

## EMAIL POLICIES & PROCEDURES

### Policies.

Electronic mail (email) is an official method of communication at Augusta State University, delivering information in a convenient, timely, cost-effective and environmentally sensitive manner. It is the policy of this institution that:

- all students, faculty and applicable personnel have access to email, and
- the university may send official communications via email and electronic mailing lists

**Student Email.** All students registered for classes at Augusta State University are provided an email account through their access to the ASU Campus Pipeline system. The University may use this email account to send communications to the student body. Student email addresses will be recorded in the University's electronic directories and records. Students are responsible for reading official University email in a timely fashion.

**Privacy Issues** While email is personalized and relatively confidential, there is no guarantee of absolute privacy in a computer system. Computer users should be aware that the Georgia Open Records Act applies to records stored in computers as well as on paper. Recent rulings indicate that the public has a right to review any documents created on email by government officials and that companies who own the media on which email is implemented have the right to read that email. Federal and state law may require the university to examine email under some circumstances including provision of messages to outside agencies. However, employees of Information Technology Services at Augusta State University are prohibited from accessing information for which they have no job-related "need to know." They are also expected to maintain the strictest confidentiality regarding any information obtained during the course of fulfilling their job function.

**Appropriate Use of Email.** All use of email will be consistent with other university policies, including the Augusta State University computer and network usage policy. Policies concerning acceptable use of information technology resources can be found on the Information Technology Services website (<http://www.aug.edu/its/policies.html>). Email is not appropriate for transmitting:

- sensitive or confidential information,
- obscene material,
- chain letters or "mail bombs",
- hoaxes, scams, false warnings, or
- mass mailings

Misuse of Augusta State University email is subject to penalty including, but not limited to, suspension from email use, banning from email use, suspension from Augusta State University, or expulsion from Augusta State University.

**Legal Issues.** All use of email will be consistent with local, state, and federal law including laws against private use of state property, divulging confidential educational records, copyright infringement, fraud, slander, libel, harassment, and obscenity. Laws against obscene or harassing telephone calls apply to computers that are accessed by telephone.

### **Procedures**

**Information Technology Services.** Contact Information Technology Services immediately if:

- you are bothered by uninvited email and have asked the sender to cease yet the email persists;
- you require specific instructions about or assistance with email accounts.

Helpdesk services for students are also available from Information Technology Services.

**Student Use of Email.** The following procedures apply to student email accounts:

- 1) Students are expected to check their Augusta State University official email no less than twice per week;
- 2) Faculty may require students to check their email more frequently than twice per week;
- 3) Faculty may also require students to subscribe to university provided electronic mailing lists or other lists related to their coursework;

Changes to this policy will be authorized by approval of the Faculty Policies Committee. Questions or comments about this policy should be directed to the Vice President for Academic Affairs.