

Trim Location:	<Insert TRIM Location>
Document Category*:	Guideline
Purpose*:	<p>This guideline outlines the scope and approach to the use of Electronic Mail implemented within the University of Southern Queensland.</p> <p>This guideline will be reviewed on an annual basis and evaluated in line with changes to business processes and planning requirements.</p>
Responsible Officer*:	Executive Director, ICT Services

1 Guideline Statement

Electronic mail is a critical enabler for communications between staff, students and the wider community, with information included in emails often traversing public untrusted/uncontrolled networks such as the internet. The University will ensure that information included in emails is appropriately protected or does not reduce the risk profile of the University by:

- Ensuring staff have clear guidelines regarding the use of email for sensitive or security classified information;
- Ensuring that passwords are used on email systems;
- Prohibit the use of scanned signatures;
- Acknowledging that email communication is not private;
- Ensuring that email systems are backed-up and maintained;
- Ensuring that evidentiary value of electronic message transactions, and the general reliability and availability of the electronic messaging system is maintained.

This guideline should be read in conjunction with the [USQ Policy for the Acceptable Use of ICT Resources](#).

2 Principles

The University will ensure that appropriate management controls are implemented in relation to the use of Electronic Mail. These will include:

Authorisation to Use Electronic Mail Services

Each staff member, student, alumni or affiliate may be authorised to access an electronic mail account on one of the University's computer systems. The University Policy [Electronic Communication with Students](#) establishes the framework for all electronic communications with students including the allocation of an official USQ email address for the purpose of maintaining regular contact and delivering essential information to students.

- An electronic mail account may be established when a client first becomes a registered user of one of the University's computer systems.
- All students will be issued with an official University of Southern Queensland email address.
- Student electronic mail accounts will continue to be maintained at the conclusion of their enrolment at USQ.
- Staff electronic mail accounts will be cancelled once their employment at the University terminates.
- Any client may have their electronic mail account terminated or suspended for any breach of the terms of this guideline or related policies, as determined jointly by the Executive Director ICT Services or their delegated representative.

A Standard Environment for Electronic Mail

A standard operating environment for electronic mail is adopted across the University to establish the optimum conditions for the convenient transmission of information within any campus, between campuses, and for remote access to any campus.

Records Management

Email is not a records management system. Any issues regarding Records Management should be referred to the Manager Corporate Records for their consideration.

Management of the University's records must effectively support the decision making processes employed within the University and comply with the requirements of Principle 5 and 6 of Information Standard 40: Recordkeeping.

Due to limitations in electronic mail systems generally, specific action needs to be taken to authenticate the validity of any important message received, since the content, addresses and stated originator of any electronic mail message can be forged or modified by third parties. Therefore, all significant electronic mail communications must be transmitted in hardcopy form and archived in hardcopy form in accordance with the University's schedule for file retention and disposal. This will remain a standard procedure until such time as the integrity of electronic mail messages can be guaranteed through the implementation of techniques such as encryption, authentication, confirmation of receipt, and time stamping services.

Note, however, that inappropriate material received through email should be immediately deleted from the University's systems. This action does not constitute unauthorised use.

Representation

Clients must be aware that the correspondence and discussion into which they enter when using the University network and the Internet may be construed to be representative of the University's position. Where the client 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.

Where the client is representing the views of the University, then a notation must be appended to the communication identifying the individual and the position held within the University.

Electronic Mail Directories

A directory of staff electronic mail addresses and telephone numbers will be maintained on the Email Global Address List.

Email Distribution Lists and Broadcast Messages

E-mail distribution lists are used to facilitate resource sharing, communication, research, and community building. This method of communication is viewed as being cost-effective and reducing the amount of paperwork distributed through intercampus mail. However, the overuse of University-wide emails can reduce effective communication and so the University also encourages consideration of other forms of electronic communication. The University has developed the [USQ Procedures for Email Distribution Lists](#) which outlines the various electronic resources available to reach employees, the principles and guidelines that relate to the use of these various resources, together with the mechanisms that apply with regard to their access.

