



CALIFORNIA STATE UNIVERSITY CHANNEL ISLANDS ADMINISTRATIVE POLICY MANUAL

Student Affairs
Approved By:

Policy Number:
Effective Date:
Page 1 of 6

Policy on Communication with Students

PURPOSE:

To ensure accurate, timely, and effective communication ~~of official University business to applicants as well as matriculated~~ students either electronically or by mail ~~or email~~.

BACKGROUND:

A need exists to provide effective, consistent and ~~cost-efficient-sustainable~~ communication with applicants and enrolled students. All matriculated students shall receive an email account from the University. Official student email addresses end in @myci.csuci.edu.

POLICY:

Accountability:

President or designee; Vice Presidents or designees; Provost and Vice President for Academic Affairs and the Vice President for Student Affairs.

Applicability:

All CSU Channel Islands applicants, matriculated students, faculty, ~~third-party vendors off-campus partners, and staff~~ and third-party vendors at CSU Channel Islands.

Definition(s):

Applicant: a person who has applied for admission to the University.

Dolphin Email: the University's official email system for matriculated students.

Electronic Communication: any method used to send information from one computing device to another, including email, text messaging and social media.

~~Mail: shall be defined as letters and parcels conveyed by the United States Postal Service.~~
~~* Other reputable carriers such as Federal Express and UPS may be utilized if deemed necessary.~~

Email shall be defined as the Email: a means or system for transmitting messages electronically (as between computers on a network). the system whereby letters, messages and other data are transmitted from one computing or electronic communication device to another through an electronic communication network.

Dolphin Email: the University's official email system for students.

Comment [AR1]: Thought this should be clarified. Please reject if unnecessary.



CALIFORNIA STATE UNIVERSITY CHANNEL ISLANDS ADMINISTRATIVE POLICY MANUAL

Student Affairs
Approved By:

Policy Number:
Effective Date:
Page 2 of 6

Policy on Communication with Students

Global Message: communication sent to all matriculated students through Dolphin Email.

Mail: letters and parcels conveyed by the United States Postal Service. ***Other reputable carriers such as Federal Express and UPS may be utilized if deemed necessary.*

Matriculated student: an admitted student, who has been term activated, and is planning to or is currently enrolled at CI.

Official University Business: as it pertains to this policy, general or broad information regarding admissions, registration, ~~commencement~~, financial aid, tuition, ~~or~~ payment information, and enrollment or financial deadlines; emergency, health or safety issues (health/safety warnings, campus or building closures or evacuations, police alerts or notifications); ~~course~~ referendums; ~~graduation/commencement related~~ system failures (network interruptions, power outages or disruptions to essential services); University e-newsletter, *Wavelength*; IRB approved surveys; and messages or announcements from the President or ~~CSU~~ Chancellor.

Social Media: forms of electronic communication (as websites for social networking, e.g. Facebook, Twitter, and micro blogging) through which users create online communities to share information, ideas, personal messages, and other content (as videos).

Text Message: An electronic communication sent and received by cellular device.

~~Global Message: communication sent to all matriculated students through Dolphin Email.~~

~~Global student emails shall be defined as communication sent to all students through dDolphin email.~~

Text:

1. Mail:

- a. Students shall provide the University with a current mailing address.
- b. Students shall maintain their mailing address by updating it in *myCI*.
- c. Third-party vendors may use mailing addresses provided by CI for only the purpose in which they are intended. Additionally, third-party vendors may not save any student information for future/unauthorized use.

Comment [NCG2]: Is this general information only and/or student specific information? I assume this is general information only and would not contain student-specific private info.

Comment [WU3]: This should probably come out because it is for a targeted group of students and a list serve would be better than a global message.

Comment [NCG4]: I concur that this can be removed since it targets a group of students.

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CALIFORNIA STATE UNIVERSITY CHANNEL ISLANDS ADMINISTRATIVE POLICY MANUAL

Student Affairs
Approved By:

Policy Number:
Effective Date:
Page 3 of 6

Policy on Communication with Students

- d. It is a violation of University policy to use University mail to impersonate a University office, administrator, faculty, staff member, or student.

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24. Electronic Communication:

Email:

- a. Applicants shall provide the University with a current email address. Upon matriculation, the University will utilize the student's Dolphin email address as the official means of communication. All applicants are required to include an email address on their CSU online application for admission. The Admissions and Recruitment office shall utilize stated email address to disseminate communication related to enrollment. It is the responsibility of the student to ensure that communication is received and read.
- b. Communication regarding admission status will be sent to applicants through stated email address as well as their respective Dolphin VIP page.
- e. All matriculated students shall receive an email account from the University. Official student email addresses end in @dolphinmyci.esuci.edu.
- a. Administration shall utilize the "Dolphin Email" system as the official means of communication to CSUCI students. It is the student's responsibility to ensure that communication is received and read.
- b. Applicants shall maintain their email address by updating it in myCI.
- c. AdministrationThe University shall utilize the Dolphin Email system as the official means of communication to matriculated CI students. It is the student's responsibility to ensure that communication is received and read.
- d. Official means of communication include messaging related to the academic success of CI students. For example: graduation date reminders, course availability, etc.

