



## **Campus Administrative Policy Statement**

**Title:** E-mail Policy  
**Source:** Information Technology Policy Committee  
**Approved by:** Georgia E. Lesh-Laurie, Chancellor  
**Effective Date:** January 21, 2003

### **A. Introduction:**

There is an expanding reliance on electronic communication among students, faculty, staff, and administration at the University of Colorado at Denver (CU-Denver). Because of this increasing reliance on and acceptance of electronic communication, e-mail is considered an official means for communication within CU-Denver. Implementation of this policy ensures that staff, faculty, and students have access to this critical form of communication.

### **B. Table of Contents:**

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

- E-mail as Official Communication;
- Assignment of e-mail addresses;
- Expectations regarding staff/faculty use of e-mail;
- Educational use of e-mail;
- Access to/Disclosure of e-mail;
- Microsoft Exchange distribution lists;
- Broadcast e-mail;
- Listservs;
- Mass e-mail distribution (non-listserv);
- Archiving;
- Special Accounts---  
Students, Groups, Guests, Retirees, Alumnae;
- Misuse;
- Violations

### **C. Policy:**

## **1. E-mail as Official Communication**

This e-mail policy applies to all owners of CU-Denver e-mail accounts. The use of electronic mail is considered a privilege, not a right. The use of CU-Denver e-mail resources indicates an agreement to abide by the policies set forth.

- **Official Communication:** E-mail is an official means for communication within CU-Denver. Therefore, CU-Denver has the right to send communications to students/staff/faculty via e-mail and the right to expect that those communications will be received and read in a timely fashion.
- **Privacy:** CU-Denver encourages the use of electronic mail and respects the privacy of users. It does not routinely inspect, monitor, or disclose electronic mail without the user's consent. Nonetheless, subject to the requirements for authorization, notification, and other conditions specified in this Policy, CU-Denver may deny access to its electronic mail services and may inspect, monitor, or disclose electronic mail (i) when required by and consistent with law; (ii) when there is substantiated reason to believe that violations of law or of campus policies have taken place; (iii) when there are time-dependent, critical operational needs of University business if it is determined that the information sought is not more readily available by other means or (iv) when there are compelling circumstances.
- **Incidental Use:** CU-Denver electronic mail services may be used for incidental personal purposes provided that such use does not: (i) directly or indirectly interfere with the campus operation of computing facilities or electronic mail services; (ii) burden the campus with noticeable incremental cost; or (iii) interfere with the e-mail user's employment or other obligations to the University. E-mail records arising from such personal use may, however, be subject to the presumption of a University E-mail Record. E-mail users should assess the implications of this presumption in their decision to use CU-Denver electronic mail services for personal purposes.
- Users are to take precautions to prevent the unauthorized use of e-mail account passwords. Passwords are not to be shared with others and their confidentiality is to be strictly maintained.
- No one is to use another individual's account, unless shared rights have been designated at the server level.
- E-mail accounts are assigned a disk quota on the e-mail server which can only be increased based on valid business justification.
- When an individual's affiliation with CU-Denver ends, the individual's e-mail account will remain active no longer than 30 days beyond the date of termination.

## **2. Assignment of e-mail addresses**

### **Students:**

The e-mail address recorded in the Student Information System will be the official e-mail address of record for communication with students. Computing, Information, & Network Services (CINS) will initially assign all students a CU-Denver e-mail address and it will be recorded in the student information system. Students may use this address, or choose an e-mail address that they will update on the Student Information System to be the official e-mail address of University record to which the University will send e-mail communications. If a student chooses an e-mail address other than the assigned CU-Denver e-mail (i.e. @aol.com, @hotmail.com, or an address on a departmental server such as @ceo.cudenver.edu), or has e-mail in the CU-Denver assigned account electronically redirected to another e-mail address, they do so at their own risk. The University will not be responsible for the handling of e-mail by outside vendors or by departmental servers and using them does not absolve a student from the responsibilities associated with communication sent to his or her official e-mail address as recorded in the Student Information System.

