

Email Policy

Section 1 - Definitions

(1) For the purpose of this policy:

- a. Alias e-mail address - An e-mail address that is linked or forwarded to one or more e-mail addresses.
- b. Bona fide visitor - An official visitor of the University e.g. visiting academic.
- c. Electronic Mail (e-mail) - An electronically transmitted message, which arrives as a computer file on your PC via the University's server. A University record in the form of electronic mail exists whenever such electronic mail is in support of University business, whether or not the University owns the equipment, software, or facilities used to create, or store the electronic mail record. The terms electronic mail and e-mail are used interchangeably throughout this policy.
- d. E-mail List - An electronic forum for discussion, debate and sharing of ideas. A person can subscribe or unsubscribe from an e-mail list.
- e. FAQ - Frequently Asked Questions.
- f. FOI - Freedom of Information.
- g. Generic account - An account that is not directly linked to an individual. e.g. servicedesk@scu.edu.au
- h. Industry Partner - An individual or company that the University has entered into an official partnership with e.g. Hotel School.
- i. Non-Standard Account form - An application form used by Technology Services for the creation of a computer account where a person's details are not recorded in either the Human Resource or Student Administration computer systems.
- j. Private contractor - An individual or company that has been contracted by the University for services on campus and who require access to e-mail to carry out their duties.
- k. SAN - Storage Area Network.
- l. SCU - Southern Cross University.
- m. Secure encrypted e-mail system - A system where mail is encrypted or encoded when sent. The e-mail is made unreadable for anyone else than the intended recipients.
- n. Spam - Spam is formally defined under the Spam Act, 2003. Spam is an e-mail that: is generally classified as unsolicited and commercially orientated mail and is often sent in mass; and does not relate to University business.
- o. SOE/Standard Operating Environment - A set of operating and application software supported by Technology Services.
- p. University - Refers to Southern Cross University.

Section 2 - Policy Statement

Part A - Policy Declaration

(2) The University encourages the use of electronic mail (e-mail) to enhance communications and the sharing of knowledge and ideas. University e-mail services are intended to allow greater efficiency and support to teaching,

learning, research and administration activities.

(3) This Policy is supported by the Computing Conditions of Use Policy.

Part B - Policy Description

Objectives

(4) The purpose of this policy is to set out guidelines for the use of electronic mail (e-mail) as a mechanism for general communications within the University. It seeks to define the governance, code of practice and acceptable use of e-mail services within Southern Cross University.

(5) The Policy has been formulated to;

- a. Provide information on account access and availability;
- b. Provide information on security of e-mail;
- c. Inform the University community of the monitoring and management of e-mail services;
- d. Inform the University community of the maintenance and support of e-mail services;
- e. Encourage appropriate use of e-mail; and
- f. Comply with relevant legislation.

Scope

(6) This Policy applies to:

- a. All electronic mail systems and services provided or owned by the University;
- b. All users of University e-mail services; and
- c. All University e-mail records in the possession of University staff or students or other approved users of electronic mail services provided by the University.

(7) This policy applies only to electronic mail in its electronic form. E-mail in any other form, such as a printed copy, is subject to other University policies, including provisions related to secure handling and disclosure.

Part C - Content and Implementation

(8) This Policy addresses detail necessary for the overall E-mail Policy to operate effectively throughout the University. It covers the areas of:

- a. Access and Availability;
- b. Management and Monitoring;
- c. Maintenance;
- d. Support and Delivery;
- e. Backup;
- f. Advice and Assistance;
- g. Training ;
- h. Security;
- i. Legal Framework, Ethics and External Agencies; and
- j. E-mail Confidentiality and Disclaimers.

Access and Availability

Student E-mail Accounts

(9) Accounts for e-mail services are issued to students for as long as they are considered students of the University. The creation of e-mail accounts is an automated process once students are admitted to the University and entered into the Student Administration System. By using the account the student agrees to be bound by this policy and the Computing Conditions of Use Policy.

(10) The SCU student e-mail address is viewed and used as the University's primary form of written communication with students.

(11) As a condition of enrolment, students are responsible for and obliged to have Internet access and regularly access SCU e-mail (by SCU webmail or forwarding the SCU e-mail to their preferred e-mail address).