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CALIFORNIA STATE UNIVERSITY CHANNEL ISLANDS ADMINISTRATIVE POLICY MANUAL

Student Affairs
Approved By:

Policy Number:
Effective Date:
Page 4 of 6

Policy on Communication with Students

Students may redirect their [Dolphin Email](#) ~~University email~~ address to another account. However, the University will not be responsible for the handling of email by outside vendors or departmental servers. Instructions for redirecting shall be available on the [CSUCI "Dolphin Email"](#) web site.

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~~Applicants shall provide the University with a current email address. Upon matriculation, the University will utilize the student's Dolphin email address as the official means of communication.~~

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~~e.d. Applicants shall maintain their email address by updating it in [myCI](#).~~

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~~f.e.~~ Faculty shall determine how electronic forms of communication ~~(e.g. email)~~ will be used in their respective classes and will specify requirements to their students [\(see Exhibit 1\)](#).

~~g.f.~~ All electronic communication shall meet federal and state accessibility requirements.

~~h.g.~~ All email sent to students shall include ~~the name, title, email address and telephone number of the person or office sending the email~~ [appropriate contact information](#) so that the student may verify the integrity of the email.

~~i.h.~~ It is a violation of University policy to use ~~University mail or~~ a University email address to impersonate a University office, administrator, faculty, staff member, or student.

~~j.i.~~ Students who are suspended or expelled may have their "Dolphin Email" account closed. The account shall only be re-opened with approval from the Dean of Students or designee.

~~k.~~ Complaints involving harassing email shall be investigated by the [appropriate University representative](#) ~~Dean of Students or designee~~.

~~j.~~

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CALIFORNIA STATE UNIVERSITY CHANNEL ISLANDS ADMINISTRATIVE POLICY MANUAL

Student Affairs
Approved By:

Policy Number:
Effective Date:
Page 5 of 6

Policy on Communication with Students

k. Matriculated students, who attend CI and attempt a minimum of 30 semester units, maintain access to their Dolphin Email regardless of program degree completion.

~~Students who voluntarily withdraw from the University and have not completed their program degree or have not enrolled for more than one academic year, will have their email account closed at that time.~~

l. Only designated University offices are eligible to send global student emails/messages.

~~l.m.~~ Only items defined as official University Bbusiness may be communicated to students via a global message.

n. Emails should only be sent once...? (Toni: What are your thoughts on this? Do we need to add this or is it procedural? What about in the event of a campus emergency where frequent status updates are needed?) or as necessitated by the particular communication.

~~m.o.~~ Student directory information and email addresses shall not be provided utilized or provided to a third party for commercial purposes, personal gain or spamming.

p. Third-party vendors may use email addresses provided by CI for only the purpose in which they are intended. Additionally, third-party vendors may not save any student information for future/unauthorized use.

q. Applicants to the University should inform the Admissions ~~&and~~ Recruitment office if there is a change in email address by submitting a letter or email with their name, ~~date of birth~~, ~~&and~~ contact number requesting the University to utilize an alternate email address for communication.

~~r.~~

Social Media Text Messages and Social Media

Texting should not be used to communicate any official University business. University social media accounts may be used to supplement ~~communicate general~~ communications of ~~Official~~ University Bbusiness (as defined above) or University related activities and events or to redirect students or parents to appropriate staff via email, telephone or in person. ~~Private~~ Student ~~specific~~ or ~~private~~ confidential student information should never be communicated via

Comment [WU5]: Amy, can you please confirm with IT the duration for which they maintain this email access (i.e. 1 year, 5 years, etc.) This is true! Their password might expire but their Dolphin acct is kept active until they graduate or withdraw from the U. After graduating, their ...

Comment [AR6]: Jim Meriwether: "I find it o ...

Comment [AR7]: I think this works as worded ...

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Comment [WU8]: Recommend separating So ...

Comment [NCG9]: Yes, ok, with separating. ...

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Comment [WU10]: Private may imply ...

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Comment [NCG11]: Overall, our ...

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CALIFORNIA STATE UNIVERSITY CHANNEL ISLANDS ADMINISTRATIVE POLICY MANUAL

Student Affairs
Approved By:

Policy Number:
Effective Date:
Page 6 of 6

Policy on Communication with Students

~~using via social media channels or texting. The only exception for the University using social media or texting is for emergency notifications via CI Alert when broad messages or instructions are being communicated to the entire campus community.~~

Texting

~~Texting is only currently used by the University to communicate emergency notifications through CI Alert when broad messages or instructions are being communicated to the entire campus community.~~

2. Mail:

- ~~a. Students shall provide the University with a current mailing address.~~
- ~~b. Students shall maintain their mailing address by updating it in mMyCSUCI.~~

Exhibit(s):

- ~~1. Faculty email electronic communication with students is governed by the Academic Senate Policy: SP 12-19** - Policy on Electronic Communication with Students~~
Faculty to Student Email Communication

Comment [WU12]: Recommend placing a period after channels and starting a new section for Text Messages. The new Text Messages section should include a similar sentence about what not to communicate (if necessary) or should just state that students have the ability to "opt-in" to receive campus emergency notifications via a text message.

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Comment [NCG13]: I don't think you need to add anything about signing up because that is "procedural" and unrelated to this policy.

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