

SRM UNIVERSITY – AP, ANDHRA PRADESH

Email Policy

1. Short Title and Commencement

This policy may be called as 'SRM University – AP, Andhra Pradesh E-mail Policy'.

2. Background

The University recognizes that principles of academic freedom, freedom of speech, privacy, and confidentiality hold important implications for e-mail and e-mail services. This Policy addresses these principles within the context of and subject to the limitations imposed by the University's legal and policy obligations.

- a. E-mail will be used by the University community in an ethical and considerate manner in compliance with applicable law and policies, including policies established by the University and its operating units, and with respect for the public trust through which these facilities have been provided;
- b. E-mail users are informed about how concepts of privacy and security apply to e-mail, as well as the applicability of relevant policy and law; and
- c. E-mail services are extended for the sole use of University faculty, staff, students, and other appropriately authorized users to accomplish tasks related to and consistent with the University's mission. University e-mail systems and services are University facilities, resources, and property as those terms are used in University policies and applicable law. Any e-mail address or account assigned by the University to individuals, sub-units, or functions of the University is the property of the University.

3. Scope

This policy applies to all students, employees, vendors and partners who are assigned (or given access to) a University Email.

4. Definitions

- a. Mass Communication or Mass Mailers: Email communications that are addressed to more than 15 email ids shall be classified under mass communications. This shall include single emails that are addressed to more than 15 email ids or sent to individual ids through mail merge, group email ids etc. They may be
 - i. from and to any amongst student body or sections of the student community, faculties, staff, officers of the University, standing committees or authorities of the University etc.,
 - ii. to external agencies or individuals from any of the members mentioned in 4.a.i in this policy or
 - iii. from external agencies or individuals to any of the members mentioned in

4.a.i in this policy

- iv. Circulars: Any communication from University Management or Authorities of the University to Faculty Community, Resident Community, Student Community etc.
- v. Spam and Malicious content:
 - Chain letters
 - Junk mail
 - Widespread distribution of unsolicited mail
 - Letter-Bombing or resending of the same email repeatedly to multiple users
 - Any indecent, profane, or obscene material or content.
 - Offensive material or content targeting any persons based on age, caste, creed, race, sex, sexuality, nationality, religion or political opinion
 - Aimed at harming the reputation of the University or any of its members. This does not include criticism, feedback, or complaints of the University and its operations, which may be lodged with appropriate authorities.
 - Email communications or content circulated in emails used for illegal activities
- vi. IT Office shall refer to the office of the Director - IT

5. Creation of email ids

The IT Office shall be responsible for creation of all email ids on the University domain. They shall follow the templates advised in this document. In the case that there is unavailability of an email id, the email id is too long, or the email id is similar to an existing id, they are expected to use their discretion but shall ensure that the email ids meet professional standards.

- a. For Employees
 - i. Email Ids shall be created by the IT Office for all employees of the University
 - ii. Email Ids shall be in the format prescribed by the Director, IT
 - iii. Email Ids shall be made inactive if and when employee has been relieved of duties
 - iv. The IT team shall circulate to all employees, a process for backing up and storing inbox data on their local storage
- b. For Students
 - i. Email Ids shall be created by the IT Office for all enrolled students in all programmes, within one week of commencement of the programmes
 - ii. Email Ids shall be active during the entire duration of the programme in which the student is enrolled
 - iii. The Email Ids shall be made inactive within not less than 6 months and not more than 9 months from the graduation of the student
 - iv. The IT Office shall ensure that students shall be provided due notice of inactivation of university email ids. The IT team shall along with the notification, circulate to all students, a process for backing up and storing inbox data on their local storage
- c. For Office Bearers and Committees

- The IT Office shall create email ids for all Officers of the University, Authorities of the University, and Standing Committees of the University.
- Requests for these can be made by relevant persons and will be created on approval from the Registrar or above.
- d. Student Body Email Ids
 - The IT Office shall create email ids for student communities on approval from the Director, Student Affairs.
- e. Creation of email id groups
 - The IT Office will create email id groups as required by University management, faculty, and Student Body as required for University communications subject to approval by the relevant authority
 - Requestors shall make applications
 - Additions and removal of email ids to email id groups shall also be subject to approval of the relevant authorities
 - The below matrix shall be followed for approvals regarding email id groups

