



## ITS POLICIES AND GUIDELINES

CATEGORY: Information Technology, Privacy,  
Information Access & Management

STATUS: New Policy

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**POLICY TITLE:** Electronic Mail Policy

**POLICY PURPOSE:**

To define appropriate use of electronic mail at Truman State University.

**APPLIES TO:**

This policy applies to any individual or group with an email account extension of @truman.edu.

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**CONTENTS:** Acceptable Use  
Privacy  
Official Communication  
Broadcast Messages  
Email Account Ownership

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**POLICY STATEMENT:**

**Acceptable Use**

Truman State University provides access to electronic mail [1] for use by students, faculty, staff, and others affiliated with Truman. The University encourages the appropriate use of email to further its mission goals and provides email for use when engaging in activities relating to instruction, research, and management and administrative support. Truman State University also permits incidental personal use provided that such use does not interfere with normal operations, does not generate incremental identifiable costs to Truman, or does not negatively impact an individual's job performance.

Truman State University electronic mail may not be used for commercial purposes, for personal financial gain, to distribute chain mail, or to support outside organizations not otherwise authorized to use University facilities.

**Privacy**

The University supports a climate of trust and respect and does not ordinarily read, monitor, or screen electronic mail. However, complete confidentiality or privacy of email cannot be guaranteed due to the nature of the medium, the need for authorized staff to maintain email systems, and the University's accountability as a public institution. The Provost or the Provost's designee may authorize access to employee or student email in a number of circumstances including, but not limited to, situations involving the health or safety of people or property; possible violations of University and Board of Governors codes of conduct, regulations, or policies; possible violations of state or federal laws; subpoenas and court orders; other legal responsibilities or obligations of the University; or in the case of an employee the need to locate information required for University business.

**Official Communication**

The University routinely uses email for both formal and informal communication (including emergency messages) with faculty, staff and students. Faculty, staff, and students are required to utilize a University-provided account during their enrollment or employment at the University. These addresses are used for University business and

official University communications. All faculty and students, and all staff who have access to email, are expected to check their email regularly for University communications.

### **Broadcast Messages**

In addition to the business communications cited above, broadcast messages to either all faculty/staff, all students, or to everyone on campus, are used for messages from the President's Office, the Provost's Office, or other offices about mission-related matters or issues of broad interest to the University community, and for emergency messages dealing with power outages, street closings, or other public safety matters. Any request to use broadcast email to contact students, faculty, or staff, including survey requests, must be sent to the Office of Public Relations or the Provost's Office for approval.

The broadcast function generally is not used to announce events such as concerts, theatre performances, conferences, symposia, or colloquia sponsored by Truman units or organizations. Public events sponsored by Truman units or registered student and campus organizations may be posted on the electronic Truman State University calendar and/or submitted to the Office of Public Relations for inclusion in the Truman Today.

### **Email Account Ownership**

Truman State University sponsored electronic mail accounts remain the property of the State of Missouri. The University disables accounts for individuals no longer employed at Truman (with the exception of emeriti), and may disable student accounts after graduation.

### **EXCLUSIONS OR SPECIAL CIRCUMSTANCES:**

- Truman-sponsored electronic mail may not be used to support external organizations without securing written approval of the Provost or the Provost's designee.
- Information Technology Services (ITS) may send out broadcast messages to faculty, staff and students to relay information regarding campus technology outages or other system outages that could impact large portions of the Truman community without securing approval of the Provost's Office or Public Relations first.

### **CONSEQUENCES:**

By failing to abide by this policy or policy procedures, individuals may be subject to sanctions, up to and including the loss of computer or network privileges, disciplinary action, suspension, termination of employment, dismissal from the University, and legal action. Some violations may constitute criminal offenses under local, state, and federal laws. The University will carry out its responsibility to report such violations to the appropriate authorities.

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### **CONTACTS:**

<b>Responsible Executive:</b>	Provost and Vice President for Academic Affairs
<b>Responsible Office:</b>	Information Technology Services
<b>Contact:</b>	Chief Information Officer 111 McClain 660-785-4163

**APPROVED BY:** Truman State University President

**APPROVED ON:** XXXX

**EFFECTIVE ON:** XXXX

**REVIEW/CHANGE HISTORY:**

**REVIEW CYCLE:** Annual

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### **DEFINITIONS:**

[1] "Electronic mail" refers to the direct or remote use of, or access to, Truman State University's central or peripheral computer hardware, software, networks, or other related systems or support services, to generate, transmit, store, or otherwise manipulate electronic mail, electronic mail attachments, or other such messages by computer or other electronic devices. Use of electronic bulletin boards, electronic mail lists ("listserves"), account passwords, logon IDs, headers, and "signatures" are included in this definition.

**RELATED DOCUMENTS:**

**KEYWORDS:**

Email, Electronic Mail, Monitoring, Commercial Purpose, Incidental Use, Political Activity, Official Communication, Broadcast Email