The “# University Communications” global mailing list is only to be used by authorised staff for the distribution of official USQ email messages to the University staff community including but not limited to:

- Messages from the USQ Council;
- Messages from the Senior Executive;
- Approved communiqués with University-wide relevance;
- Employee benefit notices (HR, Travel);
- Superannuation notices;
- ICT Training;
- ICT Alerts;
- HR Professional Development;
- Career Opportunities;
- USQ News;
- USQ Corporate Club;
- FM Notice;
- FM Alert;
- Notification of minor procedural changes.

Clients agree not to replicate the “# University Communications” by assembling the various mailing lists that comprise this master mailing list in the “To” line for the purposes of distributing un-official messages and circumventing gaining approval from the official authorised staff.

Confidentiality

Due to limitations in electronic mail systems generally, electronic mail cannot be kept confidential with certainty and can be readily redistributed. Therefore clients are reminded to be conscious of the potential for confidentiality not to be maintained when using electronic mail for transmitting confidential information.

Standard Disclaimers – Email

The following disclaimer is automatically included at the end of the signature block of email messages sent outside the USQ:

“This email (including any attached files) is confidential and is for the intended recipient(s) only. If you received this email by mistake, please, as a courtesy, tell the sender, and then delete this email.

The views and opinions are the originator's and do not necessarily reflect those of the University of Southern Queensland. Although all reasonable precautions were taken to ensure that this email contained no viruses at the time it was sent we accept no liability for any losses arising from its receipt

The University of Southern Queensland is a registered provider of education with the Australian Government (CRICOS Provider No: 00244B QLD; 02225M NSW; TEQSA PRV 12081)”

3 Procedures for Email Distribution Lists

Introduction

E-mail distribution lists are used to facilitate resource sharing, communication, research, and community building. This method of communication is viewed as being cost-effective and reducing the amount of paperwork distributed through intercampus mail. However, the overuse of University-wide emails can reduce effective communication and so the University also encourages consideration of other electronic communication such as those listed below.

Alternative Electronic Resources Available to Reach Employees		
Media	Audience	Contact
# USQ Community Noticeboard	All subscribed staff members	Log ICT Self Service request to be added to the list
# USQ Seminars	All subscribed staff members	Log ICT Self Service request to be added to the list
# USQ Women's Network INC	All subscribed staff members	Log ICT Self Service request to be added to the list
USQ Calendar of Events	All staff	Senior Public Relations Coordinator
Unit-level distribution system (see Figure 1)	Unit-level staff, as appropriate	See Appendix A
News Hub portal (UConnect - ULive)	All staff	E-mail uconnect@usq.edu.au to request addition to the News Hub

PRINCIPLES

1. E-mail communication should be used to inform faculty, staff and students about activities, events or policies that relate to the University's educational services and business. All campus e-mail distribution lists are maintained as a means of facilitating electronic communication within the University community.
2. E-mail distribution will take a tiered approach whereby unit leaders will have broadcasting rights and responsibilities for the area over which they have authority.
3. Faculty/Section e-mail distribution lists are established by ICT Services at the request of the Faculty/Section leader. It is the responsibility of the requesting staff member to ensure that the list remains current. Specific offices and individuals will be authorised to post to these lists (See Appendix A for current lists and authorised officers).
4. Staff members are encouraged to create convenience distribution lists as desired using their Outlook Contacts address book.
5. The University owns the e-mail accounts and uses them as an official method of communication with employees and students. Employees and students are responsible for reading official information shared via e-mail.
6. University e-mail distribution lists are not available to non-university entities.

GUIDELINES

1. Material sent to distribution lists must be **relevant to the group being mailed** and must pertain to University business. The distribution lists are not intended to be used for personal or commercial gain, except for “# USQ Community Noticeboard” which is available for subscribed staff to use for buy/sell and community notices.
2. Emails should use “**rich text**” format. The complex use of colours, photos and graphics affects file size and load time and should be avoided.
3. Messages should be **brief and to the point**.
4. Each message should contain a **meaningful subject line**.
5. **Attachments should be avoided**. As good practice, staff wishing to share a document or complex graphics should make the material available via a common website and include a summary only and the URL in the e-mail message. The Sender is responsible for all replies, responses, and complaints. Staff are advised to use Faculty and Department SharePoint information sites and J drives for the storage and reference of material.