Requestor	Authorized Approver
Deans, Directors, and above	No approval required
Below Deans and Directors	Reporting Dean or Director
Student Body	Director, Student Affairs

6. Office Bearers

- a. Office Bearers shall use the official email id only for communications related to the particular office. For communications relevant to other responsibilities, they are expected to use the relevant email id.
- b. For communications related to a particular office, office bearers are expected to use only the official email id and should not use personal email ids or email ids of other offices for this purpose.
- c. Procedure for transfer of office
 - Once an employee has surrendered a particular office, the IT Office shall reset the password to ensure that access to the email id is blocked
 - On allotment of a new employee to a particular office, the IT Office shall provide the password of the email ID and shall intimate the employee to change the password within 24 hours of assuming office.

7. Authorities and Standing Committees

- a. The IT Office shall allot access of the allotted email I'd to the Chairperson of the Committee/Authority.
- b. The Chairperson may share access to the email id with members of the committee as he may deem fit.
- c. The Chairperson of a Committee/Authority may request the IT Office to auto-forward mails to the email id of the Committee/Authority to its members. However, the onus of updating the list of incumbent members and communicating the same to the IT Office rests with the chairperson of the committee/authority.

- d. The Chairperson shall be ensuring that
 - The committee email id is accessible to only incumbent committee members
 - The committee id is used only for purposes relevant to the committee.
 - Email communications of the committee are only through the committee id.
 - Communications via email to the email id of the committee/authority are accessible only to the incumbent members of the committee/authority.

8. Student Communication

a. University Communications and Student Circulars

Students are expected to check their email on a frequent and consistent basis in order to stay current with University-related communications. Students have the responsibility to recognize that certain communications may be time-critical. "I didn't check my email", error in forwarding mail, or email returned to the University with "Mailbox Full" or "User Unknown" are not acceptable excuses for missing official University communications via email.

b. Student Community Communication

Communication from Student associations and student bodies are expected to be in alignment with University policies. In case, student associations or student body wishes to make a mass communication, they shall request for approval from the office of the Director – Communications as mentioned under 11.b under this policy.

c. Communication with external agencies or individuals

Communications with external agencies or individuals are also required to be in alignment with University policies. Mass mailers from or to external agencies or individuals shall be in accordance with 11.c and 11.d of this policy.

9. Academics Related Mailing

Material Sharing

In alignment with being environment friendly, the University shall strive to make access to online resources as less cumbersome as possible for students. Accordingly, faculty are expected to provide a centrally accessible repository, for the courses that they teach, of academic resources they wish to share with students.

- For every course where material is to be shared, the faculty shall ensure the creation of a Google Drive Link where the faculty shall upload all relevant material, such as e-books, PPTs, scanned documents, etc. under relevant sub-folders.
- The Google Drive Folder for the course shall be named as <Course Code>_<Faculty Code>_<Academic Year>_<Semester>.
- The faculty shall ensure that the Google Drive is created and access to the Google Drive is provided to all the students enrolled in the course at least a day in advance of the commencement of the course.

10. Guidelines for Mass Communications

- a. Employee Circulars
 - Employee Circulars may be sent only by those who are either Directors or Deans or above.
 - Employee Circulars may be addressed to as many people as required.
 - Employees are expected to exercise caution while replying to such circulars. The University shall have the authority to block such response mails that are addressed to any irrelevant audience.
- b. Student Mass Mailing

Student associations and bodies that desire to make mass communications via University email shall do so after the approval of the office of the Director, Communications. The authorization shall be for the content of the mail, the email ids the mail is addressed to, and the subject of the mail, and attachments if any.
- c. Mass Mailers from External Agencies or Individuals
 - The University firewall shall block all external mass mailers as well as external email ids that attempt to mass mail students.
 - In the case that multiple members of the University (e.g.: Student associations, faculty associations, etc.) wish to maintain email communication with an external agency, they shall request the IT Office to unblock such emails. This shall be subject to approval from the Registrar.
 - The University may screen and filter mass communications from external agencies or individuals if it deems necessary.
- d. Mass Mailers to External Agencies or Individuals
 - While, mass mailers from members of the University to external agencies or individuals shall not be monitored, they are expected to not contain malicious content or spam and shall be in alignment with other university policies such as IPR regulations, amongst others.
 - Mass mailers that are used for promotional purposes for University activities are expected to follow best practices and persons responsible for such communications shall ensure that such mails are not perceived as spam by recipients.

