



# Email, Web, and Portal for Official Communication

## 1. Purpose and Policy Statement

There is an ever-increasing reliance on electronic forms of communication among faculty, staff and students at Valdosta State University. In particular, email has become an efficient, fast, and cost-effective method of communication that has many advantages over printed communication. Additionally, announcements directed at general constituencies as well as specific individuals are posted on the public web site and inside the various web-based services for students and faculty.

Because of the importance of this type of communication, email and announcements posted in the portal are considered official forms of communication at the university. This policy ensures that students and employees will have access to a university email and portal account, outlines each student's and employee's responsibilities in having such an account, and establishes expectations for communication between faculty and students for educational purposes and between the university and students for university business purposes. To abide with federal, state and local regulations, this policy must be strictly adhered to.

## 2. Assignment of email and portal accounts

The Information Technology Division will automatically assign each student and employee an official university email and portal account upon acceptance or employment into the university. All email and portal accounts are protected with a password and multifactor authentication. As indicated in the university's "



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matters are not acceptable because security and confidentiality for off-campus accounts cannot be provided by the university. Faculty may unintentionally be in violation of federal, state and local regulations by using such non-institutional accounts.

### **4b. Communication with students by university offices**

Offices such as Academic Affairs, Student Affairs, Financial Services, Student Financial Services, Financial Aid, or Human Resources will send selected official communications to students and employees via email messages and portal announcements. Such email might include individually-addressed messages as well as mailing list messages such as registration announcements or payroll advice and notices of financial aid. These communications are for the purposes of conducting official university business. The university has the right to expect that those communications will be read in a timely fashion.

### **4c. Responsibilities associated with use of university email**

Students and employees are expected to check their assigned email accounts, web site, and portal on a regular and consistent basis in order to receive university communications in a timely manner and users are expected to abide by the VSU



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## 8. Affected Stakeholders

Indicate all entities and persons within the university affected by this policy:

- Alumni       Graduate Students       Undergraduate Students
- Staff       Faculty       Student Employees
- Visitors       Vendors/Contractors       Other: \_\_\_\_\_

## 9. References, Associated Policy(ies), and Supporting Documents

- Georgia Computer System Protection Act
- USG Board of Regents Policy Manual
- USG Board of Regents Computer Security Policy Statement
- USG Information Technology Handbook
- USG Peachnet Acceptable Use Policy
- VSU Information Resources Acceptable Use Policy
- VSU Information Security Policy
- VSU Intellectual Property Policy
- VSU Policy on Confidentiality and Privacy Policy under HIPAA
- VSU Policy Pursuant to the Gramm Leach Bliley Act
- VSU Records Retention Policy

## 10. Policy Attributes

<i>Responsible Office(s)</i>	Information Technology, 1410 N. Oak St., 229-245-4357, itvsu@valdosta.edu
<i>Approving Officer or Body</i>	President, President's Office, West Hall Suite 1004, 229-333-5952, president@valdosta.edu
<i>Created</i>	04/29/2015
<i>Date Approved</i>	06/01/2016
<i>Last Revised Date</i>	07/01/2020
<i>Last Reviewed Date</i>	