

EMAIL POLICY

Responsible Officer Contact Officer	Director of IT at UNSW
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1. Preamble

The University of New South Wales has recognised that electronic mail has become a major means of communication within the University community, acknowledging its benefits, the University makes electronic mail facilities available to all members of the community and is moving to make electronic mail the primary means of communication for a large proportion of official University communications.

If used appropriately, electronic mail has the potential to offer the following benefits to the University and members of its community:

Encouragement of team working for teaching, research and administration.

A more cost-effective, timely and environmentally friendly means for the University to communicate and disseminate information, day-to-day.

Fostering collaboration across national and international boundaries.

A method of communication which encourages the formation of a cohesive university community over geographically dispersed sites.

That UNSW will meet the expectations of potential students with regard to the services provided by a university in a competitive international environment / market.

A convenient means for business transaction record-keeping.

Ease of establishing two-way communication with teaching staff.

Enhanced access to teaching and research materials for some users with disabilities (in particular hearing-impaired users), who benefit from increasing amounts of materials in written form.

Another means of social interaction for all students and staff, which contributes to the completeness of the UNSW experience.

UNSW is also aware of the risks associated with electronic mail which include:

The difficulty of providing access to suitably equipped computers for students.

The increased difficulty in controlling record-keeping and legal liability issues.

The awareness that email is not a secure form of communication, and that privacy and confidentiality are not guaranteed.

That electronic mail may be used to deliver material inappropriate to a University context.

The problems related to information overload, inevitable when large quantities of information, some of which is of marginal value, is delivered to individuals.

That the implementation of email may result in further barriers for users with disabilities, in particular where the users may require additional technologies in order to make the most effective use of email.

Overall, UNSW considers electronic mail a positive resource for the University and will work to encourage its implementation and use.

Policy for making a complaint or reporting incidents of criminal, corrupt conduct or maladministration or Protected Disclosure at UNSW.

Staff use of electronic mail must be consistent with:

- *Code of Conduct*
- *Acceptable Use of UNSW ICT Resources Policy*
- *Policy for making a complaint or reporting incidents of criminal, corrupt conduct or maladministration or Protected Disclosure at UNSW.*

Staff may use electronic mail for outside work only in a manner consistent with the conditions set out under the *Policy for Paid Outside Work by Academics* or its successor.

University policies on equity, such as the *Equity and Diversity Policy Statement* are equally applicable to communications undertaken by electronic mail as to those undertaken verbally or in writing.

Electronic mail messages sent or received by employees in the course of their official duties are official records of the University which must be kept to meet various legal requirements. These messages are therefore subject to the University's *Recordkeeping Policy* and *Electronic Recordkeeping Policy* which impose significant obligations on individual employees.

2.3 Ethics and appropriate practice

Electronic mail may not be used for commercial purposes (except as noted in 2.2, where the usage is for acceptable outside work), and must be consistent with the relationship that the individual user has to the University. The sender, whether institutional or individual, must be clearly identifiable in all transmitted messages.

The transmission of unsolicited electronic mail should only occur where the recipient can be identified as having a high probability of having a particular

interest in the subject matter. This excludes the use of mass e-mail distribution lists.

2.7 Mailing lists and broadcasts

Transmission of mail to multiple users must be controlled so that users do not receive a large quantity of unwanted and unsolicited mail as this can reduce the effectiveness of the electronic mail service. Users may solicit mail on a particular topic by subscribing to a mailing list from which they can also unsubscribe at will. Mailing list owners are required to create a meaningful list title for the information of recipients.

For the purposes of this Policy, any collection of email addresses used to send multiple copies of an email item is classed as an "email list".

Unsolicited email may only be sent to multiple users where the mailing is related to their University function and the sender has an appropriate work relationship. For example, Heads of School mailing to their staff, academics mailing their classes, financial administrators mailing all those with financial delegations etc.

Special interest groups must issue invitations to join before including any group or individual in a mailing list, and members have the right to unsubscribe at will.

Sending of unsolicited broadcast email to all members of the University, or a substantial subset (such as all academics), requires the approval of the Vice-Chancellor (see Appendix for procedures).

2.8 Volume and performance issues

Performance and cost of the electronic mail systems for all users can be adversely affected by inconsiderate use by particular individuals. Therefore, the University reserves the right to set limits on:

- The size of individual electronic mail items sent.

- The total volume of electronic mail sent.

- The amount of electronic mail retained on central electronic mail servers.

The University pays for electronic mail incoming to the University. While clearhile clenc.1 (tfl-8)7

of the University which apply to hard copy formats of written documentation also apply to email messages.

The retention of electronic mail is covered by the *UNSW Electronic Recordkeeping Policy*. In particular, attention is drawn to the following extract: “Where the electronic record is the only record of the business activity, it will be maintained in electronic form as long as required in accordance with relevant statutes, regulations, archival purposes and business needs.”

2.10 Training and recommendations

The University will, from time to time, recommend appropriate electronic mail packages and configurations, and provide information on the installation and use of such packages.

The University will provide training on the use of electronic mail from technical, best practice and cost/benefit perspectives.

2.11 Availability and termination of access

Electronic mail accounts will be available centrally to all enrolled students and all staff. Other members of the UNSW community will be required to apply on an annual basis.

Access to the service will be terminated when the user ceases to be an employee or enrolled student of the University. Other members of the community will be required to re-apply on an annual basis.

The University reserves the right to terminate the access of any user whom it believes is not operating in accordance with the policy.

2.12 Use of email for delivery of official information

It is acceptable, and encouraged, to use email to deliver official information related to the administration, teaching or research of the University to staff and students. For official purposes, items sent by email will be considered to be equivalent to those sent in writing.

