

East Tennessee State University

Electronic Mail

Electronic Mail



an Information Technology Services Policy

Purpose:

This policy is intended to provide a process for official communication between East Tennessee State University (ETSU) faculty and staff with students. Faculty and staff are required to use the official ETSU assigned email address to communicate with ETSU students. Students are also required to use the official ETSU assigned email address to communicate with faculty and staff to ensure communication is with the person to whom the email account is assigned.

Policy:

Email is an integral part of the academic process in which confidential information about ETSU students is often transmitted, including evaluations, grades, and financial information. Faculty, staff, and students must recognize that although there is an expectation of privacy, unencrypted email is not a secure means of transmitting information. While this policy does not prohibit student information from being transmitted by email, caution must be exercised regarding the content of messages.

ETSU provides each student, faculty, and staff member with an official university-assigned email account. All official university communications will be sent to the university email address. Faculty, staff, and students may assume that official ETSU email is a valid communication mechanism. Therefore, the university has the right to send communications to students, faculty, and staff via email and the right to expect that those communications are received and read in a timely fashion. Although students may choose to forward university email to an external email account, he or she is responsible for all information, including attachments.

Approved: Information Technology Governance Council

Reviewed: March 2017