Distribution Lists

The following general guidelines apply to distribution lists:

- The purpose of the list must pertain to USQ business;
- If a list already exists with the same membership, it should not be duplicated;
- Lists are not open to external subscribers;
- It is the list owner’s responsibility to manage the list’s subscribers;
- A list may not be used under any circumstances to participate in or promote activities that are illegal or violate USQ’s code of conduct or USQ ICT Policy.

To request a distribution list, a user must log an [ICT Self Service](#) request via the Web and include:

- The name of the distribution list;
- The purpose for which the list is to be used;
- The name/email address of the list “owner”.

A subscriber who no longer wishes to receive e-mails from a distribution list should log an [ICT Self Service](#) request via the Web.

Distribution Lists on PCs

Each electronic mail user has the ability to set up “group” distribution lists within their Outlook Contact’s address book. There is no limit on the size of the group or the frequency of distribution however users are required to comply with this *ICT Guideline for the Use of Email*.

Bulk E-mail Distribution

Use of the Email system for bulk E-mail distribution should only be considered for Internal Staff only. The Email system is not designed to handle bulk emailing such as Student Surveys.

All requests for **one-off** distribution to University, Toowoomba Campus, all professional staff or all academic staff lists must be forwarded to the relevant divisional/sectional manager in the first instance outlining:

- Name of required distribution list
- Relevance to members of the list;
- University department sponsoring the message;
- Name of contact person or e-mail alias to be included for replies;
- Subject line for e-mail
- URL for attachments/further information, if applicable;
- E-mail text.

If approved, the manager will forward the request to the Chief Operating Officer for consideration. If the request is approved, the Chief Operating Officer will then distribute the message on behalf of the manager making the request.

All requests for **ongoing** distribution to University, Toowoomba Campus, all professional staff or all academic staff lists must be forwarded to the relevant divisional/sectional manager in the first instance outlining:

- Name of required distribution list
- Relevance to members of the list;
- Expected frequency of e-mail notifications;
- The nature of the communication;
- URL for attachments/further information, if applicable;

If approved, the manager will forward the request to the Chief Operating Officer for consideration. If the request is approved, the Chief Operating Officer, in consultation with the requesting manager, will authorise the establishment of an appropriate e-mail alias and associated sending rights.

Campus e-mail distribution lists

E-mail primarily of interest to a particular campus should use the individual Campus distribution list. Requests should be sent to the Campus Executive Manager of the relevant campus who will decide whether or not to send it to their staff.

Access to Unit distribution lists

E-mail distribution will take a tiered approach whereby unit leaders will have broadcasting rights and responsibilities for the area over which they have authority. For example, a Head of Department may send to the Department but not to the whole Faculty; a Dean or Faculty Manager may send to the Faculty but not to the whole University (Figure 1).

