

# 1 **Email, University Communications**

2 Effective: October 1, 2006

3 Updated/Revised: November 29, 2012

4 Contact: [Information Technology Services \(ITS\)](#)

## 5 **Introduction**

6 Iowa State University must be able to communicate quickly and efficiently with faculty, staff, and students in order to conduct  
7 university business. Email is an acceptable and appropriate medium for such communications.

## 8 **Policy Statement**

9 Unless law, contract, or other university policy prohibits email or requires another form of communication, Iowa State  
10 University may send communications to faculty, staff, and students by email to their Iowa State University email address. It is  
11 expected that the email will be received and read by the recipient within a reasonable amount of time, as email  
12 communications may be time-sensitive. This includes communications intended to meet the academic and administrative  
13 needs of the university, including business that is critical to the operation and function of Iowa State University.

## 14 **Security & Privacy**

15 Email communications must comply with federal and/or state regulations and university policies including the Acceptable  
16 Use of Information Technology Resources, and Electronic Privacy. Iowa State University will not request personal  
17 confidential information such as social security, credit/debit card, or bank account numbers be returned by email. Faculty,  
18 staff, and students are responsible for keeping their email passwords confidential, and must not share their password with  
19 others or leave it exposed.

## 20 **University Email Address**

21 University email addresses are of the form [Net- ID]@iastate.edu and are included in university directory information. Current  
22 Iowa State University students are expected to have a University Net-ID and email address. Students may request that their  
23 university email address not be made public by completing a no information release request in the Office of the Registrar.

24 University faculty and staff are expected to have a University Net-ID and email address unless other provisions for university  
25 communications are made by their unit. Unit heads that have employees without email access, such as some merit and  
26 temporary employees, must make reasonable accommodations for an alternative means of communication. Faculty and staff  
27 will choose a University Net-ID (email address) as part of the hiring process. The University Net-ID address will be  
28 suspended after the effective date of termination or separation from the university. A Net-ID may be sponsored by a  
29 university administrative officer or delegate for the purpose of carrying out university business.

## 30 **Forwarding**

31 Although students or employees may choose to forward their university email address to another email address, forwarding  
32 is not recommended. There is a risk forwarded email may be lost or blocked. Problems with forwarded email will not absolve  
33 the individual of responsibilities associated with university communications sent to their university email address.

## 34 **Instructional Use**

35 Faculty will determine how electronic communication, including email, will be used in their classes, and must specify those  
36 requirements in the course syllabus.

## 37 **Resources**

### 38 **Links**

- 39 • [Acceptable Use of Information Technology Resources](#)
- 40 • [Electronic Privacy](#)
- 41 • [Mass Email and Effective Electronic Communication](#)
- 42 • [Net-ID Services - Accounts and Passwords](#)
- 43 • [Net-ID Suspension](#)
- 44 • [How to Change the Delivery of Your ISU Email Using ASW](#)
- 45 • [ITS Exchange Email Best Practices](#)