### **Faculty and Staff:**

E-mail services are extended for the sole use of CU-Denver faculty, staff, and other appropriately authorized users to accomplish tasks related to and consistent with the campus mission. All such users will be given a Microsoft Exchange e-mail account to be used as their official CU-Denver e-mail account. CINS will maintain no other e-mail servers for use by faculty and staff. Anyone electing to use a third-party account as their primary e-mail account may do so by forwarding all e-mail from the official

Exchange account to the desired account. It is the responsibility of the user to perform the e-mail forwarding.

E-mail address: The *firstname.lastname@cudenver.edu* naming convention is the official University address. This address represents a permanent e-mail alias which directs e-mail to your official e-mail account.

### **3. Expectations regarding staff/faculty use of e-mail**

Student, staff and faculty are expected to check their official e-mail address on a frequent and consistent basis in order to stay current with University communications. Students, staff and faculty have the responsibility to recognize that certain communications may be time-critical. "I didn't check my e-mail," error in forwarding mail, or e-mail returned to the University with "Mailbox Full" or "User Unknown" are not acceptable excuses for missing University communications sent via e-mail.

### **4. Educational use of e-mail**

Faculty will determine how e-mail will be used in their classes. If faculty have e-mail requirements and expectations, they should specify these requirements in their course syllabus. Faculty may make the assumption that students' official e-mail addresses are being accessed, and faculty may use e-mail for their courses accordingly.

### **5. Access to/Disclosure of e-mail**

Individuals needing to access the electronic mail communications of others, to use information gained from such access, and/or to disclose information from such access and who do not have the prior consent of the user must obtain approval in advance of such activity from the appropriate campus authority. To obtain approval, the requestor must fill out the form "Request To Access Electronic Communications of Others" and obtain the appropriate signatures.

Contents of electronic communications obtained after appropriate authorization may be disclosed without the permission of the employee. At the same time, CU-Denver will attempt to refrain from disclosure of particular messages if disclosure could create personal embarrassment, unless such disclosure is required to serve a business purpose or satisfy a legal obligation.

### **6. Microsoft Exchange distribution lists**

Exchange e-mail distribution lists should ONLY be used for electronic messages being sent to less than 100 people. Larger volumes of distribution should be handled through listservs or other e-mail tools.

### **7. Broadcast E-mail**

E-mail can be sent to the entire campus only by the Chancellor, or designee. E-mail can be sent to an entire school or college only by approval of the Dean. This includes faculty and/or staff and/or student populations.

### **8. Listservs**

#### PostExpress:

Staff and Faculty are encouraged to subscribe to PostExpress, the official CU-Denver campus listserv. This list is moderated by the department of Marketing Communications and is distributed twice a week. E-mail your message to [postexpress@cudenver.edu](mailto:postexpress@cudenver.edu) for posting.

#### General Listservs:

Computing, Information, & Network Services maintains a server for hosting listservs for the purpose of conducting University business. A listserv may be created upon request. Each listserv requires a designated 'owner' to perform the administrative duties of the list. Attachments are allowed. Listservs may be setup for any number of recipients; however, they are strongly encouraged for e-mail being sent to more than 100 recipients.

### **9. Mass e-mail distribution (non-listserv)**

Mass e-mail is defined as any non-listserv mailing intended for delivery to more than 100 recipients. It should be targeted to people who would reasonably expect to receive e-mail from you. CINS reserves the right to terminate a mass e-mail submission if policies are not followed or the e-mail has a negative impact on the campus computing network.

#### Academic Classroom Use:

Faculty sending e-mail to more than 100 students are encouraged to do so via a listserv or through Blackboard. If neither of these is an option, faculty sending e-mail to more than 100 students should do so before 7:00am and after 5:00pm to reduce the burden on the network during business hours. Senders are encouraged to notify CINS in advance of sending this type of e-mail so that it is not mistaken for an attack on the network.