Forwarding of Student E-mail to a Private E-mail Address

(12) Forwarding of student e-mail to a private e-mail address is permitted under the following conditions.

- a. All e-mail sent on behalf of the University to students is sent via their SCU e-mail address. The e-mail system will then forward e-mail to personal addresses.
- b. It is the responsibility of students to maintain currency of their private e-mail address.

(13) The use of a student's SCU e-mail address will prevent duplication of administration in maintaining personal e-mail addresses across multiple systems, maintain integrity of the University's central e-mail system and ensure e-mail correspondence from within the University to the student is sent to a consistent address.

Staff E-mail Accounts

(14) E-mail accounts are issued to staff for the period they are a staff member of the University. The creation of e-mail accounts is an automated process once the staff member has accepted employment and their details have been entered into the Human Resource System. By using the account the staff member agrees to be bound by this policy and the Computing Conditions of Use Policy.

Non-SCU Staff and Students E-mail Accounts

(15) The University may provide access to an e-mail account for members of SCU's governing bodies, trainee staff, private contractors, bona-fide visitors and industry partners. Access to the University's bulk all-staff e-mails will only be provided in situations where it is deemed necessary for safety and security and the day-to-day performance of their role. Applications for an e-mail account on this basis are to be made through Technology Services via a Non-Standard Account form and must be authorised by a University Executive Dean, Head of School /Head, Department /Head, Centre or Head, Directorate. By using the account the individual agrees to be bound by this policy and the Computing Conditions of Use Policy.

Generic Accounts and Aliases

(16) The creation of a generic account or alias e-mail address will be restricted to and only created where absolutely necessary, for which the use should specifically aid in process and workflow. To ensure consistency in the University's e-mail naming convention and identify responsibility for the use and e-mail address, applications for a generic account or alias e-mail are to be made through Technology Services via a Non-Standard Account form and must be authorised by a University Executive Dean, Head of School /Head, Department /Head, Centre or Head, Directorate.

(17) Before a generic e-mail address is created a Non-Standard Account form must be completed with the necessary

signatures and acceptance of responsibility for the e-mail address.

University E-mail Directories

(18) The University provides an on-line directory service of all e-mail addresses. There is unrestricted access to staff e-mail addresses from the corporate website to assist the public in contacting staff. The directory contains a clear statement on the appropriate use of this directory.

(19) In order to uphold National Privacy principles access to student e-mail addresses is restricted and only available to University staff members.

(20) University staff and students have the right to request their e-mail addresses be withdrawn from the corporate directory and or website by contacting the relevant IT Service Desk.

Staff and Student E-mail Broadcast Messages

(21) To ensure the effectiveness and appropriateness of e-mail communication, the University utilises a number of bulk e-mail addresses for the broadcast and dissemination of information to staff and students.

(22) All staff and student accounts are subscribed to this service. Postings made to these e-mail addresses must directly relate to the business of the University as outlined in the guidelines, Section 6, Part E of this Policy.

(23) The University maintains a list of approved senders. To reduce the amount of unwanted and unsolicited email received by staff and students, only messages from approved senders will be forwarded automatically to the bulk email addresses. All other postings made to bulk email address will be vetted for appropriateness. If considered not appropriate the sender will be notified and post may be recommended for inclusion in SCU News.

(24) Postings to the Bulk staff emails will be vetted by the Director, Technology Services or their nominee.

(25) Postings to the Bulk student addresses will be vetted by the Director, Student Administration Services or their nominee.

(26) Postings to the Bulk email addresses from students in relation to their studies must be approved by their relevant Head of School.

(27) E-mail Broadcast Message attachments

(28) The use of attachments to the staff and student bulk e-mail addresses is restricted to minimise the risk of virus propagation and ensure the e-mail system is not adversely affected by the distribution of large attachments. Postings that contain attachments will be diverted to Technology Services where they are forwarded on or a solution negotiated.

Staff and Student E-mail Discussion Forums

(29) Users of discussion forums must be current staff or students of SCU.

(30) Staff and student e-mail discussion and debate that falls outside of the appropriate use of the staff and student e-mail aliases may take place via E-mail Lists such as forum-l. The use of e-mail lists provides staff and students the ability to subscribe or unsubscribe at any point in time providing staff and students with the option or choice to enter into discussion and debate while keeping staff and student bulk e-mail addresses free for formal communication.

