

Policy Number	9.1
Approval Body	Executive Committee
Policy Officer	Director ITS
Approval Date	May 2005
Review	2012

---

## 9.1 EMAIL + WEBSITE ACCOUNTS

---

### ENABLING LEGISLATION + LINKED POLICIES

*Laws of General Application*

*Emily Carr University of Art + Design Policies*

9.3 Code of Conduct for Appropriate Use of Information Technology, Facilities + Services

### OBJECTIVE

The objective of this policy is to define the terms and conditions used to determine who is eligible to apply for access to an Emily Carr University of Art + Design (University) email or website account, for what duration and for what purpose.

### SCOPE

This policy applies to the University community, including employees, students, alumni and community groups. It applies to students who have been assigned a University email address and to employees who manage official communication with students.

### POLICY

The University is committed to enhancing the ability of its constituents to communicate effectively through digital media and to foster a sense of community and learning.

To this end, Information Technology Services (ITS) at the University provides access to electronic mail and website accounts to students, employees and appropriate community groups. The purpose of this communications resource is general dialogue, collaboration and research for non-commercial use associated with the educational programs and practices in art and design at the University.

#### I. STUDENTS AND ALUMNI

Email is an official means of communication with University students by the faculty, administration and other service providers on campus. Email routing will be confined to the University's internal communication network, and delivered to an officially assigned and verifiable University Email Address (UEA).

This policy applies to any student assigned an UEA, as well as all University employees who manage official communications with students.

1. All users are bound by the provisions of Policy 415: Code of Conduct for Appropriate Use of Information Technology Facilities + Services as outlined on the University website and in Emily's A to Z (The Student Guide).
2. Upon admission, students will be assigned an official UEA email address.
3. All official University communications will be sent exclusively to this email address. Students are required to access the email sent to their UEA directly from the University internal communication network as forwarding of an official University email account to other email addresses is not advisable and may compromise the ability to receive and send emails through the official UEA. Students are encouraged to clear their mailboxes regularly to ensure that there is enough space for new messages.
4. Deadlines for response or action will vary according to the sender of the email. Failure to receive or read a notification in a timely manner does not release the student from the obligation of knowing or complying with its content.
5. Students who temporarily interrupt their studies or take a formal leave of absence will have their email and website accounts terminated after four months.
6. Alumni (students who have completed a diploma or degree program at the University) will have their email and website accounts terminated four months after their graduation. However, to achieve electronic continuity for both the University and alumni, an email aliasing service is available to graduates after the four month period. This allows the redirection of email to a private Internet Service Provider of the alumnus' choice.
7. Exceptions to this policy due to special circumstances must be approved by the appropriate University Administrator.

#### **LIMITATIONS ON THE USE OF UEA**

- The use or attempt to use the accounts of others without permission is prohibited.
- Caution should always be exercised in communicating sensitive matters by email.
- Privacy should not be assumed when employing an electronic method of communication.
- Care must be taken to ensure that the email is addressed only to the intended recipients.
- The use of file attachments with email communications is discouraged unless the sender has verified that the attachments will be accessible to and readable by all intended recipients
- All electronic communications are bound by the provisions of Policy 415: Code of Conduct for Appropriate Use of Information Technology Facilities + Services as outlined on the University website and in Emily's A to Z (The Student Guide).

#### **EXCEPTION**

In cases of course-related email, faculty may assume that a student's official UEA is a legitimate means of communicating with students registered in their classes. Instructors are responsible to define, in writing, the expected extent and parameters of email use in course syllabi. Additionally, instructors are obliged to clarify the timeframes for checking and responding to emails in course syllabi. Students are required to comply with course requirements communicated to them by email from their course instructor(s) or seminar leader(s).

## **II. FACULTY**

1. Continuing and Sessional faculty members have email, website and network storage accounts automatically created when they are employed at the University in order to fulfill contractual responsibilities outlined in the current collective agreement between the University and the Faculty Association.
2. After ceasing employment at the University, email, website, and network storage accounts will be terminated after 30 days, or at the discretion of the President.
3. Before leaving the University permanently or for an extended absence, faculty members are responsible for ensuring that data important to the University or colleagues is redirected to an appropriate area, faculty or individual.

## **III. STAFF**

1. Staff (administrators and support staff) have email, website and network storage accounts automatically created when they are employed at the University.
2. After ceasing employment at the University, email, website, and network storage accounts will be terminated after 30 days, or at the discretion of the President.
3. Before leaving the University, employees are responsible for ensuring that data important to the University or colleagues is directed to an appropriate area, faculty or individual.

## **IV. COMMUNITY GROUPS**

1. At the discretion of the President, non-profit community groups (ex: art and design organizations) may be granted a University email or website accounts. Typically the cultural and educational mandate of these organizations coincides with the goals of the University.
2. Where possible, 30 days notice will be given to the community group if these privileges are to be discontinued.