of electronic accounts.

Chapter 3. E-MAIL USE

3-1. Expectations

Students are expected to check their e-mail on a frequent and consistent basis in order to stay current with university communications. Checking e-mail on a daily basis is recommended. There are many computer stations and labs located around campus which provide free access for students. Students have the responsibility to recognize that e-mail communications may be time-critical and that all university e-mail communications must be treated as significant and important. Official communications will be sent to students, employees, and other university members using their university-provided email address. University members are responsible for all information sent to them via their university-provided email account. Students, employees, and other university members are required, in a timely manner, to read (including any attachments) and respond (if appropriate), to all official university email messages sent to their university-provided email account.

3-2. Appropriate Use and User Responsibility

All use of university-provided student e-mail accounts must comply with university policies, state and federal laws and regulations. This includes, but is not limited to, EWU Policy 203-01 (Information Security), 203-02 (Copyright Infringement), 901-01 (Ethical Standards), 901-02 (Appropriate Use of University Resources), WAC 172-121 (Student Conduct Code), and WAC 172-191 (Student Education Records).

1. Confidentiality regarding student records is protected under the Family Educational Rights and Privacy Act of 1974 (FERPA).
2. In addition, use of e-mail will also be governed by the University's Information Security Policy, EWU 203-01. (insert link here)

Do not send your social security number to the university by e-mail because it is not encrypted.

3. Any inappropriate e-mail, some examples of which are described below, is prohibited. Users receiving such e-mail should immediately contact the University Helpdesk @ 359-2247, or TechEze @ 359-6411.

- The creation and exchange of messages that is harassing, obscene or threatening.
- The unauthorized exchange of proprietary information or any other privileged, confidential sensitive information.
- The creation and exchange of information in violation of any laws, including copyright laws, or University policies.
- The knowing transmission of a message containing a computer virus.
- The misrepresentation of the identity of the sender of an e-mail.
- The use or attempt to use the accounts of others without their permission.

3-32-4. Email Lists

The university maintains a number of official campus email lists, managed by the department of Information Technology. Recipients do not have the ability to opt out of any official list. Permission to use an official list must be granted by the President or Vice Presidents.

The creation of other email lists for university purposes is permitted, but recipients must have the ability to opt out of these lists.

Any emails sent to lists must be accessible for all intended recipients as set forth in EWU Policy 203-05 (Accessible Technology).

23-4-53. Spam and Phishing Filtering

The university uses a variety of spam filtering tools including some that can be controlled by end users. The university will continue to use the latest spam filtering

techniques and will adjust its own processes when warranted. However, no current spam filtering technique is completely effective. Occasionally, spam filters will let mail through that should be blocked or will block e-mail that should be delivered. As a result, students should frequently check 'Spam' folders for legitimate e-mail.

2-64. Academic Use

Faculty will determine how electronic forms of communication, including e-mail, will be used in their classes, and will specify their requirements in the course syllabus. Faculty may presume that students' official @eagles.owu.edu accounts are being routinely accessed and may therefore use e-mail for their classes accordingly.

CHAPTER 4- UNIVERSITY TEXT MESSAGING OF STUDENTS

4-1. General

The university recognizes text messaging is a useful tool for communicating with students, but recognizes that students should not be overwhelmed with text messages from the university.

Any texting should be conducted using university phones or systems. Use of personal phones to text students for university purposes is **strongly discouraged**.

The use of texting for non-emergency purposes is subject to published university guidelines for appropriate content and usage.

All text messaging services and software must be reviewed by the department of Information Technology.

4-2. Types of Permitted Texts

Text messages can be used by authorized university officials to relay information closely related to the educational purposes of the school from the following offices:

- Academic Advising
- Admissions
- Dean of Student's Office
- Financial Aid
- Health and Wellness Services
- Housing
- Records and Registration
- Student Financial Services
- Public Safety

4-3. Opt-In and Opt-Out; Accessibility

Clear opt-in and opt-out processes are required for any text messaging service or software.

Text messages must be accessible for all intended recipients as set forth in EWU Policy 203-05 (Accessible Technology).

4-4. Records Retention & Public Records

University-related text messages are subject to state laws regarding records retention, public records requests, and other legal obligation such as preservation and discovery whether or not a EWU system/tool or personal telephone is used for texting.

4-6. Exceptions

The limitations above do not apply to situations where a student individually signs up to receive text messages for a specific, limited purpose, such as students engaged in extra-curricular activities, athletics, study abroad, fieldtrips, etc. In such instances, students must individually consent to receiving text messages and must have the ability to opt-out of receiving such messages. This chapter also does not apply in cases of emergency or to the university's police department.