**CSUSB Student Email Standard Revision**

**For Review and Recommendation**

**Introduction**

The purpose of this recommendation is to further standardize the way CSUSB email addresses are issued to students and applicants, similar to the faculty and staff email address standardization in Fall 2014.

**Details**

The goal of this proposal is to improve student email address standard and to phase out the old student email address standard established in 2007. Currently all applicants and students receive a CSUSB Gmail (CoyoteMail) account in the format of “last name” + “first letter of first name” + 3 random numbers if there are conflicts. For example, Joe Coyote will have an email address of coyotej@coyote.csusb.edu.

**Challenges(s)**

Users have expressed that the current format is very confusing and is not user-friendly. Many students just use their CoyoteID@coyote.csusb.edu or their personal email address, and faculty members are often not able to tell which student a specific email address belongs to.

**Impact(s) if we do nothing**

If we do nothing, CSUSB can continue to function in the current model, however this may hinder faculty and student productivity.

**Recommendation**

1. Standardize student e-mail address created after July 1, 2017 to the new standard of: **firstname.lastname0000@coyote.csusb.edu** where 0000 is the last 4 of the student’s CoyoteID.
2. “Grandfathered” account will not be switched to the new standard.
3. Create a process for “grandfathered” students to request an email alias with the new standard on a by-request basis.

# **Budget Considerations**

[ ] This will cost more than $10,000 (multiple-bid solicitation required)

[ ] This will cost more than $50,000 (Purchasing approval required)

[ ] This will cost more than $500,000 (Procurement Audit)

[ ] This is considered a High-Risk (Liability) Project to CSUSB or the CSU

## Other considerations

## Many “grandfathered” students who may wish to change their email address. By providing a tool/procedure in the future, we will be able to make the change on a by-request basis. The first and last name will be the students’ legal first and last name. Any changes to legal names will have to be addressed one-by-one.

# **Assessment**

## KPIs

Provide a minimum of two (2) key performance indicators (KPI) will best indicate project success:

1. More accuracy on communicating to students as senders can better validate recipients.
2. Better standardization of email address format across campus.

## Estimated Timeline

Project Start Date: April 2017

Project Completion Date: July 1, 2017

## Departmental Resource Allocation

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| [x] ACBI | [ ] ATI | [ ] DDTS | [x] ECS | [x] ISET  | [ ] TNS | [ ] PMO | [ ] Web |

# **Approval**

[x]  This project will require IT Governance review during the February monthly meeting.

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Submitting MPP Submittal Date

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Approving MPP Approval Date