



Policy Title: Email Communication Policy

Policy Number: ITO.103

Policy Owner: Director of Business Affairs

Responsible Office: Information Technology (IT) Office

Revision Date: 6/15/2016

1. Purpose and Scope

North American University (NAU) must be able to communicate quickly and efficiently with its faculty, staff, and students in order to conduct university business. Electronic mail (e-mail) is an acceptable and appropriate medium for such communication. NAU may send communications to faculty, staff, and students by email to their NAU e-mail addresses. This policy outlines the general rules and standards for e-mail sent to and by NAU faculty, staff, and students.

This policy applies to all system users at any location, including those faculty, students and staff who use privately owned computers or systems to access NAU information, computing and network resources.

2. Policy

E-mail is considered a formal communication by North American University (NAU). Faculty, staff and students are expected to check their university-provided emails frequently in order to stay current with University and/or faculty-student related communications, including those intended to meet the academic and administrative needs of the university and business that is critical to the operation and function of the university. Faculty, staff, and students are responsible for keeping their email passwords confidential and must neither share their password with others nor leave it exposed.

E-mail communications must comply with federal and/or state regulations and university policies, including the Appropriate Use of Information Technology Resources policies.

Violations of university policies governing the use of this policy may result in restriction of access to university information technology resources in addition to any disciplinary action.

3. Procedures

University e-mail addresses are of the form 'userid@na.edu' (previously userid@northamerican.edu) Faculty and staff e-mails are included in the university directory NAU students will have a university user ID and email address upon enrolling in the university.

Although students or faculty and staff may choose to forward their university e-mail address to another e-mail address, there is a risk that forwarded content may be lost or blocked. Problems with forwarded e-mail will not absolve the individual of responsibilities associated with university communications sent to their university e-mail address.

University user ID and email address may be suspended within three months after the effective date of termination or separation from the university. An email address of such a user may be restored and maintained by a university administrative officer for the purpose of carrying out university business.

Security and Privacy

Electronic mail and data stored on NAU's computer network and email servers may be accessed by NAU IT Office for the following purposes:

- troubleshooting hardware and software problems,
- preventing unauthorized access and system misuse,
- retrieving university business related information, *
- investigating reports of alleged violation of university policy or local, state or federal law, *
- complying with legal requests (e.g.; court orders) for information, *
- rerouting or disposing of undeliverable mail,
- addressing safety or security issues.

* The system administrator will need written approval, including email, indicating the extent of access that has been authorized by the Provost, to access specific mail and data for these purposes.

NAU never requests personal confidential information such as social security, credit/debit card, or bank account numbers be returned by email. Users of e-mail services should be aware that even if a sender and/or recipient have discarded their copies of an electronic mail record, back-up copies of such communications can still be retrieved.

4. Who Should Read This Policy

- Students
- Faculty and Staff

5. Related Documents and References

- Appropriate Use of Information Technology Resources Policy