#### General Use:

Mass e-mail being sent outside of an instructor/student relationship falls under this category. This e-mail MUST be approved by the appropriate Vice Chancellor. It cannot be larger than 50K in size. No attachments are allowed. These messages should be very brief. If the communication is larger than the 50K limit, the sender should place it on a web page and refer the reader to the web address within the message. The sender MUST notify CINS before sending this type of e-mail to coordinate an acceptable mailing time schedule that will have the least impact on the campus network and ensure that the mailing is not mistaken for a network attack.

### **10. Archiving**

CU-Denver does not maintain central or distributed electronic mail archives of all electronic mail sent or received. Electronic mail is normally backed up only to assure system integrity and reliability, not to provide for future retrieval, although back-ups may at times serve the latter purpose incidentally. Operators of CU-Denver electronic mail services are not required by this Policy to retrieve e-mail from such back-up facilities upon the holder's request, although on occasion they may do so as a courtesy.

### **11. Special Accounts**

- **Students:** Students may request administrative e-mail accounts for use within the scope of their CU-Denver employment. All students requesting such an account must obtain sponsorship from their full-time staff or faculty supervisor.
- **Groups:** Group accounts may be created for the convenience of academic or administrative units. A full-time staff or faculty member must be designated as being responsible for the account and its use.
- **Guests:** Guest accounts are available at the discretion of the Chancellor or designee.
- **Retirees:** Retirees must submit a request for on-going e-mail accounts upon their retirement from CU-Denver. Retirees will be prompted by e-mail for annual renewals.
- **Alumni:** CU-Denver does not provide e-mail accounts for alumni.

### **12. Misuse**

CU-Denver e-mail services shall not be used for purposes that could reasonably be expected to cause, directly, or indirectly, strain on any computing facilities, or interference with others' use of e-mail or e-

mail systems, or interference with University business. Such uses include, but are not limited to, the use of e-mail services to:

- Send or forward chain letters.
- "Spam", that is, to exploit listservs or similar systems for the widespread distribution of inappropriate mail.
- "Letter-bomb", that is, to resend the same e-mail repeatedly to one or more recipients.

### **13. Violations**

Any violations of the policy should be referred to *the appropriate University Official*. Sanctions for violation of this policy may include suspension or revocation of e-mail privileges, suspension or revocation of computing access privileges, and any other sanctions permitted under the University Guidelines. Violations of law may also be referred for criminal or civil prosecution.

Concerns about fiscal misconduct or criminal activity should not be investigated by unauthorized individuals or individual departments but should be referred to AHEC Police or Internal Audit staff in accordance with the University Administrative Policy titled "Reporting Fiscal Misconduct."

#### **D. Procedures:**

The Academic and Administrative Information Technology Committee will oversee and make recommendations for revision of this policy as needed. Changes will be authorized by the approval of the IT Policy Council and the Chancellor.

#### **E. Responsible Organization:**

ITPC is responsible for the maintenance and enforcement of this policy.

#### **F. Reference Documents**

- All use of e-mail, including use for sensitive or confidential information, will be consistent with the University Administrative Policy Statement on Use of Electronic E-mail. See <http://www.cusys.edu/~policies/General/e-mail.html>
- 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, must be consistent with FERPA.

# REQUEST TO ACCESS ELECTRONIC COMMUNICATIONS OF OTHERS

Our department requests authority to access electronic communications sent to/from an individual as described below:

1. Name, Title, and Department of person whose communications would be accessed:

\_\_\_\_\_  
Name & Title Department

2. Name, Title, and Department of person who will do the accessing:

\_\_\_\_\_  
Name & Title Department

3. Reason for access request: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. What forms of communication will be accessed (e.g., voice mail, E-Mail, FAX)

\_\_\_\_\_

5. What will be done with the accessed messages? With whom will they be shared?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. \_\_\_\_\_ Date  
Signature Chancellor, Vice Chancellor, Legal Counsel, or  
Assistant Vice Chancellor for Academic Affairs & Diversity

7. Upon approval, this form is to be delivered to the following person as authorization for them to implement the requested special access.

\_\_\_\_\_  
Name & Title Department