(31) The use of SCU discussion forums is to be in accordance with all laws and acts of Australia, and relevant Southern Cross University statutes, rules and policies including, but not limited to:

- a. Computing Conditions of Use Policy
- b. Harassment, Bullying and Discrimination Policy
- c. Code of Conduct
- d. Non Discriminatory Language Guidelines

(32) Discussion forums are made available for the use of all Southern Cross University staff and students regardless of their gender, race or ethnicity, disability or impairment, socioeconomic status, religious or political convictions, age, or sexual orientation. SCU recognises, supports, and celebrates the cultural diversity of our community. Language or content that is considered by a reasonable person to be threatening, defamatory, abusive or discriminatory is in breach of the University's Code of Conduct, relevant policies and statutes, and is not permitted on SCU discussion forums. Harassment and bullying are not tolerated.

(33) The law of defamation is complex, and seeks to balance free speech with the right of an individual or organisation to protect their reputation. Users are advised to research the issue of defamation and to ensure that they do not unintentionally post defamatory content on the discussion forums.

(34) Ongoing discussion of or requests for advice regarding personal issues (including financial, legal, relationship or medical matters) are not permitted on the discussion forums. Staff may access assistance with personal matters via the Employee Assistance Program. Assistance for students is available via Student Administration Services.

(35) The use of SCU discussion forums must be in accordance with Australian copyright legislation. Users of discussion forums are advised to familiarise themselves with copyright legislation and to ensure that they do not infringe copyright legislation. It is not permissible to copy and paste large amounts of information from websites, news articles or other public documents without written permission of the copyright owner. Where permission has been granted, it should be noted at the end of the post, "Posted with written permission of (name of copyright owner)".

(36) Posts on the 'Classifieds' forums pertaining to the exchange of copyrighted material (including software, video games, CDs and DVDs) must clearly specify that the item is original, not an unauthorised or evaluation copy. Posts pertaining to the exchange of copyrighted software preloaded on a computer must clearly specify that the original media (disks, manuals, etc.) are included.

(37) Commercial advertising is not permitted on any SCU discussion forum. Commercial advertising includes, but is not limited to:

- a. Posts or URLs promoting or pertaining to any ongoing business offering goods or services; and/or
- b. Posts or URLs promoting or pertaining to Internet or e-mail marketing, online affiliate programmes and other money-making websites, or any website designed to provide personal advantage based on a referral system.

(38) Whilst every effort is made to maintain a positive online environment, it is possible that something that is offensive in a specific context or in respect to a particular culture may be published on the forums in error. If a user finds any content on the forums to be offensive, they should report the matter. Please refer to the University Complaints Management Framework.

Access to E-mails

(39) The University recognises that privacy and freedom of speech principles hold important implications for the use of e-mail. The University reflects these principles within the context of the University's legal and other obligations. Subject to this part, the University will not inspect or disclose without the recipient's or sender's consent.

(40) No access to a University e-mail may be given to any person if the e-mail has not been addressed or sent by them otherwise than:

- a. as required by law;
- b. where there is substantial reason to believe that breaches of the University's policies have taken place;
- c. by an authorised delegate for the purpose of dealing with an applications under the Freedom of Information Acts;
- d. with the consent of the sender of the e-mail;
- e. with consent of the recipient or addressee of the e-mail; or
- f. in accordance with the approval from the Director, Technology Services.

(41) The Director, Technology Services may provide a staff member with a copy of a University e-mail which has not been sent by or addressed to them if the request correctly demonstrates:

- a. the e-mail user has consented to the provision of the copy;
- b. the staff member has requested in writing to the Director;
- c. the request has been approved in writing by a Director, Executive member or Senior position who is in the direct chain of command of the e-mail user;
- d. all reasonable efforts have been made to inform the e-mail user of the request and obtain their consent to the release of the e-mail;
- e. the request requires access to a copy of the e-mail as part of the staff member's duties as a University staff member;
- f. the e-mail contains information relevant to the business of the University or the enforcement of a University policy;
- g. failure to provide the copy may result in bodily harm, property loss or damage, the incurring liability by the University or a member of the University community, a failure by the University to meet its teaching obligations or seriously hamper the ability of the University to function administratively; and
- h. the information in the e-mail cannot be reasonably obtained by another means (i.e. Student One).

