**CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO  
CAMPUS EMAIL STRUCTURE  
AND COMMUNICATION POLICY**

**RECOMMENDED BY ADMINISTRATIVE COUNCIL: July 26, 1999**

**APPROVED BY PRESIDENT KARNIG: July 29, 1999**

**REVISION #1**

**RECOMMENDED BY ADMINISTRATIVE COUNCIL:** **November 28, 2005**

**APPROVED BY PRESIDENT KARNIG: January 5, 2007**

**REVISION #2**

**RECOMMENDED BY ADMINISTRATIVE COUNCIL: February 08, 2018**

**APPROEVD BY PRESIDENT MORALES: February 08, 2018**

**For interpretation of this policy, please contact:** Information Technology Services -- 909/537-5100.

**BACKGROUND**

The structure of the campus email system has evolved over the years as different servers have been utilized to handle campus email. The usage of email communications has increased and will continue to increase. This policy addresses issues related to proper usage, and the standardization of email addresses. The revised policy also address the responsibility to regard emails from the university as official communication.

**PURPOSE**

The purpose of this statement of structure is to provide a consistent procedure by which email accounts will be established and administered for all campus constituents. In addition, this policy makes email communications an official and binding means of communication. (Note: This policy does not prohibit the use of USPS mail.)

**GENERAL**

All campus employees and students will be assigned a CSUSB email account. A CSUSB email address shall be used for official university business communication. All active employees are required to maintain a CSUSB email account and shall not use a personal or commercial email address for official university business.

**EMPLOYEES**

Employee email accounts will be established for employee based on active university employment.

1. Employee email addresses will be created according to the campus email standard.
2. Email retained on university systems will follow university information retention policy.
3. Employee email accounts will be deactivated upon separation from university employment. Separated employees may submit a request to their immediate administrator to forward their email to a personal email address for a limited period of time.
4. Retirees and emeriti may maintain a university email account based on the campus email standard.

**STUDENTS**

Student email accounts will be established and maintained for new applicants, students who are eligible to enroll for the subsequent term, and graduates for one year following graduation.

1. Student email addresses will be created according to the campus email standard.
2. Students will be assigned an email address once they submit an admission application; this will be recorded in the university student information system. Students will be notified of their official CSUSB email address as part of the campus acknowledging the receipt of the application for admission.
3. As with all other student directory information, FERPA (the Family Educational Rights and Privacy Act of 1974) regulations will be followed and requests for student email addresses will be handled in the same manner as requests for home addresses. Procedures for obtaining this information can be obtained from the Office of the Registrar.
4. All email sent to students should include the name, title, email address and telephone number of the person sending the email so that the student may verify the integrity of the email.
5. Emails sent to students should not include non-directory information as defined in the [University Bulletin Catalog](http://policies.csusb.edu/student_records_administration.htm) under the section entitled "Privacy Rights".

**ACCOUNT HOLDER RESPONSIBILITY**

Account holders have the responsibility to properly maintain and protect their email accounts and to prevent abuse and unauthorized use of university resources. If employees or students choose to forward their email to a non-CSUSB email account, they assume all associated risks, including but not limited to litigation holds. CSUSB will not be responsible for the handling of email by non-CSUSB providers. Emails sent to a university listserv shall be governed by the campus policy on campuswide listservs.

**STUDENT RESPONSIBILITY**

Students should check their university email accounts daily to stay current with university-related communication. The consequences of not checking email are the same as those for not checking U.S. Postal mailbox. Some of these consequences include missing payment deadlines, missing registration deadlines, missing immunization requirements, missing out on opportunities for financial aid, and missing requirements and deadlines for graduation.

Students are responsible for the consequences of not reading university-related communications sent to their email accounts and have the responsibility to recognize that certain communications may be time-critical. Errors in forwarding email to a personal email address or failure to read emails regularly are not acceptable reasons for missing university deadlines.

**GROUP EMAILS TO STUDENTS**

Group emails are typically emails sent by administrative offices to selected groups of students. The President, Provost, Vice Presidents, the Office of Strategic Communications, the Office of the Registrar, the Office of Student Financial Services, the Office of Financial Aid & Scholarship, the Office of Admissions and Student Recruitment, the Office of Graduate Studies, the Center of International Studies, or their designees are authorized to send emails to selected groups of students. Offices not listed will forward their request to the Office of the Registrar. In addition, University divisions, departments, and University-recognized organizations are eligible to request a listserv to reach their constituents, as governed by the Policy on Campus Listservs.

Emails to students will contain the following information:

1. Notice that this is a communication from California State University, San Bernardino.
2. The office, email address, and a telephone number to verify the integrity of the email or address or with questions about the contents of the email.
3. All messages must comply with accessibility standards and university policies.

**CAMPUS EVENTS EMAIL**

A Campus Events email is typically sent to currently enrolled students and students eligible to register for the subsequent term. The Campus Events email will be sent to students after request is submitted and approved by the Office of the Registrar.

**CONFIDENTIALITY AND PRIVACY RIGHTS**

All emails will be consistent with the University policies and local, state and federal law, including, but not limited to, the Student Record Administration Policy.