northern *State* university

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
Review Date: 10/02/2012
Review Date: 2/20/2014 – No changes
Review Date: 6/21/2016: Text changes
Review Date: 6/21/2017: Removed requirement to put expiration date on emails; clarified text on student surveys
Review Date: 9/10/2018: Changed title/verbiage regarding AUP

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 group.

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 group.

POLICY
- Users of the NSU email system are expected to abide by the SDBOR Acceptable Use Policy, which governs the use of all state electronic resources. This policy is 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 administration, such as student bills and notification of academic requirements must follow proper student email procedures.
- The use of the "All Student" email group is restricted to official business from authorized individuals. Among university employees, only administrators at the dean or director level or higher, or their designees, will have authority. Authorization is electronically controlled.
- The VP of Student Affairs, in consultation with the NSU Student government will monitor use of the student group. Those with a need to send messages will contact Networking staff so their account may be given necessary permissions. Any misuse, as determined by the VP of Student Affairs, will result in the revocation of access.
- Student groups are encouraged to use weekly University Relations email, the electronic

calendar, NSUtv, campus posters, and/or social media as primary means of communication about campus activities and events.

- A list of authorized individuals will be maintained by the networking staff.
- 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, through the use of an online survey tool, requesting participation in the online survey is allowable upon approval or exemption from the NSU IRB Committee.
- 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.