

# **CAMERON UNIVERSITY**

## **Email as Official Communication Policy**

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### **Policy Statement**

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Policy detailing Cameron University's use of email as an official form of communication with students.

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### **Who Should Know This Policy**

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|---------------------|--------------------------------------|
| √ President         | √ Faculty                            |
| √ Vice Presidents   | √ Other Accounting/Finance Personnel |
| √ Deans             | √ Students                           |
| √ Department Chairs | √ Other Groups                       |
| √ Directors         | √ All Employees                      |
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### **Responsibilities**

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#### **Responsible for Policy**

University Officer Responsible  
Keith Mitchell

Senior Director of Public Affairs

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## Procedure

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Cameron University is committed to using its resources efficiently and to using technology to enhance communication with campus constituents. Email will be used as one of the University's methods for disseminating official communication to students. Official communication can include but is not limited to content related to a student's financial aid, enrollment, billing, compliance with University policies and procedures, and course information (at the instructor's discretion). This policy identifies students' rights and responsibilities related to official University communication disseminated via email.

### Scope

This policy applies to all students at Cameron University.

### Email Address for Official Communication

Every student enrolled at Cameron University is issued a Cameron University email account with an email address of [firstname.lastname@cameron.edu](mailto:firstname.lastname@cameron.edu). This University issued email account will be the address used when official University communication is sent via email. In some cases, a university employee may also be a student. In these cases, official email may also be sent to the employee email account issued by the university. These students are responsible for content in both accounts.

Students are expected to check their University email account on a frequent and regular basis in order to stay current with University-related communications, particularly those that may be time sensitive in nature. Similarly, students will be held responsible for the information that is transmitted to this account. Reasoning such as "I did not check my email," "mailbox full" notifications, and "user unknown" notifications will not be acceptable excuses for failing to respond timely to official communication sent through email.

### Re-direct of Email

If a student wishes to re-direct email from his/her @cameron.edu to another email address, s/he may do so at his/her own risk. The University will not be held responsible for the handling of email by outside vendors and students remain responsible for reviewing and responding to official University communication sent to the @cameron.edu account. Having email re-directed does not absolve the student from the responsibility associated with receiving official communication by email.

### Confidentiality

Confidential information should not be included in an email message. A University email message may be used to remind students of required action, but should direct students to contact a University employee or log-in to a secure system (such as Blackboard or AggieAccess) to access any related confidential information.

### Formatting of Official Email

To ensure that an email message transmits successfully, please follow these guidelines when drafting emails for official communication:

- Send messages in plain text format.
- The subject line should accurately and concisely describe the content of the message.
- Include your name or department name and your phone number or departmental phone number.

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## Contacts

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Policy Questions: Keith Mitchell, Senior Director of Public Affairs, 580-581-2211

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## **Forms**

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In support of this policy, the following forms are included:  
None

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## **Policy History**

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### **Policy**

Issue Date: August 18, 2010  
Reviewed, no revision: February 2016  
Revised: