

EMAIL POLICY

Responsible Officer	Director of IT at UNSW		
Contact Officer	IT Policy Officer		
Superseded Documents	This policy replaces the Email Policy approved in February 2000		
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Associated Documents			
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3.1	Administrative update by Head, Governance Support	18 February 2010	18 February 2010

Table of Contents

1. Preamble.....	2
2. Policy Statement	3
2.1 Regulation	3
2.2 Other UNSW policies and guidelines.....	3
2.3 Ethics and appropriate practice	4
2.4 Legal framework and external agreements	4
2.5 University's right to read email.....	5
2.6 Directories.....	5
2.7 Mailing lists and broadcasts.....	6
2.8 Volume and performance issues	6
2.9 Retention of electronic mail.....	6
2.10 Training and recommendations	7
2.11 Availability and termination of access.....	7
2.12 Use of email for delivery of official information	7
2.13 Provision of computers to access email.....	7
2.14 Security	8
3. Implementation.....	8
3.1 Facilities	8
3.2 Directories	9
3.3 Mailing Lists	9
3.4 Charging.....	

1. Preamble

The University of New South Wales has recognised that electronic mail has become a major means of communication within the University community, acknowledging its benefits, the University makes electronic mail facilities available to all members of the community and is moving to make electronic mail the primary means of communication for a large proportion of official University communications.

If used appropriately, electronic mail has the potential to offer the following benefits to the University and members of its community:

Encouragement of team working for teaching, research and administration.

A more cost-effective, timely and environmentally friendly means for the University to communicate and disseminate information, day-to-day.

Fostering collaboration across national and international boundaries.

A method of communication which encourages the formation of a cohesive university community over geographically dispersed sites.

That UNSW will meet the expectations of potential students with regard to the services provided by a university in a competitive international environment / market.

A convenient means for business transaction record-keeping.

Ease of establishing two-way communication with teaching staff.

Enhanced access to teaching and research materials for some users with disabilities (in particular hearing-impaired users), who benefit from increasing amounts of materials in written form.

Another means of social interaction for all students and staff, which contributes to the completeness of the UNSW experience.

UNSW is also aware of the risks associated with electronic mail which include:

The difficulty of providing access to suitably equipped computers for students.

The increased difficulty in controlling record-keeping and legal liability issues.

The awareness that email is not a secure form of communication, and that privacy and confidentiality are not guaranteed.

That electronic mail may be used to deliver material inappropriate to a University context.

The problems related to information overload, inevitable when large quantities of information, some of which is of marginal value, is delivered to individuals.

That the implementation of email may result in further barriers for users with disabilities, in particular where the users may require additional technologies in order to make the most effective use of email.

Overall, UNSW considers electronic mail a positive resource for the University and will work to encourage its implementation and use.

Policy for making a complaint or reporting incidents of criminal, corrupt conduct or maladministration or Protected Disclosure at UNSW.

Code of Conduct

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Acceptable Use of UNSW ICT Resources Policy

Policy for making a complaint or reporting incidents of criminal, corrupt conduct or maladministration or Protected Disclosure at UNSW.

Policy for Paid Outside Work by Academics

Equity and Diversity Policy Statement

Recordkeeping Policy

Electronic Recordkeeping Policy

2.3 Ethics and appropriate practice

2.7 Mailing lists and broadcasts

2.8 Volume and performance issues

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Recordkeeping Policy.

Where the electronic record is the only record of the business activity, it will be maintained in electronic form as long as required in accordance with relevant statutes, regulations, archival purposes and business needs.

2.10 Training and recommendations

2.11 Availability and termination of access

2.12 Use of email for delivery of official information

3.2 Directories

3.3 Mailing Lists

3.4 Charging

3.5 External Users

3.6 Performance

3.7 Security

3.8 Filtering and Blocking

3.9 Support

3.10 Regulation

3.11

Documents referenced in the policy

Appendix A: Broadcast Email

incomplete



The procedure for sending broadcast emails is:

text only

Appendix B: History

Version	Authorised by	Approval Date	Effective Date	Sections modified
<p>This policy was first developed on 14 July 1997 by a Working Party chaired by Ms Christine Page-Hanify, Director of Information Services and Deputy Principal. The Working Party consisted of the following members:</p> <p>Dr Keith Burston, Manager, Communications Unit Associate Prof Graham Greenleaf Faculty of Law, Co-Director, Australasian Legal Information Institute (AustLII) Ms Debbie Osborn, Head, Policy Management Unit Mr Geoff Oakley, Manager, Computing Facilities, School of Computer Science and Engineering Ms Elizabeth Marks, Administrative Officer, Policy & Coordination, DIS</p>				

In February 2000 this policy was reviewed by:

- Ms Christine Page-Hanify, Director of Information Services and Deputy Principal
- Dr Keith Burston, Manager, Communications Unit
- Professor Paul Compton, School of Computer Science and Engineering
- The Information Technology Committee
- The Academic Board
- Ms Debbie Osborn, Head, Policy Management Unit
- Ms Jude Stoddart, Director, Equity and Diversity Unit
- Ms Elizabeth Marks, Executive Officer, DIS

and changes made to it by Dr Burston. Dr Burston also included the *Broadcast Email Procedures* in this Policy as an A30.7(a)-1.2 (n A30