(42) The Director, Technology Services shall:

- a. consider any response by the e-mail user to the request;
- b. defer consideration of the request, if in their opinion, there is no risk of harm if access to the e-mail is delayed until the e-mail user has been informed of the application and given reasonable opportunity to make representations in relation to the request;
- c. ensure that only the least perusal of contents and least action necessary to comply with the request occurs;
- d. delete from the copy of the e-mail provided to the applicant any content that:
 - i. is not relevant to the business of the University or the enforcement of a University Policy; or
 - ii. contains personal information relating to any person who has not consented to the University or the applicant having access to such information;
- e. inform the e-mail user at the earliest opportunity that is lawful and consistent with the other University policies of the action taken and the reasons for their decision.

(43) In order to provide a copy of an e-mail, the Director, Technology Services, or appointed staff by Director, Technology Services, may examine the e-mails of the e-mail user in order to determine which is the correct e-mail and whether the information contained in the application relating to the e-mail is accurate.

(44) Any person who receives a copy of the e-mail pursuant to this part shall not provide or show the e-mail or its contents to any person who is not authorised by law to view it as part of their duties as a University staff member.

(45) The Director, Technology Services shall provide the University Lawyer with details of any access to an e-mail provided in accordance with this part. Where the Director, Technology Services is prohibited from disclosing such

information by virtue of the Protected Disclosures Act 1994 or any other law, they shall provide de-identified information as is permitted by law.

(46) A person who is dissatisfied with any decision of the Director, Technology Services may appeal through the University Complaints Framework. The Director, Technology Services shall take no further action in relation to an application after receiving notice of such an appeal.

(47) The provisions of the part do not apply to e-mail addressed to a group or business area (e.g. itadmin@scu.edu.au). These e-mails may be accessed by anyone who has been authorised to do so by the Cost Centre Head or a Supervisor.

Restriction on Blocking E-mails

(48) The University reserves the right to instigate measures to reduce the prevalence of unwanted or unsolicited e-mail (Spam).

(49) In accordance with the Workplace Surveillance Act 2005, the University will not prevent or cause to be prevented, delivery of an e-mail sent to or by a user unless

- a. the University is acting in accordance with policy and law; and
- b. in the case of prevention of delivery of an e-mail the user will be given notice (prevented delivery notice) as soon as practicable by e-mail or otherwise, that delivery of the e-mail has been prevented, unless the following:
 - i. the e-mail was a commercial electronic message within the meaning of the Spam Act 2003
 - ii. the content of the e-mail or any attachment to the e-mail would or might have resulted in an unauthorised interference with, damage to or operation of a computer or computer network or any program run by or data stored on such a computer or computer network
 - iii. the University was not aware of the identity of the user.

(50) The University will not prevent delivery of an e-mail if:

- a. the e-mail was sent by or on behalf of an industrial organisation or a user or an officer of such an organisation; or
- b. the e-mail contains information relating to industrial matters within the meaning of the Industrial Relations Act 1996.

Management and Monitoring

E-mail Monitoring

(51) From time to time, the University may investigate alleged breaches of the law or University policies by staff using its IT systems and facilities and this can involve accessing the staff member's computer and electronic records.

(52) E-mail of staff members and students are not routinely read or monitored. However e-mails are records of the University and should be managed accordingly and will be accessible in that context. An e-mail may also be subject of an application under Freedom of Information or privacy legislation.

(53) The University has the responsibility to ensure the service it provides is used appropriately, and in order to do so may exercise its legal right to read any e-mail via its systems.

(54) University system administrators as part of their role have full access to the e-mail system and during the course of their work may be required to access personal mailboxes to correct system errors or investigate allegations of misuse. Systems administrators like all employees are bound by the University's Code of Conduct and work in

accordance with the Data Protection Principles of the NSW Privacy Committee.

(55) The University may access and monitor staff and student use of the University e-mail system in the following ways:

- a. The university monitors e-mail server performance and retains logs, backups and archives of e-mails sent and received through the server. Even when the user has deleted an e-mail, the University may still retain archived and/or backup copies of the e-mail. Only authorised staff may examine such records.
- b. For the purpose of producing an e-mail in response to a legal requirement or other lawful investigation.
- c. For the purpose of determining, as part of an investigation by the University, whether there has been unacceptable use of e-mail to abuse or harass other persons.
- d. For the purpose of investigating allegations of misconduct or to provide materials to external investigative authorities lawfully investigating possible conduct.

