

Policy Title:	Electronic Mail (Email) Communication Policy
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Governing Body:	Finance and Administration, Academic and Student Affairs	Policy Number:	FAD.074
Policy Contact:	Registrar, Chief Information Officer	Date Revised:	
Custodial Office:	Information Technology, Enrollment Services	Date Approved:	11/16/2017
Approved By:	President	Next Review:	
Related Policy:	<a href="#">FAD.036 Email List and Announcement Communication Guidelines</a> <a href="#">FAD.037 Account Policy</a> <a href="#">FAD.038 Computing Resources Acceptable Use Policy</a>		

Revision History

Revision Number:	Change:	Date:
	Initial version	10/12/2017

A. Purpose

Students, faculty, and staff of Southern Oregon University rely on their university-provided email account as their primary means of communication. This includes communication to individuals and groups within the campus community, and is motivated by the convenience, speed, cost-effectiveness, and environmental advantages of using email rather than printed communication.

B. Definitions

Official Communications - includes, but is not limited to, content related to a student’s enrollment, academic standing, financial information and responsibilities, emergency notifications and compliance with university policies and procedures and/or an employee’s employment status, responsibilities, and benefits, emergency notifications, and compliance with university policies and procedures.

Official Southern Oregon University Email Account - an account with an email address in the form of <username>@sou.edu. Accounts are provided under the terms of [FAD.037 Account Policy](#)

### C. Policy Statement

A university-provided email address shall be an official means of communication with students, employees, and anyone else eligible for a university-provided email account. The university will send official communications to students, employees, and other university members by email 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.

Email forwarding is discouraged, but not prohibited. If university members choose to forward their university-provided email account, they are responsible for all information and attachments sent to the forwarded email account. Southern Oregon University 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 Freedom of Information Act request, or other legal process. In addition, records, including email, are subject to laws and regulations concerning retention of public documents and data.

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.

Policies and regulations that apply to other forms of communications at the university also apply to email. These policies include, but are not limited to, the Computing Resources Acceptable Use Policy, Account Policy, and Email List and Announcement Communication Guidelines.

The Information Technology Department is the owner of centralized email and directory information, and provides creation, management, and distribution of official Southern Oregon University email accounts.

This policy may be revised at any time without notice. All revisions supersede prior policy and are effective immediately upon approval.

### D. Policy Consultation

Policy Council, Business Affairs Council, University Registrar, Academic and Student Affairs Director's Council and some members of the President's Executive Council. Policy was posted on November 1, 2017 for community comment.

E. Other Information

[Account Request and Closure Procedure](#)

The Policy Contact, defined above, will write and maintain the procedures related to this policy and these procedures will be made available within the Custodial Office.