USE OF E-MAIL FOR OFFICIAL CORRESPONDENCE WITH EMPLOYEES

POLICY INFORMATION

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PURPOSE AND SUMMARY

University of Arizona (University) e-mail services support the educational and administrative activities of the University and serves as a means of official communication by and between employees and the University.

SCOPE

This Policy applies to all employees who are provided e-mail services managed by or for the University.

DEFINITIONS

"Official University e-mail account" is an account in which the address ends-is the NetID with either "Arizona@arizona.edu." or @email.arizona.edu. This allows employees to retain and utilize departmental or college addresses.

“Departmental e-mail account” is any other e-mail account that ends in arizona.edu.

POLICY

University Use of E-mail

E-mail is a valid mechanism for official communication within the University of Arizona. Official e-mail communications are intended to meet the academic and administrative needs of the
The University of Arizona

campus community and may be used to communicate to employees regarding official business that is critical to the operation and function of the University.

Unit heads may issue additional Departmental e-mail accounts to be used for unit-based communications.

Unit heads may utilize or authorize e-mail to send mass mailings to employees within their unit. All other mass mailings of e-mail are prohibited, unless approved by the Executive Office of the President.

**Official University E-mail Accounts**

Unless exempted by their unit head, all University employees are expected to have an official Official University e-mail account and an official University e-mail is issued upon entering into an employee or student relationship with the University. An official University e-mail account is one in which the address ends with "Arizona.edu". This allows employees to retain and utilize departmental or college addresses.

The address of the official Official University e-mail account will be included in a centrally maintained database accessible to employees so authorized. Each unit is responsible to ensure that its employees’ addresses are current.

E-mail addresses will be included in the UA-University phone directory unless the employee requests otherwise.

**Expectations about Regarding Employee Use of E-mail**

Employees are expected to check their e-mail on a regular basis in order to stay current with University-related communications. Unit heads that have exempted employees from the requirement of having an official e-mail account must make arrangements for alternative methods of access to official communications.

**Terminating Access to Official University e-mail account**

Employees who separate from the University for purposes other than retirement or Emeritus faculty, will lose access to their Official University e-mail account and use of their University e-mail address. Retirees may retain use of their Official University e-mail account for ongoing receipt of new e-mail correspondence.

**Redirecting of E-mail**

If employees choose to redirect their e-mail from their official Official University e-mail account to an off-campus e-mail account, they do so at their own initiative and risk. The University will not be responsible for the handling of e-mail by non-UA providers. Having e-mail redirected does not absolve employees from the responsibilities associated with official communications sent to their Official University e-mail account.
COMPLIANCE AND RESPONSIBILITIES

All individuals to whom this Policy applies are responsible for becoming familiar with and following this Policy. University supervisors are responsible for promoting and understanding this Policy.

The Office of the Chief Information Officer and University supervisors are responsible for promoting the understanding of the Policy and for taking appropriate steps to help ensure compliance with this Policy.

FREQUENTLY ASKED QUESTIONS*

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RELATED INFORMATION*

See UA Electronic Mail Policy for additional information.

REVISION HISTORY*

New Policy October 25, 2004

Revised Policy September 2021. Revision to “Official University e-mail accounts” defined term; added new defined term “Departmental e-mail account”; revision to Policy Section to include a new subsection entitled “Terminating Access to Official University e-mail account.”

* Please note the Frequently Asked Questions, Sources, Related Information, and Revision History sections are provided solely for the convenience of users and are not part of the official University policy.