Responsible Officer:	Chief Information Officer
Responsible Office:	Office of Information Technology
Adoption Date:	January 29, 2013

EMAIL COMMUNICATION POLICY

I. Policy Statement

It is the policy of Portland State University that the University e-mail system is an appropriate medium for official communications from the University to employees and students. It is the responsibility of employees and students to receive such communications and to respond to them as may be necessary.

II. Reason for Policy/Purpose

The University must be able to communicate quickly and efficiently with employees and students in order to conduct official University business. E-mail is an appropriate medium for such communication and supports University goals regarding cost efficiency, expediency, and sustainability. This policy is not intended to limit the use of communication tools for pedagogical uses or reasons.

III. Applicability

This Policy applies to all employees and students.

IV. Definitions

Official Communications. Communications from the University to students and employees, previously often sent by U.S. mail, that are important and that may trigger an obligation for the recipient to respond.

University E-mail Account. The "pdx.edu" e-mail account assigned by the PSU Office of Information Technology.

University E-mail System. The "pdx.edu" enterprise e-mail system managed by the PSU Office of Information Technology.

V. Policy / Procedure

1. **E-mail Accounts**

   1.1 The University will provide every student and employee with a University e-mail Account in order to access Official Communications.

   1.2 University employees' e-mail addresses are not confidential. Employee e-mail addresses will be visible to other University e-mail account holders.

2. **Rights and Responsibilities**

   2.1 E-mail sent by the University to a University e-mail account is an official form of communication to employees and students. It is the responsibility of employees and students to receive such communications and to respond to them as may be necessary.

   2.2 Official Communications may be time-critical and employees and students are expected to review messages sent to their University e-mail account on a reasonably frequent and consistent basis.

   2.3 Persons with University e-mail accounts are responsible for managing the account in a manner that maintains sufficient space for e-mail to be delivered. Assistance with managing a University e-mail account can be requested from the OIT Helpdesk.

   2.4 The University is not responsible for the delivery failure of e-mail, including attachments, sent from the University e-mail system to any non-University e-mail account.

   2.5 Supervisors are required to work with employees without a computer in their work station to ensure that such employees have regular access to a computer in order for such employees to be able to receive e-mail communications in a timely manner.

   2.6 Employees may not use private e-mail accounts, such as gmail.com, yahoo.com, and hotmail.com, to conduct University business.

   2.7 The University reserves the right to access and review e-mail communications as provided in the Acceptable Use Policy. In addition, users of e-mail should be mindful that the Oregon Public Records Law, and its exceptions, may apply to e-mail in the same manner as it applies to other University records.

VI. Links To Related Forms

Not Applicable

VII. Links To Related Policies, Procedures and Information

Instructions For the PSU E-mail System

Acceptable Use Policy

University E-mail May Be a Public Record

OAM Information

Account Expiry Policy

VIII. Contacts

Questions regarding this Policy should be directed to the Office of Information Technology at (503) 725-6246 or can be e-mailed to cio@pdx.edu.

IX. Policy Adoption

Approved _____ Date 1/29/13
PORTLAND STATE UNIVERSITY PRESIDENT

Approved _____ Date 1/29/13
PORTLAND STATE UNIVERSITY GENERAL COUNSEL

X. History/Revision Dates

Adoption Date: January 29, 2013

Next Review Date: January 29, 2018