

DOCUMENT TYPE	D	 <b>LA TROBE</b> UNIVERSITY
ADMINISTRATIVE	5	
STUDENT ADMINISTRATION	8	
GENERAL	1	
NUMBER	005	

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

<b>Parent Policy Title</b>	Use of Electronic Mail for Official Correspondence with Students Policy																										
<b>Associated Documents</b>	Authorising Email Broadcasts to Students Procedure																										
<b>Preamble</b>	This procedure sets standards for using email responsibly and in compliance with relevant laws and policies.																										
<b>General</b>	For more detail, refer to the Use of Electronic Mail (Email) for Official Correspondence with Students Operating Guidelines																										
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<b>1. Legal framework</b>	This policy operates within, and must be applied with reference to, relevant State and Federal laws and related University regulations and policies. Where there is any conflict between the policy and state or federal law or University regulations, the law or regulation will take precedence.																										
<b>2. Purposes provided by law</b>	Allowable purposes include, but are not necessarily limited to, giving information in writing, providing a signature, producing a document and retaining or recording information. As provided by law, La Trobe University will not deem any electronic transaction with the University invalid solely on the grounds that it has been transacted electronically.																										

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<b>3. Application to instructional uses of email</b>	<p>Members of academic staff have discretion to determine whether and how they will use email in subjects they teach – that is, for instructional purposes – subject to any conditions set by the University, their work unit or their supervisor. Email used for instructional purposes is official correspondence and is covered by this policy. Staff who plan to use email in their subjects must communicate their intentions and expectations to all affected students.</p>
<b>4. Reason for restricting to University email</b>	<p>The University is obliged to ensure the authenticity and security of email transactions, which it does through its processes for allocating and managing staff and student email accounts. The University can be responsible only for email transactions that take place within systems it controls.</p>
<b>5. Authentication of email correspondence</b>	<p>Items of official correspondence sent through staff and student email accounts are deemed to be what they purport to be; to have been created or sent by the individual purported to have created or sent them; and to have been created or sent at the time they purport to have been created or sent.</p>
<b>6. Frequency of checking email</b>	<p>Many items of official correspondence include notification of time limits. They require specific actions within specific periods of time, sometimes prescribed by laws or Regulations. Both staff and students normally should check email at least twice weekly or as advised otherwise by the University.</p>
<b>7. Delivery of official correspondence by email</b>	<p>The University will deem official correspondence sent by email to have been delivered when the correspondence has been sent to the officially recorded staff or student email account <i>and</i> the University Email System has not generated a notice that the message could not be delivered.</p>
<b>8. Provisions for exemption of equity and access grounds</b>	<p>Official Correspondence by email is subject to the University's equality and diversity policies. Students who, on equity or access grounds, believe they are likely to be disadvantaged by the policy may make a case to the University's Equality and Diversity Centre for alternative arrangements. The University will consider each case on its merits and negotiate alternative arrangements as appropriate.</p>
<b>9. Making email communications accessible</b>	<p>When sending official correspondence by email, staff should follow the University's guidelines for accessible communication. At a minimum, staff should send emails as plain text unless there is a compelling reason to do otherwise and normally should not attach large files (i.e. documents of more than one or two pages).</p>
<b>10. Assuring privacy and confidentiality</b>	<p>All official correspondence with students by email is subject to the University's privacy and confidentiality requirements and policies.</p>
<b>11. Managing email responsibly</b>	<p>The University will assure the authenticity, reliability, integrity and useability of official correspondence sent or received by email for as long as the</p>

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		Policy Database Document Reference Number <b>581005D</b>

	University retains the correspondence. Students who may need copies of official correspondence for future personal use are encouraged to keep their own backup copies outside the University Email System.
<b>12. University not responsible for non-delivery due to negligence of system user</b>	<p>The University Email System has a finite storage capacity. The University advises users when individual mailboxes are nearing capacity. Users are responsible for taking appropriate and timely action to clear space for new messages.</p> <p>The University will not be responsible for mail delivery failures caused by users' failure to act on warning notices, or by users' setting of filters or rules that prevent the delivery of email covered by this policy.</p>
<b>Status</b>	Revised format.
<b>Approval Body</b>	Approved by Council 06.08.07 (C07/51(M), Min. 372.5.3).
<b>Initiating Body</b>	Endorsed Academic Board 13.06.07 (AB07/114(M), Min. 416.3.3).for referral to Council.
<b>Definitions</b>	
<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
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