E-mail Naming Convention

(56) The naming convention must remain consistent in order for System Administrators to be able to perform their jobs efficiently and also to reduce confusion amongst employees, students and the public.

Staff

(57) Your e-mail address is in the form `firstname.lastname@scu.edu.au` as issued by Technology Services. Any other form of address will not be supported. If there are staff members with same first and last names, middle initials will be used in the address `firstname.middleinitial.lastname@scu.edu.au`.

Student

(58) Your e-mail address is in the form `firstinitial.lastname@scu.edu.au` as issued by Technology Services. (e.g. `j.example@scu.edu.au`. When there are students with the same name, different numbers will be used in the address (e.g. `j.example.20@scu.edu.au`.) Any other form of address will not be supported.

Representation

(59) University staff must be aware that the correspondence and discussion into which they enter when using a University e-mail account may be construed to be representative of the University's position. Where the staff member does not have the authority or is not aware of the University's position or where their personal views may vary from that of the University, such correspondence must clearly state that the opinion expressed is that of the writer, and not necessarily that of the University, or words to that effect.

(60) Where a staff member is representing the views of the University, then a notation must be included in the e-mail identifying the individual and the position held within the University.

Maintenance

Archiving and Retention

(61) To ensure efficient operation of the e-mail system the System Administrator will automatically delete Student e-mail older than 90 days which is left on or uncollected from the e-mail server.

(62) All significant electronic mail communications must be dealt with and archived in accordance with the University's policy and procedures pertaining to corporate records management.

E-mail Account Termination

(63) The university will not maintain an e-mail account for an individual who is no longer affiliated with the University; therefore the University will terminate the person's e-mail account in accordance with the relevant staff or student access matrix.

Private E-mail Addresses

(64) It is the responsibility of students and staff to maintain currency of private e-mail addresses.

Support and Delivery

(65) E-mail support is made available to staff and students through the relevant IT Service Desk for each campus unless a Service Level Agreement has been negotiated.

Backup

(66) It is the user's responsibility to backup their e-mail data. Administrators of University e-mail services are not obliged to retrieve e-mail from backup facilities upon the user's request.

Advice and Assistance

(67) As a first point of resolution to e-mail application problems, staff and students have available to them FAQs (frequently asked questions) on the Technology Services website which will provide answers to the most common questions. Additionally, staff and students can discuss any matter relating to SCU e-mail applications by contacting the relevant IT Service Desk. For quick reference the 'help' functions of the e-mail applications are also available.

Training

(68) Training will be made available for staff and students on the basic introduction to e-mail applications listed as part of the University's Standard Operating Environment (SOE), this will ensure staff and students are familiar with the University's e-mail system. Technology Services will determine training session times and availability.

E-mail Security

(69) The University does not operate a secure encrypted e-mail system and cannot guarantee the confidentiality of any information stored on any University computer or transmitted through its network. This should be taken into account when dealing with correspondence of a confidential or sensitive nature. Measures are taken for security of University e-mail. However, due to the increased occurrence and sophistication of viruses and hackers, there are many unknown risks that cannot be guarded against.

Legal Framework, Ethics and External Agencies

(70) Users of e-mail must be aware that it is subject to the full range of laws applying to other communications, including copyright, breach of confidence, defamation, privacy, contempt of court, harassment, vilification, and anti-discrimination legislation, the creation of contractual obligation, record keeping and criminal laws. E-mail can be the subject of a subpoena or legal discovery order

(71) The use of e-mail may be subject to the NSW and Commonwealth Privacy Acts and the University Privacy Management Plan.

(72) E-mail messages sent and received through the e-mail services provided by the University are records of University activities. E-mail messages have the same status as other written communications or records, and are to be treated accordingly. E-mail messages may constitute State Records under the State Records Act 1998, and users of e-mail must be aware of the disposal and retention requirements imposed under the Act.

(73) Some laws and agreements require the University to give access to e-mail and information about e-mail to external parties outside the University. These include but are not limited to telecommunications legislation, freedom of information, court orders, subpoenas and agreements.