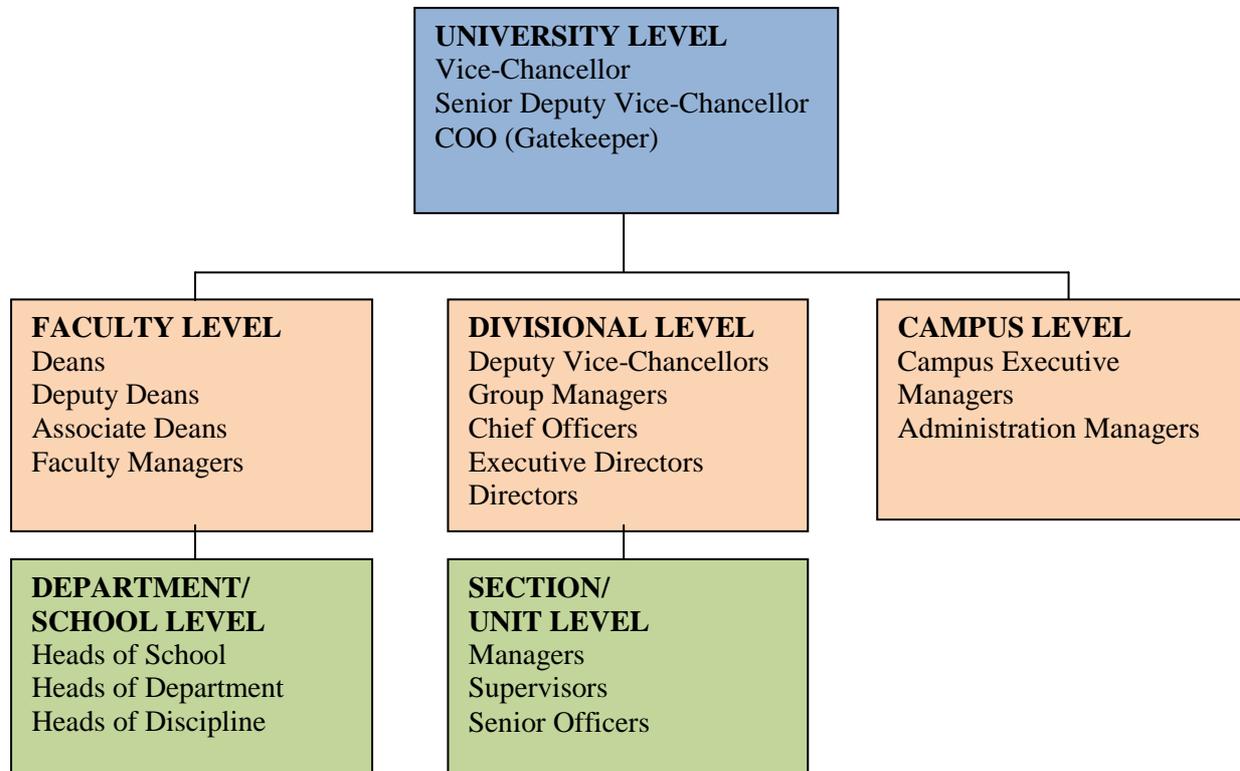
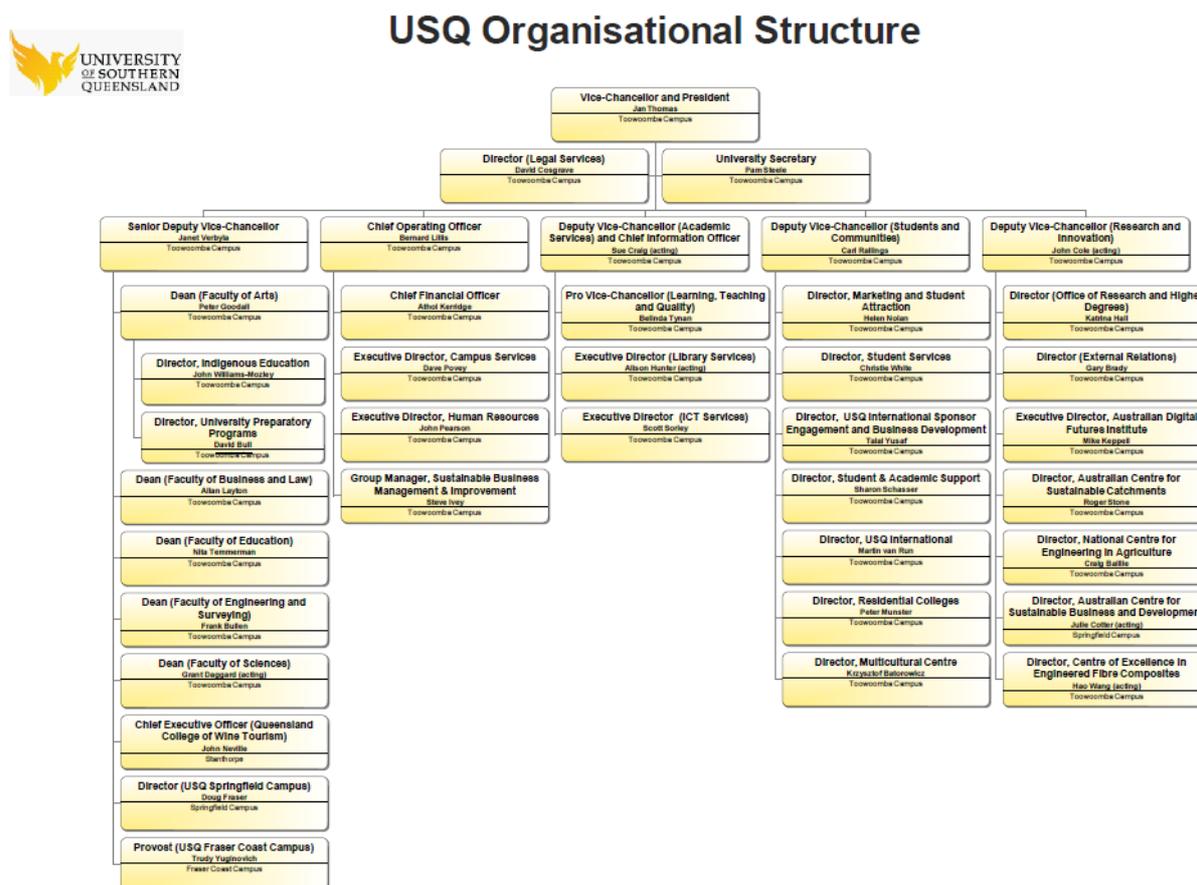


