


<b>DOCUMENT TYPE</b>	<b>P</b>	
<b>ADMINISTRATIVE</b>	<b>5</b>	
<b>STUDENT ADMINISTRATION</b>	<b>8</b>	
<b>GENERAL</b>	<b>1</b>	
<b>NUMBER</b>	<b>004</b>	
		Policy Database Document Reference Number <b>581004P</b>

## USE OF ELECTRONIC MAIL (EMAIL) FOR OFFICIAL CORRESPONDENCE WITH STUDENTS POLICY

<b>Purpose/ objectives</b>	This policy establishes Electronic Mail (Email) as the University's preferred medium for official correspondence with students.
<b>Scope/ application</b>	<ul style="list-style-type: none"> <li>• all campuses</li> <li>• all programs</li> <li>• all members of the University community.</li> </ul> <p>This policy covers transactions between the University and its students that:</p> <ul style="list-style-type: none"> <li>• are sent to or from La Trobe University Student Email Accounts; and</li> <li>• concern the entitlements or obligations of students.</li> </ul> <p>It does not apply to correspondence whose purpose is mainly commercial or promotional.</p>
<b>Policy statement</b>	<p>Email is the University's preferred medium for official correspondence with students. Reliance on Email for Official Correspondence requires explicit or implied consent. Activation of a Staff or Student Email Account by the authorised account holder is deemed consent unless alternative arrangements are negotiated with the University on equity and access grounds.</p> <p>La Trobe will recognise as official correspondence only email sent through the University Email System in accordance with the University's Internet Code of Practice.</p> <p>The University will send significant correspondence both as email and as postal mail.</p> <p>Both staff and students are responsible for checking email with appropriate frequency.</p> <p>The University is not responsible for mail delivery failures due to user negligence.</p>
<b>Supporting procedures</b>	Use of Electronic Mail (Email) for Official Correspondence With Students Authorising Email Broadcasts to Students Procedure
<b>Responsibility for implementation</b>	Heads of Divisions Registrars Manager, Student Records ICT
<b>Responsibility for monitoring implementation and compliance</b>	Director, Academic Services
<b>Status</b>	Format revised 09/08.

<b>DOCUMENT TYPE</b>	<b>P</b>	
<b>ADMINISTRATIVE</b>	<b>5</b>	
<b>STUDENT ADMINISTRATION</b>	<b>8</b>	
<b>GENERAL</b>	<b>1</b>	
<b>NUMBER</b>	<b>004</b>	
		Policy Database Document Reference Number <b>581004P</b>

<b>Key stakeholders</b>	<p>Chief Information Officer  Director, Equity and Access  Manager, Student Records  Heads of Divisions  Registrars  Students</p>
<b>Approval body</b>	Approved by Council 06/08/07 (C07/51(M), Min. 372.5.3).
<b>Initiating body or person(s)</b>	Academic Services Division
<b>Definitions</b>	<p><b>consent:</b> explicit agreement to a proposed course of action and agreement that can reasonably be inferred from the conduct of the person concerned. It does not include consent which is given subject to conditions, unless the conditions are met.</p> <p><b>electronic mail (Email):</b> electronic mail sent to or from a La Trobe University Staff or Student Email Account.</p> <p><b>official correspondence:</b> correspondence created or received by a staff member or contractor of La Trobe University in the conduct of University business relating to the obligations or entitlements of Students.</p> <p><b>significant correspondence:</b> correspondence</p> <ul style="list-style-type: none"> <li>• that the University sends as part of a process directed by law or prescribed under a Statute or Regulation of the University; or</li> <li>• to which non-response is likely to have a significant negative impact on the student concerned</li> </ul> <p><b>staff email account:</b> the computer account that La Trobe University issues automatically to staff members on appointment, through which staff may send and receive official correspondence.</p> <p><b>student email account:</b> the computer account that La Trobe University issues automatically to all enrolled Students and through which Students may correspond electronically with the University. It specifically excludes any computer accounts other than accounts issued by La Trobe University, except where a special arrangement is negotiated under section 6.9.1 of this policy.</p> <p><b>University Email System:</b> central messaging system hosted by La Trobe University's Information and Communication Technology group to provide messaging and collaboration services, including email, to staff and students of the University.</p>
<b>Related legislation</b>	<p><a href="#">Charter of Human Rights and Responsibilities Act 2006</a> (Victoria)</p> <p><a href="#">Electronic Transactions Act 1999</a></p> <p><a href="#">Electronic Transactions (Victoria) Act 2000</a></p> <p><a href="#">Higher Education Support Act 2003 (HESA)</a></p>
<b>Related Policy and other</b>	<a href="#">Regulation 37.1 – Use of University Computer Facilities</a>

<b>DOCUMENT TYPE</b>	<b>P</b>	
<b>ADMINISTRATIVE</b>	<b>5</b>	
<b>STUDENT ADMINISTRATION</b>	<b>8</b>	
<b>GENERAL</b>	<b>1</b>	
<b>NUMBER</b>	<b>004</b>	Policy Database Document Reference Number <b>581004P</b>

<b>documents</b>	<p>Internet Code of Practice  Information Security Policy  Equality and Diversity Policies  Privacy Policy  Records Management Policy</p>
<b>Date Effective</b>	August 2007
<b>Next Review Date</b>	August 2012
<b>Keywords</b>	email, electronic mail, broadcast mail, correspondence
<b>Owner/Sponsor</b>	Director, Academic Services
<b>Author</b>	Policy Consultant, Academic Services Division
<b>Contact person</b>	<a href="mailto:d.villani@latrobe.edu.au">d.villani@latrobe.edu.au</a> <a href="mailto:p.gilson@latrobe.edu.au">p.gilson@latrobe.edu.au</a>