

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 staff 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 CQUniversity.

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 staff and students.

3 POLICY STATEMENT

- 3.1 Students must comply with the [Acceptable Use of Information and Communications Technology Facilities and Devices Policy](#) and [Procedure](#) and any relevant policies that may be established from time to time. 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*. 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. For information on how to request this, download the "Request for Hard Copy Correspondence" from the [Student Records page on the CQUniversity Website](#) .

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 Information Technology Directorate (ITD) 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 [ITD Service Centre](#). 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 communications may be time-critical. Students may choose to forward their email to another account or 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 staff may determine how email will be used in their classes. It is highly recommended that if academic staff have email requirements and expectations they specify these requirements in their course profiles. Academic staff may expect that students' official email addresses are being accessed and academic staff may use email for their units accordingly.

5 RESPONSIBILITIES

Compliance, Monitoring and Review

- 5.1 The Director, Student Experience will review this policy as needed.

Changes will be authorised by the approval of the Director, Information Technology.

Reporting

5.2 No additional reporting is required.

Records Management

5.3 Staff must maintain all records relevant to administering this policy and procedure in a recognised University recordkeeping system.

6 DEFINITIONS

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

7 RELATED LEGISLATION AND DOCUMENTS

[Information Privacy Act 2009 \(Qld\)](#)
[Acceptable Use of Information and Communications Technology Facilities and Devices Policy and Procedure](#)

8 FEEDBACK

University staff and students may provide feedback about this document by emailing the policy office at policy@cqu.edu.au.

9 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Vice-Chancellor and President
Advisory Committee to Approval Authority	Vice-Chancellor's Advisory Committee
Administrator	Director, Student Experience
Next Review Date	8/06/2019

Approval and Amendment History	Details
Original Approval Authority and Date	Executive Director (Corporate Services) 19/03/2010
Amendment Authority and Date	Academic Registrar 08/02/2011; Vice-Chancellor and President 11/04/2013; Vice-Chancellor and President 8/06/2016.
Notes	This Policy and Procedure was previously titled Student Email Principles