Figure 1: Examples of levels of E-mail Broadcasting Responsibility

Unit leaders will have responsibility to:

- approve and broadcast to the unit over which they have responsibility; and
- delegate broadcasting rights for their area to other staff members; and
- request broadcast in another, or broader, area; and
- grant to another area one-off or blanket broadcasting rights to their own area for a designated purpose.

For example, if a staff member of the Faculty of Education wishes to distribute a notice to the Faculty of Arts, the staff member would forward the request to the Dean of Education, or their nominee. Once approved, the Dean of Education would forward the request to the Dean of Arts for broadcasting (Figure 2).



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Figure 2: USQ and Division/Faculty Unit Leaders

Each Faculty/Section leader can determine who will have broadcasting rights to their Faculty/Section distribution lists. They may control access by notifying [ICT Self Service](#). Requests can only be made by staff members with current broadcasting rights.

For a full list of current broadcasting rights, including USQ and campus-wide lists, see Appendix A. Requests should be sent to support staff in the first instance. Please access the on-line [Staff Directory](#) for contact details or email the office of the Chief Operating Officer.

RELATED POLICIES

APPENDIX A

- [USQ Policy for the Acceptable Use of ICT Resources](#);

Officers Authorised to Send to Restricted Distribution Lists (August 2010)	
Distribution List	Gatekeepers
University Communications (all staff)	Chief Operating Officer
Academic Staff	Chief Operating Officer Senior Deputy Vice-Chancellor
General Staff	Chief Operating Officer
Toowoomba – All Staff	Chief Operating Officer
Fraser Coast Staff	Campus Executive Manager, USQ Fraser Coast
Springfield – All Staff	Campus Executive Manager, USQ Springfield
Faculty of Arts	Dean of Arts
Faculty of Business and Law	Dean of Business and Law
Faculty of Education	Dean of Education
Faculty of Engineering and Surveying	Dean of Engineering and Surveying
Faculty of Sciences	Dean of Sciences
Students & Communities Division	DVC (Students and Communities)
Academic Services Division	DVC (Academic Services)
Research & Innovation Division	DVC (Research and Innovation)
Human Resources	Executive Director, Human Resources
ICT Services	Executive Director, ICT Services
Learning, Teaching and Quality	PVC (Learning, Teaching and Quality)
Financial and Business Services	Chief Financial Officer
Campus Services	Executive Director, Campus Services
OR&HD	Director, OR&HD
Sustainable Business Management and Improvement	Group Manager, SBMI
University Preparatory Programs	Director, University Preparatory Programs
Indigenous Education	Director, Indigenous Education

4 References

5 Definitions

Word/Term	Definition (with examples if required)