(74) E-mail should not be sent in such a way as to harass users. E-mail communications will be expressed professionally and courteously, in a manner which is not likely to cause unnecessary offence.

E-mail Confidentially and Disclaimers

(75) It is the responsibility of the senders, recipients and managers of e-mail systems to exercise due diligence to ensure the protection of privacy and confidential communications. If the e-mail is of a private or confidential nature, staff are advised to state this in the body of the message.

(76) E-mail communication sent by University staff can include a disclaimer. It is not required, but if the use of a disclaimer is preferred (especially if messages are filtered) an example has been provided.

Disclaimer example

IMPORTANT NOTICE

This e-mail is sent by Southern Cross University (ABN 41 995 651 524). This e-mail and any attachments are confidential and may include copyright material. Any unauthorised use of the e-mail is strictly prohibited. If you have received this e-mail in error, please contact the sender and then delete the e-mail immediately. SCU does not accept liability for any corruption, interception, tampering or viruses or any consequence thereof which may arise as a result of this e-mail.

E-mail communications with SCU may be subject to automated filtering, which could result in the delay or deletion of a legitimate e-mail before it is read by its intended recipient at SCU. Please tell us if you have concerns about this automatic filtering.

Section 3 - Related Policies, Documents, Legislation and Strategic Priorities

Institutional Context

(77) Faculties, Schools, Departments, Centres and Directorates within the University may need to supplement the general policy to include such matters as the use of e-mail for submission of student assignments and other specific uses.

Section 4 - Responsibilities

Part D - Responsibilities and Approvals

(78) The Custodian will recommend to the University Executive appropriate policy to meet the legislative and operational needs of the University.

(79) The policy will be reviewed periodically to ensure they remain valid and consistent.

(80) The Director, Technology Services is responsible for ensuring that the e-mail policy is observed with regard to the corporate e-mail services under the control and management of Technology Services.

(81) The Director, Technology Services will be responsible for establishing standards for E-mail and the equipment and protocols for which these systems operate.

(82) Each Head, Faculty /Head of School /Head, Department /Head, Centre /Cost Centre is responsible for providing education and awareness to ensure that all staff and students associated with their area comply with the e-mail policy and associated procedures.

Section 5 - Procedures

Student and Staff E-mail Accounts

(83) Staff and student e-mail accounts are automatically created

(84) Student e-mail accounts are created with the letter of offer. Staff e-mail accounts are created once details have been entered into the University's HRIS (Human Resources Information System).

(85) It is the responsibility of the staff member to follow-up on the details of their new e-mail account.

Applying for a Non-Standard Account, Generic Account or Alias

(86) The Non-Standard Account Request Form is available:

- a. by download from the Technology Services website under Policy and Downloads;
- b. logging a call on the Technology Services website;
- c. phone/e-mail the relevant Service Desk at your campus:
 - i. Lismore Campus - E-mail servicedesk@scu.edu.au or Phone: 02 6620 3698
 - ii. Tweed/Gold Coast Campus - E-mail servicedesk@scu.edu.au or Phone: 02 6620 3698
 - iii. Coffs Harbour Campus - E-mail chec.servicedesk@scu.edu.au or Phone: 02 6659 3080; or
- d. in person - IT Reception level 2, B Block, Southern Cross University

(87) Fill out the form and have it authorised by a University Executive Dean, Head of School /Head, Department /Head, Centre /Head, Directorate (relevant to the work area).

(88) Return the Non Standard Account form to Technology Services:

- a. via Internal Mail to Technology Services Administration, Level 2 B block;
- b. or Fax 02 6620 3033

(89) Once the form has been signed, the account will be created by the Systems Administrators. If a contact name and/or number has been provided, the System Administrators will notify when the account is created.

