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## UCLA Policy 4xx: Use of Email for Official Communication with Employees and Students

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Issuing Officer: Associate Vice Chancellor, Information Technology  
Responsible Dept: Office of Information Technology  
Effective Date: TBD  
Supersedes: New

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### I. REFERENCES II. DEFINITIONS III. BACKGROUND IV. PURPOSE V. STATEMENT

#### I. REFERENCES

1. UCLA Information Technology Planning Board meetings of January, 2003; December, 2004 and March, 2005;
2. Bruin OnLine web site;
3. UCLA Policy 455, UCLA Email Policy and Guidelines;
4. UCLA Procedure 350.2, Telephone Directories.

#### II. DEFINITIONS

**Official UCLA Email Communication:** for the purposes of this policy, an email used to communicate to UCLA Employees official business intended to meet an academic or administrative need.

**Persistent Email Address:** for the purposes of this policy, a UCLA email address that lasts indefinitely but only forwards to another email account (i.e., has no local storage).

**UCLA Email Account:** a UCLA email address ending in “@ucla.edu” or “@xxx.ucla.edu”. For example, “john@ucla.edu” or “john@oit.ucla.edu”.

**UCLA Employees:** for the purposes of this policy, current UCLA faculty and staff members.

#### III. BACKGROUND

UCLA encourages the use of its electronic communications network in support of the University’s mission. Beginning with the Information Technology Planning Board (ITPB) meeting of January 7, 2003, and at subsequent meetings of the ITPB, the Common Systems Group and the Committee on Information Technology Infrastructure, there has been endorsement of the goal of having official University business matters communicated via email and, ultimately, where possible, making paper mailings the secondary method of communication.

This policy formalizes the behest affirmed at the ITPB December 2004 and March 2005 meetings with respect to use of electronic mail for official communications with UCLA Employees. It also formalizes decisions made between the Office of the Registrar, External Affairs and others with respect to the offering and use of Persistent Email Addresses for UCLA students.

#### IV. PURPOSE

The purpose of this policy is to ensure that:

- UCLA Employees and students are informed of the campus’ intention to utilize email for official communications.

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- UCLA departments are made aware of the requirement to provide a UCLA Email Account to all UCLA Employees.
  - UCLA Employees and students understand their responsibilities related to regularly checking their email in order to stay current with University-related communications, the risks undertaken when email is forwarded to a non-UCLA Email Account and the responsibility that they have associated with Official UCLA Email Communications sent to their UCLA Email Account.

This policy applies to all UCLA Employees, UCLA students and departments.

## **V. STATEMENT**

UCLA has determined that email is a valid mechanism for facilitating efficient, cost effective promulgation of official communications both within the campus and the broader University of California system

In order to optimize such use of email, all UCLA Employees are expected to have a UCLA Email Account issued or facilitated by their department. All UCLA students are expected to have a UCLA Email Account through Bruin OnLine or their School or Divisional affiliation.

### **A. UCLA Email Accounts**

For UCLA Employees, campus units may issue their own UCLA Email Accounts (e.g., john@oit.ucla.edu) or provide for an alternative:

1. Campus units may have their employees obtain a Bruin OnLine email account (e.g., john@ucla.edu);
2. For employees who do not already use email in the course of their daily work, email kiosks, printed copies of relevant emails or other means should be provided as appropriate;
3. A department chair or unit director may grant an exemption where appropriate; e.g., a visiting scholar may wish to continue to use the email account from his or her home institution.

For UCLA students, a School or Division may choose to offer Persistent Email Accounts to their students. Otherwise, a student will be given a Bruin OnLine account.

### **B. Directories**

Directory information concerning UCLA Employees and students shall be stored and maintained as follows:

1. The addresses of all UCLA Email Accounts will be included in a centrally maintained database, the UCLA Enterprise Directory, accessible only to employees so authorized and not available over the web. Each unit is responsible to ensure that its UCLA Employees' email addresses in this database are current and correct.

Email addresses in the UCLA Enterprise Directory and will be made available only for the conduct of university business for email transactions from **authorized?** computer applications or to approved campus departments engaged in mass emailing (see UCLA Policy 455).

2. UCLA publishes two online campus directories available on the web. The "internal" directory is available for searching only by the UCLA community (faculty, students, staff). The "public" directory is available for searching by anyone on the Internet.

UCLA Employees may choose to opt out of being listed in one or both of these directories. However, campus departments and/or unit heads may choose to restrict such omissions in the best interest of their unit.

UCLA students may choose to opt out of being listed in either directory by using the URSA Online service to set their privacy flags.

### **C. Provisions for Non-UCLA Employees**

The following shall apply to those persons with a legitimate need to conduct business or correspond with UCLA, and who are not current UCLA Employees.

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1. Faculty from other University of California campuses and visiting scholars may be treated for the purposes of this policy as UCLA faculty.
  2. Contractors, independent consultants, temporary agency employees or similar qualifying individuals may be treated as UCLA staff for the sole purpose of conducting their business with the University.
  3. Emeriti faculty and spouses of deceased emeriti faculty can either retain their UCLA Email Account or have a Persistent Email Address.
  4. Emeriti staff and spouses of deceased emeriti staff can retain their UCLA Email Account or have a Persistent Email Address.
  5. Retired staff can have a Persistent Email Address.

UCLA Email Accounts may be provided for other individuals, groups, or entities not affiliated with the University provided such use is determined to be in the best interest of the University and, provided further, that the terms, conditions, and restrictions to be placed on such use are contained in a written agreement. *[who signs off on these agreements?]*

#### **D. Responsibilities**

##### Employees and Students

Employees and students are expected to check their email on a regular basis in order to stay current with University-related communication. Unit heads that have exempted employees from the requirement of having a UCLA Email Account must make arrangements for alternative methods of access to official UCLA communications.

If Employees or students choose to redirect their email from their UCLA Email Account to an off-campus email account, they do so at their own initiative and risk. UCLA will not be responsible for the handling of email by non-UCLA providers. Having email redirected does not absolve UCLA Employees or students from their responsibilities noted in the paragraph above.

##### Departments

Departments must ensure their UCLA Employees have a UCLA Email Account or provide for an alternative as described in Section V.A. above.

Departments must ensure that all of their UCLA Employees' email addresses (and associated information such as titles, phone numbers, etc.) are entered accurately into the centrally maintained database and are current in the Enterprise Directory, and the internal and public campus directories as appropriate.

##### Schools and Divisions

If a School or Division wishes to offer its own UCLA Email Accounts to its students, it must offer a Persistent Email Address after the student graduates from UCLA.

**Issuing Officer**

**/s/ Jim Davis**

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**Associate Vice Chancellor, Information Technology**

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**Questions concerning this policy or procedure should be referred to  
the responsible department listed at the top of this document.**

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