11. Expected Responsibility from Users

Appropriate Use

- a. Users are expected to use the email service provided by the University in alignment with the University email policy and national and state laws.
- b. They are expected to maintain security over their passwords and shall be responsible for all communications that happen via their email id.
- c. Users shall not circulate/send/spread/forward spam or malicious content through University email.
- d. In order to maintain a seamless communication stream for efficient and effective academic purposes, it is vital that the security of the system is not compromised.

Therefore, all users have a shared responsibility for the same and are expected to exercise caution when interacting with unknown mail ids.

- e. In order to maintain the sanctity of the email communication system, users are expected to report any violation of the policy, which they observe, with the IT Office.

Inappropriate Use

- a. Users are not allowed to do security related misuse which includes attempting to bypass firewalls and access rules in place, breaking security of the systems, trying to capture passwords of other users, Damaging / Gaining access to the data of other users etc.
- b. Users are not allowed to setup servers of any kind (examples: web, mail, proxy) that are visible to the world outside SRM University – AP.
- c. Users shall not send mass mails unless they are authorized to do so or have taken required approvals.
- d. Users shall not download, install or run security programs or utilities that reveal security weaknesses.
- e. Users are not allowed to share information to third party which will allow circumvention of security systems by the third party.

12. Usage of University Email Id for personal use

Employees and students are allowed to use their University email for some personal reasons. For example, Employees and students can use their corporate email to:

- Register for classes or meetups.
- Send emails to friends and family as long as they don't spam or disclose confidential information.
- Download e-books, guides and other content for their personal use as long as it is safe and appropriate.

13. Sanctions

- a. Communications that are sent via university email ids shall be subject to on-campus disciplinary guidelines irrespective of physical presence of user.
- b. Violations of this Policy will be handled under normal University disciplinary procedures applicable to the relevant persons or departments. In addition, a violation may result in:
- c. Suspension, blocking, or restriction of access to information and network resources when it reasonably appears necessary to do so in order to protect the integrity, security, or functionality of University resources or to protect the University from liability;
- d. Disciplinary action up to and including separation from the University;

Annexure 1: General Use Cautions

- i. Both the nature of e-mail and the public character of the University's business make e-mail less private than users may anticipate. For example, e-mail intended for one person sometimes may be widely distributed because of the ease with which recipients can forward it to others. Furthermore, even after a user deletes an e-mail record from a computer or e-mail account it may persist in whole or in part in system logs, in the directories of the person who received the message, or on system backup servers, where they may be retained for long periods of time. All these items may be subject to disclosure under applicable law and this Policy. The University cannot routinely protect users against such eventualities.
- ii. E-mail, regardless whether created, received, or stored on University equipment, may constitute an "Official Record"; may be a "Public Record" subject to disclosure under national and state laws; or may also be subject to disclosure or access under other laws or as a result of litigation.
- iii. The University, in general, cannot and does not wish to be the arbiter of the contents of e-mail. Neither can the University, in general, protect users from receiving e-mail they may find offensive. Members of the University community, however, are strongly urged to use the same personal and professional courtesies and considerations in e-mail as they would in other forms of communication, and particularly those applicable to written communications since e-mail creates a tangible record of that communication.
- iv. There is no guarantee, unless "authenticated" mail systems are in use, that e-mail received was in fact sent by the purported sender, since it is relatively easy, although a violation of this Policy, for senders to disguise their identity. Furthermore, e-mail that is forwarded may also be modified. Authentication technology is not widely and systematically in use at the University as of the date of this Policy. As with print documents, in case of doubt, receivers of e-mail messages should check with the purported sender to validate authorship or authenticity.
- v. Inappropriate e-mail use may expose the University and individual users to claims for damages through copyright infringement, libel, breach of privacy, or other personal or proprietary rights.
- vi. National and state laws and University policies regarding copyright and intellectual property apply to e-mail. Do not violate the copyright of others. Unless the material is legally established as being in the public domain or unless there is explicit release by the copyright owner, you may not copy e-mail information. You may or may not have copyright in e-mail material which you create. Check with the appropriate authority before assuming that you have copyright in such material.
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