

## FINAL DRAFT

### E-mail Requirement Policies

#### I. Definition of Terms

- A. **“Official university-wide communication”** in this context is defined as information affecting large groups of the University population (i.e. students, faculty and staff) where the information pertains to University events, activities and announcements, or has relevance to the individual's role within the University, associated rights or responsibilities, and/or the ability to successfully fulfill that role.
- **E-mail** is the **primary mechanism** for “official university-wide communication” within the University.
  - All **“official university-wide electronic communication”** must be initiated through **Public Relations Director**, who will be responsible for approving its content and distribution in any form (oral, written or electronic). Public Relations will obtain review and approval from high-level administrators within the organization. All **“official electronic communication of limited distribution”** may be approved by the **Area Security Officers** or their designee. **(NOTE: The Area Security Officers will review and approve requests for area-wide electronic communications until October 1, 2003. At that point, an evaluation will be done to determine if this procedure should continue and/or to make the paper distribution process using mailing labels meet the same standards as the electronic distribution.)** (See <http://www.uky.edu/IS/DataAdmin/DOCS/AreaSecurity/areasecurity.htm> for a list of the Area Security Officers.) Requests for “official university-wide electronic communications” can be made to the Public Relations Director and/or Communications Manager. (Instructions on how to create and distribute official communications may be found at <http://ukcc.uky.edu/massmailing/> .)
- B. The **“University E-mail Address (UEA)”** is that which appears in any UK public paper or electronic directories.
- This address is used to protect the User ID from public view.
  - **Default format** of this address is **‘first name.’ last name’@uky.edu**. The portion of this address before the ‘@’ may be modified by the owner, but must remain a derivative of the owner's given name. Misrepresentation of an individual's identity through a misleading UEA

is strictly prohibited. (Instructions on how to complete this process are located at <http://www.uky.edu/e-mail/UEA/>.)

- C. The “**Mailbox**” is the e-mail system address to which e-mail is redirected from the University E-mail Address, stored and read by a user.
  - o **Default format** of the UK address is ‘**User ID or other**’@**e-mail system identifier**.**uky.edu**. The ‘e-mail system identifier’ is not included in U-Connect accounts.
- D. The UK “**User ID**” is used in conjunction with a password to permit users to log into an e-mail system and access email in their Mailbox.
- E. “**U-Connect**” is the institutional name for the central email system used by all students and most employees. It is the default e-mail system for new students, new employees and retirees. “U-Connect” will remain the identifier for this central e-mail system, regardless of the underlying vendor e-mail product chosen by Information Technology based on pertinent technology, service, contract and cost issues.

## **II. Institutional E-mail Provision Rights and Responsibilities**

- A. All **employees** (i.e. faculty and staff; regular and temporary; full-time, part-time and half-time; STEPS employees, post-docs, and house-staff) and all **students** of the University will have an e-mail **Mailbox**, and the option to use a **University E-mail Address** in the public directories.
- B. The **User ID** for the **U-Connect** account will automatically be assigned on a routine basis for all: 1) **employees** when they are hired, based on the assignment start date within the human resource system, and 2) all new **students** at the point of application within the student information system. Individuals can activate their **University E-mail Address** and e-mail **Mailbox** in the U-Connect email system by following the instructions and accessing the application at <http://u-connect.uky.edu/manager/>. Users may request a University E-mail Address and Mailbox for volunteer faculty, and for faculty or staff members before their assignment start date, by contacting the IT Customer Service Center at 257-1300 or [helpdesk@uky.edu](mailto:helpdesk@uky.edu).
- C. **Retirees** recognized and approved by the Board of Trustees will retain their existing **University E-mail Address**, at the point of retirement and (1) be provided free e-mail services on U-Connect or (2) be provided the option to forward their e-mail to an off-campus e-mail address from U-Connect. However, if retirees choose to use another campus e-mail

system, they will need to pay for the additional license fee, unless their former department is willing to do so. In addition, retirees must forward any existing or future e-mails in their Mailbox which communicate official University business to the proper authority at the point of retirement. If retirees were originally using a campus e-mail system other than U-Connect, they will be **given one year** to forward their e-mail from the prior Mailbox to the U-Connect mailbox.

- D. The University E-mail Addresses and Mailboxes will automatically be deactivated on a routine basis for all 1) **employees** when they are terminated (**not retired and not a student**), based on the termination date within the Human Resource System, 2) all **students one year after the point of withdrawal or cancellation** within the Student Information System, and 3) a **retiree** at the date in which he/she is deceased.
- E. The University will provide adequate training and documentation to all employees and students on the use of e-mail at the institution.

### III. E-mail Use Rights and Responsibilities

- A. All students ~~employees~~ should “activate” their University E-mail Address and supply the Mailbox to which e-mail should be routed, in order to receive official University communications and register their information in the UK directories. Employees who do not have easy access to computers as part of their job, may choose to activate and use their University E-mail Address, but their supervisors will be responsible for communicating any official information to them via alternate means. (Instructions on how to complete this process are located at <http://www.uky.edu/e-mail/UEA/> .)
- B. Students are allowed to request their information NOT appear in the University directories, through the use of the “privacy flag” in SIS. However, employees’ information can only be suppressed in the electronic directory by approval from the Director of Human Resources or designee. An employee must present evidence that the employee’s need for privacy sufficiently outweighs the University community’s need to contact the employee concerning the function of his/her job.
- C. If employees, students and retirees choose to forward their e-mail from the UK Mailbox to a different e-mail system, it is their responsibility to do so. However, these individuals are accepting responsibility for any forwarded e-mail, its security and/or the possible loss of the e-mail.
- D. Employees and students are responsible for reviewing and understanding any “official” e-mail they receive on a regular basis concerning the policy

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and procedures of the University. (A responsible party will be available to respond to any questions concerning such "official e-mail".)

- E. All use of University e-mail must be consistent with AR II-1.7-2, "Policy Governing Access to and Use of University of Kentucky Computing Resources," at <http://ukcc.uky.edu/policy.html>.

#### **IV. Department/Unit E-mail Rights and Responsibilities**

- A. Departmental supervisors are responsible for determining if e-mail distribution of official information is sufficient for their employees and designating alternate methods where needed. In particular, other means of communicating (i.e. group meetings and bulletin board postings) with employees who do not have access to a computer or are unable to read should be developed.
- B. Hourly employees shall be required to use e-mail for work-related purposes only during their work hours.
- C. If the department/unit chooses NOT to provide an alternate form of communication to e-mail, then the department/unit must provide adequate and timely access to official University e-mail for employees.
- D. Departments/units are responsible for the prompt entry of human resource and student record data used to activate and deactivate e-mail IDs.
- E. Department/units are required to contact their employees who do not activate their U-Connect Mailbox and do not supply the Mailbox to which e-mail should be routed and ensure they do so. Department/units will receive reports from Information Technology identifying such employees. (As noted above, employees who do not have easy access to computers as a part of their job are excluded from this requirement.)