CALIFORNIA STATE UNIVERSITY CHANNEL ISLANDS
ADMINISTRATIVE POLICY MANUAL

Policy on Communication with Students

Purpose: To ensure accurate, timely, and effective communication of University business to students either by mail or email.

Background: A need exists to provide effective, consistent and cost efficient communication with enrolled students.

Accountability: Provost and Vice President for Academic Affairs and the Vice President for Student Affairs.

Applicability: All matriculated students, faculty and staff at CSU Channel Islands.

Definition(s):
Mail shall be defined as letters and parcels conveyed by the United States Postal Service.

Email shall be defined as the system whereby letters, messages and other data are transmitted from one computing or electronic communication device to another through an electronic communication network.

\<Division\>	**Policy Number:** \<Office Use Only\>
Approved By: \<Office Use Only\>	**Effective Date:** \<Office Use Only\>
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Policy:

1. **Mail:**

    a. Students shall provide the University with a current mailing address.

2. **Electronic Communication:**

    a. All students shall receive an email account from the University. Official student email addresses end in @dolphin.csuci.edu. Students may have email privileges restricted for disciplinary reasons.

    b. Admistration shall utilize the "Dolphin Email" system as the official means of communication to CSUCI students. In the event that Administration is unable to communicate with a student using the "Dolphin Email" system, Administration shall communicate with students via the U.S. Postal Service.

    c. Students may redirect their University email address to another account. However, the University will not be responsible for the handling of email by outside vendors or departmental servers. Instructions for redirecting shall be available on the CSUCI "Dolphin Email" web site.

    d. Faculty shall determine how electronic forms of communication (e.g. email) will be used in their respective classes and will specify requirements to their students.

    e. All electronic communication shall meet federal and state accessibility requirements.

    f. All email sent to students shall 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.

    g. Personal or identifying information in emails sent to students may only include directory information as defined in the University Catalog under the section entitled "Privacy Rights of Students in Education Records (FERPA)"

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unless the student has specified in writing to the Admissions and Records office not to release directory information.

h. It is a violation of University policy to use University mail or a University email address to impersonate a University office, administrator, faculty, staff member, or student.

i. Students who are suspended or expelled may have their "Dolphin Email" account closed. The account shall only be re-opened with approval from the University Judicial Affairs Officer.

j. Complaints involving harassing email shall be investigated by the University Judicial Affairs Officer.

k. Students who voluntarily withdraw from the University and have not completed their program degree or have not enrolled for more than one academic year, will have their email account closed at that time.

l. Only designated University offices are eligible to send global student emails.

m. Student email addresses shall not be provided for commercial purposes, personal gain or spamming.