

1.1.1 Electronic communications: Email, Voicemail, and Campus News Utilization

1.1.1.1 The use of email as an official means of communication within the University community

A. Purpose of this Policy

There is an expanding reliance on electronic communication among students, faculty, and staff at Dominican University motivated by the convenience, speed, cost-effectiveness, and environmental advantages of using email rather than printed communication. Because of this increasing reliance and acceptance of electronic communication, email is considered an official means for communication within the university.

B. Scope

This email policy is not inclusive of all aspects of email, rather it provides guidelines regarding email as an official means of communication including:

- University use of email;
- Assignment of email addresses;
- Use of and responsibilities associated with assigned email addresses; and
- Expectations of email communication between faculty and student and staff and student.

C. Policy

1. University use of email

E-mail is an official means for communication within Dominican University. Therefore, the University has the right to send communications to students, staff, and faculty via email and the right to expect that those communications will be received and read in a timely fashion.

2. Assignment of email addresses

The Department of Information Technology will assign everyone an official University email address. It is to this Dominican address that the University will send email communications. This Dominican address is the address listed in the University's Global Address List found in the Exchange/Outlook Address Directory and is the official email address included with personal information within the administrative computing system. Students will have the ability to maintain their my.dom.edu account after graduation.

3. Redirecting of email

It is permissible to have Dominican email electronically redirected to another email address. However, those persons who use email redirection from their Dominican address to another email address (e.g., @gmail.com, @hotmail.com) do so at their own risk. The University will not be responsible for the handling of email by outside vendors. It is up to the individual to take whatever steps may be necessary with their personal email account to allow for the receiving of email forwarded from their dom.edu or my.dom.edu email account. These steps may include, but are not necessarily limited to adding the dom.edu and my.dom.edu address to a 'safe-senders' list and/or adjustment of any spam filters. Having email redirected does not absolve anyone of the responsibilities associated with communication sent to his or her official email address.

4. Expectations regarding use of email

Staff, faculty and students are expected to check their Dominican email address on a frequent and consistent basis in order to stay current with University communications. For students and faculty we recommend checking email at least as often as your most frequent class meets in a

week, in recognition that certain communications may be time-critical. Staff should check their email regularly during the normal work day.

5. Educational uses of email

Faculty may determine how email will be used in their classes. It is highly recommended that if faculty have email requirements and expectations they specify these requirements in their course syllabus. Faculty may expect that students' Dominican email addresses are being accessed and faculty may use email for their courses accordingly.

6. Appropriate use of email

In general, email is not appropriate for transmitting sensitive or confidential information unless an appropriate level of security matches its use for such purposes.

- Confidentiality regarding student records is protected under the Family Educational Rights and Privacy Act of 1974 (FERPA). All use of email, including use for sensitive or confidential information, will be consistent with FERPA.
- E-mail shall not be the sole method for notification of any legal action.
- If required, departments should work with IT to utilize an encryption system to facilitate sharing of information to perform job functions.
- Archiving/Record Retention – will be added from the Record Retention Management Committee

D. Procedures

The Chief Information Officer will review this policy as needed. The President's Cabinet, as appropriate, will authorize changes. Students, staff, and faculty with questions or comments about this policy should contact the Chief Information Officer

E. Responsible Organization

The Chief Information Officer will be responsible for this policy.

1.1.1.2 The use of email messages to transmit University-related information

The use of email messages to transmit university related information is used for targeted mailing only. Information to be sent to the entire university community should be posted on the Campus News Web page.

- A. Use of any emails distributed to the university system must deal with university information or university sponsored events only. Emails for non-university purposes are not permitted.
- B. Individual emails may be sent from the President or designee regarding a university situation or emergency.
- C. Certain departments and individuals, upon cabinet level approval and completion of training regarding proper use, will have the ability to send email to the main distribution lists for faculty, staff and students, individually or collectively. These privileges will be revoked if inappropriately used.
- D. Faculty and Staff can access distribution lists in the Outlook Address book that are specific to School, Major, Year, etc. to send targeted email communication. The Distribution Groups should be included in the bcc field.

- E. Any email sent to a group within the community is recommended to have a deletion date set for immediately after the event in question or within two weeks of distribution.
- F. Emails for events are limited to two electronic communication per event (a Save the Date email and a Reminder email)

1.1.1.3 Voicemail Broadcast Requests

- A. Voicemail will be used only to inform the faculty, staff and students about critical news such as a campus closing, a special message from the president and other information approved by a cabinet member.
- B. Voicemail will not be used to market events or programs.
- C. All voicemail broadcast requests must be sent from an approved representative to x 6990 for the main campus and x9127 for the Priory campus, with a notification given to the IT Help Desk at x6888.

1.1.1.4 CAMPUS NEWS WEB SITE

In an effort to facilitate timely communication, Campus News is used as the primary communication tool for university events and activities. This includes daily or upcoming news/activities on campus as well as serves as a portal for online services and campus events. Campus News provides a calendar of events as well.

- A. Campus News is for passing university-related information to the entire university community. The postings are considered to be informational messages as opposed to official electronic email correspondence.
- B. Any faculty, staff or recognized student group can submit items to be posted on the Campus News. Postings are restricted to activities on campus or DU sponsored events. Information should be submitted to the page at cn.dom.edu/.
- C. The Campus News page is set as the default page on all university owned computers.
- D. All University sponsored events must be submitted to Campus News by the sponsoring department/office/organization.
- E. All university community members are expected to check Campus News on a regular basis.
- F. Submissions are subject to approval.
- G. Approved submissions will be posted in a 24 hour timeframe.