In accordance with DEEWR guidelines, HECS liable and non-fee-paying HECS exempt students must be able to complete their chosen award without facing additional course-related charges imposed by the University.

3.2 Directories

It is the responsibility of IT at UNSW to provide a University-wide directory, which will include email addresses. Although IT at UNSW will endeavour to include all email addresses that are on the central systems, it cannot automatically include those from local email systems. It is the responsibility of all email users to ensure that their directory entry is current.

The directory will be available over the Internet as a WWW page. Searching the directory will require entry of a minimum of two characters from a surname to impede the compilation of complete copies by outside organisations.

3.3 Mailing Lists

It is the responsibility of IT at UNSW to make available a mailing list system for creating email lists and to establish lists for valid purposes (as defined by this Policy under Item 2.7) on request.

3.4 Charging

The University reserves the right to review and consider, from time to time, the levying of a charge for electronic mail services.

3.5 External Users

Those members of the University community who are required to reapply for accounts on an annual basis may be charged an annual management fee.

3.6 Performance

It is the responsibility of IT at UNSW to monitor the performance of the existing central email system and its usage in order to ensure the service meets the needs of its users within the available resources.

3.7 Security

It is the responsibility of IT at UNSW to investigate a range of key cryptographic ciphers to determine the method best suited to the University's needs. As national and international standards are established, the University will ensure that all members of UNSW will have access to trustworthy sources of electronic information and a reliable encryption method, and will promulgate their use.

3.8 Filtering and Blocking

IT at UNSW will provide filtering and blocking of email addressed through the central email service (@unsw.edu.au and @student.unsw.edu.au addresses). The service will provide virus scanning and limited blocking of email based on sender or recipient address, or data patterns contained within the email.

3.9 Support

It is the responsibility of IT at UNSW to evaluate and recommend client software, and to provide basic user documentation for the facilities.

The University encourages budget units J1.1 (I)-MC /H2 MCID 20 BDC n74 -1.15o J1.1 MCID 26

The IT Service Centre will provide support for staff and students using the central facilities (where recommended software and hardware are used).

3.10 Regulation

It is the responsibility of IT at UNSW to administer usage of the central service and to discontinue the service to any user who is considered to be in breach of this policy or any other UNSW rules or policies, or applicable Federal or State law. Any such decision may be appealed to the Director, IT at UNSW.

Budget units that implement local email systems are responsible for ensuring that those systems comply with University policy.

3.11

Documents referenced in the policy

Electronic Recordkeeping Policy

Student Code of Conduct and Student Misconduct Procedures

Policy for making a complaint or reporting incidents of criminal, corrupt conduct or maladministration or Protected Disclosure at UNSW

UNSW Code of Conduct

Paid Outside Work by Academic Staff Policy,

Appendix A: Broadcast Email

Persons wishing to send email to a substantial fraction of staff and/or students should note the following:

- 1 There is no mechanism to send email to all members of a particular group (such as "all staff"). This is for a number of reasons:
 - not all users read their email regularly,
 - not all email accounts are held centrally (there are many local mail servers with their own operating methodologies),
 - not all users on central email servers (particularly those created several years ago) are classified into groups such as "academic staff", "general staff" etc.

At best, coverage will be a substantial fraction of users. This will improve as more people use their "official" email address.

- 2 When distributing mail to several hundred people, there can be no expectation of confidentiality.
- 3 The process of delivering email to large groups is inherently slow. This is a limitation in the technology, not in staff resources. A large mailing list (such as "all academic staff") can take several hours to work through on the mail servers. Three hours is typical, depending on the system loading.

IT at UNSW has created and will maintain the following **incomplete** lists, bearing in mind the limitations above:

- All people on email (ie all students, staff and others with accounts),
- All staff (defined as those with UNSW staff numbers),
- All students, ♦
- All academic staff,
- All general staff.

The procedure for sending broadcast emails is:

- 1 The sender must obtain the approval of the Vice-Chancellor or acting Vice-Chancellor.
- 2 If at all possible, give reasonable notice to IT staff. This will ensure a quicker response. Staff are only guaranteed to be available from 9 am to 5 pm on weekdays.
- 3 Compose the mail message using **text only** – not as Microsoft Word attachments

Appendix B: History

Version	Authorised by	Approval Date	Effective Date	Sections modified
1.0	Vice-Chancellor	14 July 1997	14 July 1997	
<p>This policy was first developed on 14 July 1997 by a Working Party chaired by Ms Christine Page-Hanify, Director of Information Services and Deputy Principal. The Working Party consisted of the following members:</p> <p>Dr Keith Burston, Manager, Communications Unit Associate Prof Graham Greenleaf Faculty of Law, Co-Director, Australasian Legal Information Institute (AustLII) Ms Debbie Osborn, Head, Policy Management Unit Mr Geoff Oakley, Manager, Computing Facilities, School of Computer Science and Engineering Ms Elizabeth Marks, Administrative Officer, Policy & Coordination, DIS</p>				
2.0	Vice-Chancellor	February 2000	February 2000	

In February 2000 this policy was reviewed by:

- Ms Christine Page-Hanify, Director of Information Services and Deputy Principal
- Dr Keith Burston, Manager, Communications Unit
- Professor Paul Compton, School of Computer Science and Engineering
- The Information Technology Committee
- The Academic Board
- Ms Debbie Osborn, Head, Policy Management Unit
- Ms Jude Stoddart, Director, Equity and Diversity Unit
- Ms Elizabeth Marks, Executive Officer, DIS

and changes made to it by Dr Burston. Dr Burston also included the *Broadcast Email Procedures* in this Policy as an A30.7(a)-1.2 (n A3C