

# STUDENT EMAIL ACCOUNT POLICY AND PROCEDURE



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## 1 PURPOSE

- 1.1 There is an expanding reliance on electronic communication among students and employees at CQUniversity. This is motivated by the convenience, speed, cost-effectiveness and environmental advantages of using email rather than printed communication. Because of this increasing reliance and acceptance of electronic communication, email is considered an official means of communication within the University.

## 2 SCOPE

- 2.1 This policy and procedure relates to all students of CQUniversity and provides guidelines regarding the following aspects of email as an official means of communication:
- University use of email
  - assignment of student email addresses
  - student use of and responsibilities associated with assigned email addresses, and
  - expectations of email communication between employees and students.

## 3 POLICY STATEMENT

- 3.1 Students must comply with the [Information and Communications Technology Acceptable Use Policy and Procedure](#) and any other relevant policy documents. In general, unless matched by an appropriate level of security, email is not appropriate for transmitting sensitive or confidential information.
- 3.2 Confidentiality regarding student records is protected under the [Information Privacy Act 2009](#) (Qld). All use of email, including use of sensitive or confidential information, will be consistent with this Act.
- 3.3 Email shall not be the sole method for notification of any legal action.
- 3.4 Students will have access to their CQUniversity Mail account and “@cqumail.com” address for life and access will not be reliant on students being active in a program.

- 3.5 Students who are unable to receive electronic communications may request to have all correspondence posted via the [Request for Hard Copy Correspondence Form](#).

## 4 PROCEDURE

### University use of email

- 4.1 Email is an official means for communication within CQUniversity. The University has the right to send communications to students via email and the right to expect that those communications will be received and read in a timely fashion.

### Assignment of student email addresses

- 4.2 The Digital Services Directorate will assign all students an official University email address in the form of “@cqumail.com” that they can continue to use after they graduate, for example “First name.Last name@cqumail.com”. These personalised email addresses will be assigned using the following process, based on the availability of the address once the student has enrolled:

- 1) First name. Last name@cqumail.com
- 2) F. Last name@cqumail.com
- 3) First name .M. Last name@cqumail.com
- 4) F.M. Last name@cqumail.com
- 5) If none of the above addresses are available, the student number will be added to “@cqumail.com” address, for example s1234567@cqumail.com.

*\*Note: The ‘F’ and ‘M’ represent the initials of a student’s first and middle name respectively.*

- 4.3 Students may request that their personalised “@cqumail.com” address be modified by contacting the [Technology and Services Assistance Centre](#) (TaSAC). Requests will be reviewed for address availability and evaluated to ensure that offensive email combinations are not approved.

### Expectations regarding student use of email

- 4.4 Students are expected to check their CQUniversity Mail account on a frequent and consistent basis in order to stay current with University communications. The University recommends checking email once a week at a minimum as certain communication may be time-critical. Students may choose to forward their email to another account or internet service provider (ISP) by using the provided settings in their CQUniversity Mail account. Due to third party involvement, the University cannot guarantee successful delivery of the email once this option is chosen. For this reason, it is highly recommended that students only enable this option if deemed absolutely necessary.

### Educational uses of email

- 4.5 Academic employees may determine how email will be used in their classes. It is highly recommended that if academic employees have email requirements and expectations they specify these requirements in their course profiles. Academic employees may expect that students’ official email addresses are being accessed and academic employees may use email for their units accordingly.

## 5 RESPONSIBILITIES

### Compliance, Monitoring and Review

- 5.1 The Deputy Vice-President (Students) and University Secretary is responsible for implementing, monitoring, reviewing and ensuring compliance with this policy and procedure.
- 5.2 Changes will be authorised by the approval of the Deputy Vice-President (Digital Services).

## Reporting

- 5.3 No additional reporting is required.

## Records Management

- 5.4 Employees must manage records in accordance with the Records Management Policy and Procedure. This includes retaining these records in a recognised University recordkeeping information system.
- 5.5 University records must be retained for the minimum periods specified in the University Sector Retention and Disposal Schedule on the Queensland State Archives website. Before disposing of any records, approval must be sought through the Records Management Office (email [records@cqu.edu.au](mailto:records@cqu.edu.au)).

## 6 DEFINITIONS

- 6.1 Terms not defined in this document may be in the University [glossary](#).

## 7 RELATED LEGISLATION AND DOCUMENTS

[Information and Communications Technology Acceptable Use Policy and Procedure](#)

[Information Privacy Act 2009](#) (Qld)

## 8 FEEDBACK

- 8.1 Feedback about this document can be emailed to [policy@cqu.edu.au](mailto:policy@cqu.edu.au).

## 9 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Vice-Chancellor and President
Delegated Approval Authority	Vice-President (Student and Corporate Services)
Advisory Committee	N/A
Administrator	Deputy Vice-President (Students) and University Secretary
Next Review Date	8/06/2019

Approval and Amendment History	Details
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Notes	This document was formerly known as the Student Email Principles.