



**POLICY NUMBER: IT-004**

**DIVISION: NET Services**

**POLICY: NSU Student E-mail Policy**

**ISSUED BY: VP of Student Affairs and Chief Information Officer**

Approval Date: 01/29/2009

Approved By: Senior Cabinet

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## **INTRODUCTION**

E-mail is a strategic tool for carrying out the mission and operations of the University. E-mail communication to students serves as a way to provide students with timely access to important information regarding university business. Each student enrolled at Northern State University is issued a NSU e-mail account.

## **PURPOSE**

The purpose of this policy is to describe the proper use and standard practices for communication via e-mail to students, including the "All Student" e-mail distribution list.

## **TARGET AUDIENCE**

The NSU Student E-mail Policy applies to those users of the NSU e-mail system who have been granted access to the "All-Student" e-mail distribution list

## **POLICY**

- Users of the NSU email system are expected to abide by BOR and NSU Acceptable Use Policies, which govern the use of all state electronic resources. These policies are posted on the BOR and NSU websites. Administrative response to violation of official policies will be guided by BOR and NSU disciplinary procedures.
- Critical official messages from the administration, such as student bills and notification of academic requirements must follow proper student email procedures including subject line and expiration options.
- The use of "All Student" emails is restricted to official business from authorized individuals. Among university employees, only administrators at the deans or directors' level or higher or their designees will have this authority. Authorization to send to "All Students" is electronically controlled; unauthorized users will not be able to send to that mailbox.

- The Vice President of Student Affairs, in consultation with the NSU Student government will monitor use of the “All Student” email address by students and student groups. Those with a need to send messages to “ALL Students” will contact Networking staff so their account may be given the necessary permissions. Any misuse, as determined by the VP of Student Affairs, of this privilege will result in the revocation of the privilege. Student groups are encouraged to use the weekly e-mail sent through the Office of Student Activities, the “What’s Up” publication and the electronic calendar on the NSU home page as their primary means of communication about campus activities and events.
- A list of those individuals authorized to send to the “All Students” e-mail box will be maintained by the networking staff and provided to the VP of Student Affairs on request.
- The “reply all” function is disabled for “All Student” emails except for those on the list of accounts permitted to send to the “All Student” distribution list.
- Students requiring privacy blocks will register requests with the Registrar who will enter the privacy block status into the Colleague database.
- Spamming student email accounts is prohibited.
- Collecting student email addresses with the intention of distributing them to a non-NSU affiliated third party is prohibited.
- Student surveys will not be conducted via email, but done online through a web site. Emails to students, requesting participation in the online survey is allowable.
- Sending large (5 Mb or more) attachments is discouraged due to the small mailbox size allocated to student accounts. No pictures or graphics should be sent unless absolutely necessary.
- Students who inappropriately use the student email system and violate any of the rules and regulations outlined in the Student Handbook governing its use will be referred to the *Campus Conduct System*.
- BOR Human Resource Policy will guide administrative reaction to email abuse by employees.