University E-mail Directories

(90) University staff and students can request their e-mail addresses to be removed from the corporate directories and/or website by:

- a. logging a call on the Technology Services website; or
- b. phone/e-mail the relevant Service Desk at your campus:

- i. Lismore Campus - E-mail servicedesk@scu.edu.au or Phone: 02 6620 3698
- ii. Tweed/Gold Coast Campus - E-mail servicedesk@scu.edu.au or Phone: 02 6620 3698
- iii. Coffs Harbour Campus - E-mail chec.servicedesk@scu.edu.au or Phone: 02 6659 3080

Staff and student E-mail Broadcast Messages and Attachments

(91) To post a message to a bulk e-mail address use one of the following SCU alias e-mails:

- a. all-staff@scu.edu.au - goes to all SCU staff at all campuses
- b. all-students@scu.edu.au - goes to all internal and external students
- c. lis-staff@scu.edu.au - goes to all staff at Lismore campus
- d. lis-students@scu.edu.au - goes to all students at Lismore campus
- e. coffs-staff@scu.edu.au - goes to all staff at Coffs Harbour campus
- f. coffs-students@scu.edu.au - goes to all students at Coffs Harbour campus
- g. tweed-staff@scu.edu.au - goes to all staff at Tweed Heads campus
- h. tweed-students@scu.edu.au - goes to all students at Tweed Heads campus
- i. syd-staff@scu.edu.au - goes to all staff at the Sydney Hotel School
- j. syd-students@scu.edu.au - goes to all students at Sydney Hotel School

(92) Open a new e-mail message and type the above e-mail address in the 'To' field.

(93) Write your subject heading and message.

(94) Send message.

(95) A list of approved senders to the bulk e-mail addresses is maintained by Technology Services. All other e-mails sent will be subject to an approval process.

(96) If the message has an attachment it will be sent to Technology Services for approval.

Staff E-mail Discussion Forums

(97) To retrieve a current list of all mailing lists:

- a. Open a web browser and go to SCU Mailing Lists
- b. A list of publicly-visible mailing lists will be displayed.

(98) To subscribe to a Mailman list:

- a. Open a web browser and go to SCU Mailing Lists
- b. Click on the link for the list to which you would like to subscribe.
- c. In the section entitled 'Subscribing to <listname>' (where <listname> is the name of the list to which you would like to subscribe), type your e-mail address into the 'Your e-mail address' field, and (optionally) type your name into the 'Your name' field. Choose a password for yourself, and type it into both the 'Pick a password' and 'Re-enter password to confirm' fields.
- d. Click the 'Subscribe' button. A message will be sent to the list administrator informing them of your subscription request. You will be sent an e-mail when the list administrator either approves or denies your subscription request.

Forwarding Student E-mail to a Private E-mail Address

(99) Access your SCU e-mail online via MySCU's Webmail using any web browser and Internet connection. Whether you login to your e-mail on campus or at home, you will always be able to access all of your messages quickly and easily.

- a. To check your e-mail, just login to MySCU and click on the Webmail link or visit Email and Calendaring @ SCU

(100) You will need to enter your MySCU username and MySCU password at the login screen.

(101) Webmail allows you to read and send messages, sort and store your e-mail into folders and use the address book to organise your contacts just like a normal e-mail client. You have 25GB of e-mail quota - remember to delete e-mail that you no longer need.

(102) You can forward your SCU e-mail to a private e-mail address:

- a. With the Webmail Mail tab open select Options, then All Options, then Connected Accounts.
- b. In the Forwarding Address field, enter your forwarding e-mail address.
- c. Select Start Forwarding.

Request to Review Another Users E-mail

(103) As per the policy, an applicant will forward an application to the Director, Technology Services. The Director, Technology Services shall consider the options.

(104) If the applicant is not satisfied with the decision, the applicant can appeal through the University Complaints Management Framework.

E-mail Privacy Statements

(105) To add an e-mail privacy statement onto an e-mail. You will need to insert/type the privacy statement in the signature.

E-mail Training

(106) For training session dates and times, information is available Technology Services website under Training and Support or by e-mailing servicedesk@scu.edu.au.

Section 6 - Staff and Student Bulk E-mail Addresses

Part E - Usage Guidelines

(107) The following are approved postings to the Staff and Student Bulk Email Addresses:

- a. Announcements from the Vice Chancellor and members of the Executive, Executive Deans, Schools, Departments, Centres and Directorates, Official Committees.
- b. Notifications and advice from Human Resource, Safety & Security, Equity, Library, Information Technology, Corporate Systems, Student Service and Support areas, Official Student Bodies.
- c. Academic and Research information.

(108) If further clarification is required advice can be sought from the IT Service Desk.

Status and Details

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Head of Work Unit	Naomi Downs Chief Information Officer
Enquiries Contact	Naomi Downs Chief Information Officer