Executive Summary

UCLA relies heavily on email to conduct official business between the individual and the university; it utilizes mass email to communicate with a wide spectrum of campus constituencies. Email has also become increasingly critical to the pedagogical conduct of many courses, and as an important avenue of communication between UCLA and the surrounding community. Because of the importance of email as a vital communications channel, the Information Technology Planning Board (ITPB) has recommended that UCLA establish an expectation and associated infrastructure for reliable email contact between faculty, staff, students, alumni and members of the broader UCLA community where email access can be reasonably anticipated.

In April 2003, the ECC convened a Task Force to facilitate a recommendation on an email model for UCLA that addresses the ITPB recommendations. Task Force representation included: Corporate Financial Services, CTS/BOL, Student Affairs, ITPB, College, Professional Schools, External Affairs and AIS (a list of members can be found in Appendix 1 on page 13).

In forming their recommendation, the Task Force considered input from:

- Student focus group discussion (Appendix 3 on page 16)
- AIS survey of 11 universities (Appendix 4 on page 19)
- External Affairs survey of 50 universities (Appendix 4 on page 19)

They also used the following questions as a framework for developing the model:

1. Should the campus provide an email address of record for faculty, staff and students through which it is expected that campus business can be conducted?

2. When should the address be assigned?

3. Should the campus adhere to the premise that people can forward from a provided address to an alternative address and account of choice or establish a campus provided address as the campus BOL email account?

4. Should this email address be persistent (for life) as a vehicle for maintaining contact with alumni?
5. What should be the form of a provided email address and should it be assigned or selected?

6. How should a persistent campus email address be coordinated with schools that already have or wish to have persistent email addresses with a school designator in the namespace?

The Task Force Email Model recommendation is that UCLA should provide a campus email address for all students, faculty and staff through which it is expected that campus business can be conducted. Undergraduate students must have a @ucla.edu email address that can be selected, and is persistent for life. Graduate students, faculty, and staff may optionally create a @ucla.edu email address that is automatically forwarded to an ‘actual email account’. Either a @department.ucla.edu or @ucla.edu email account may be used as the ‘actual email account’ in accordance with departmental policy. If an email account is provided by a department, the department must update the ‘actual email account’ field in the central directory database (see Appendix 6 on page 23).

Two major questions are still outstanding:

1. How a persistent campus email address should be coordinated with graduate schools that already have or wish to have persistent email addresses with a school designator in the namespace (see Outstanding Issues #2 on page 9) was not resolved. This is of major concern to Professional Schools and the Task Force recommendation is to pursue discussion between the Professional School Deans and External Affairs.

2. The Task Force did not reach consensus on a recommendation on email forwarding to non-UCLA email accounts for undergraduate students (see Outstanding Issues #5 on page 10 for majority and minority opinions). It is seeking a decision from ECC.

Several technical and policy issues surfaced (described in Next Steps on page 12) that cannot be resolved without additional technical analyses by CTS and AIS or policy direction from ITPB. The Task Force is seeking ECC endorsement to pursue the Next Steps.
## Functional Summary of Email Model

<table>
<thead>
<tr>
<th></th>
<th><strong>@ucla.edu email address</strong></th>
<th><strong>Published email address</strong></th>
<th><strong>Actual email account</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Undergraduate Student</strong></td>
<td>Mandatory field; assigned or chosen when student files SIR</td>
<td>@ucla.edu address (default) or nothing (if privacy issues)</td>
<td>Actual email account. Can be BOL account or anything</td>
</tr>
<tr>
<td><strong>Graduate Student</strong></td>
<td>Optional; may be inherited from being a UCLA undergraduate; may be chosen at any time using self-service web interface</td>
<td>Graduate School can supply with batch feed. Students can update using URSA.</td>
<td>Graduate School must supply with batch feed (if known). Students can update using URSA.</td>
</tr>
<tr>
<td><strong>Faculty and Staff</strong></td>
<td>Optional; chosen at any time</td>
<td>Mandatory/Optional subject to campus policy; by department staff using CTS Directory application</td>
<td>Mandatory; by department staff using CTS Directory application</td>
</tr>
<tr>
<td><strong>Former Graduate Student</strong></td>
<td>If it existed, it remains</td>
<td>Blanked out upon graduation</td>
<td>Options (TBD): 1) blanked out (no @ucla.edu forwarding) 2) leave Grad School address 3) permit URSA to do self-service updates</td>
</tr>
<tr>
<td><strong>Former Faculty and Staff</strong></td>
<td>If it existed, it remains</td>
<td>Blanked out upon separation</td>
<td>Departmental option to blank out or maintain for forwarding</td>
</tr>
</tbody>
</table>

All mail sent to ‘@ucla.edu email address’ is automatically forwarded to ‘Actual email account’ by AIS/CTS. ‘Actual email account’ is what the Chancellor uses to send mass email to campus. Person is known by the ‘Published email address’