.100 Policy Statement

The students and employees of Eastern Oregon University (EOU) rely heavily on electronic forms of communication. This policy assures that every student and employee will be issued an EOU e-mail account. It also covers the appropriate usage of an EOU e-mail account and of e-mails sent from an EOU e-mail address. This policy applies to all employees, students, vendors, and agents operating on behalf of EOU.

.120 Definitions

E-mail is an efficient and cost effective method of communication that is crucial to University operations; and is considered to be an official form of EOU communication.

.130 Policy

Assignment of email address
EOU's Information Technology (IT) Department automatically assigns an official EOU e-mail address to each active employee at the start of their employment; and to each registered student as they are accepted and registered for their first course. This email address remains active throughout the student's academic career, and during the employee's active employment with EOU. All EOU email accounts are password protected. As described in "EOU's Information Technology Acceptable Use Policy" the privacy and security of email accounts and email correspondence depends on the appropriate use and protection of user IDs and passwords.

Modification of email address
Requests to substitute the automatically generated EOU email address for another will only be honored in the case of a legal name change (e.g. jdoe becomes jsmith through

marriage.)

University use of email

Requests to send mass emails of a nonspecific nature will generally not be supported on EOU's email system in accordance with [EOU's Acceptable Use Policy (AUP)](#), i.e., "the electronic mail system shall not be used for the "broadcasting" of "unsolicited mail". Routine messages for all employees and/or students can be posted in a variety of ways such as on the EOU web site or through University Google Groups.

The University President, Vice Presidents, and employees of the Division of Student Services are the only authorized users of the Student Infoline listserv. The EOU Infoline listserv which is used to distribute University wide announcements to all employees is managed by University Advancement.

All uses of email for official communication should be consistent with the Family Educational Rights and Privacy Act (FERPA).

Communication with students by faculty

Faculty determine how email will be used in their classes and should specify email requirements and expectations in course syllabi. Use of non-EOU email addresses for communication with students regarding University business or educational matters are not acceptable because the level of security, confidentiality, and availability of email accounts provided by e-mail service providers other than EOU are unknown. Faculty may unintentionally violate the FERPA requirements by using non-EOU student email accounts to communicate with students. Faculty may expect that students will read messages sent to their official EOU email accounts, and should use official EOU email addresses accordingly.

Communication with students by University offices

EOU, from its various offices, will routinely send official communications to students via email. These emails might include individually addressed messages as well as "group mail" messages, such as registration schedules, advising notices, etc. These e-mails are for the purposes of conducting official university business. The University expects that these e-mails will be read in a timely fashion.

Student use of and responsibilities associated with University email

Students are expected to check their official EOU email accounts regularly in order to receive University communications in a timely manner. Students should report any problems with email accounts or access to email to the EOU Information Technology

Help Desk at (541) 962-3111 or helpdesk@eou.edu.

Email access
EOU email accounts are readily accessible through a variety of methods from anywhere in the world, including web-based interfaces. For the latest details on email access, visit the "EOU Email" section of EOU's IT website.

Redirecting of email
Requests to substitute non-EOU email addresses for purposes of official communication will not be honored. In general, redirecting EOU email to another non-university email address is not encouraged. The University is not responsible for the handling of email by outside service providers or servers. Redirecting EOU email to another account does not absolve a student from the responsibilities associated with timely reading of communications sent to an official EOU email address.

EOU staff email addresses
The assignment of an EOU staff email address will occur during the first days of employment at EOU. The email account will automatically be created when the payroll records are created; it can take up to 24 hours before the email is accessible. Unless contractually provided for, all EOU staff email addresses and content are the property of Eastern Oregon University and they will be reclaimed once employment has ended.

The following three employee email scenarios will be enforced by Human Resources (HR) and Information Technology when they occur.

Scenario #1: A current EOU Student is hired as EOU Staff and then leaves employment at EOU, while still attending classes at EOU

- **Step 1)** During HR orientation, or once HR notifies IT that the employee is taking classes, IT trains employee on how to properly keep work and student email and Google Docs separated during course of employment.

- **Step 2)** In the event of a planned or unplanned departure from EOU employment, IT will separate current school content from employment data in email and Google Docs and then turn over the account to the student once the employment data has been removed.

Scenario #2: A former EOU graduate is hired as EOU Staff and then leaves EOU employment

- **Step 1)** HR orientation includes a training to give the graduate the option to retain student emails (based on E-Mail Retention Policy) or Google Documents prior to start of employment.

- **Step 2)** In the event of a planned or unplanned departure, IT will notify the graduate that the email account will be unavailable for 48 hours while EOU employment data is removed.

- **Step 3)** IT will reassign all Google Docs ownership to the employee's supervisor and copy email if supervisor requests it. If not, Google Vault will retain email and can be queried if supervisor requests it.

Scenario #3: A current EOU employee is scheduled to retire from EOU

- **Step 1)** During HR exit interview, retiree informs HR that they wish to retain their EOU account once they retire from EOU.

- **Step 2)** IT will remove all data in email and Google Docs and then turn over the account to the retiree once the process is completed.