Emails to Enrolled Students Policy and Guidelines

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Approval Authority   Executive Director, Student Services and Communications
Contact Officer   Communications and Engagement Manager – Student Services and Communications

Introduction

Aligned directly with a current University Council or Senior Management Team (SMT) strategic initiative;

Supports student academic success and progress;

Informs students of major disruptions;

Promotes health, safety and wellbeing of students;

Safeguards or enhances the reputation of the University;

Assists the University to comply with legislative requirements.

Emails relating to the surveying of student cohorts must follow the *Student Community Online Survey Policy (PDF, 300KB)*.

Other email lists

When students enrol in or register for other campus services, such as mentoring, M ori or Pasifika support, events, disability or careers information, these lists can be used by those running these programmes in order to contact students. Information distributed to these groups must be relevant to the service or programme provided and in the students' interests. Students' privacy must be protected at all times and the 'Blind Carbon Copy' ('BCC') function should be used where appropriate, to prevent inadvertent disclosure of identity or personal contact information to parties other than the University.

Course lists

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enrolled in Research Postgraduate courses shall have their email hosted on the University's internal email infrastructure, applying the same security and data protection as applicable to the University's staff.

Research Postgraduate students will be allocated email addresses of the form *firstname.lastname@pg.canterbury.ac.nz*. Some variations may be applied to the email address, in case of duplicates and variations of preferred (compared to legal) names.

The mailboxes of these students and their email addresses will be maintained for the period of time indicated on the University's *Extension of Services webpage (University Support Services website)*. At the end of that period, the mailbox will be closed and its content deleted.

Students have the option to archive the content of their mailbox prior to that date.

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In these circumstances, the email offering would be initiated and drafted by Student Support, with the Communications and Engagement team's assistance and reviewed by the Manager, Communications and Engagement, an alternate, or the Executive Director Student Services and Communications prior to distribution.

A distribution list for these emails can be generated by Admissions and Enrolments.

An email to groups of students is normally sent by the Communications and Engagement team. The College involved may, in addition to the above, send a broader email to students of that College, acknowledging a student's passing.

There may be other communications tasks arising from these circumstances which fall outside of this policy. These include letters of bereavement, which would be drafted by the Communications and Engagement team and may by co-signed by the Vice-Chancellor and College Pro-Vice-Chancellor.

2.9 UCSA emails to students

The University also has an agreement with the University of Canterbury

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Redphone communications will be presented in a clear and concise manner and will avoid the inclusion of attachments.

The Redphone shall not be used as a means for which the UCSA President can exert any undue influence on any student, whether they are a UCSA member or not, for the purposes outlines in s229B of the Education (Freedom of Association) Amendment Act 2011.

In recognition of the students' right to freedom of association, any student who does not wish to receive Redphone communications may preclude themselves by making such a request to the UCSA through reasonable channels of communication.

This agreement is seen as an appendix to the Redphone Service Level Agreement, and is renewed annually.

Other student email lists

This agreement further recognises that there will be occasions when the President will need to communicate via Redphone to subsets of enrolled students. The University will assist by providing an ITS facility on the following base

the email address of the sender of the email; and

the email address for reply emails to be sent to should any student elect to press the 'reply' button.

ITS will seek approval from the Chief Information Officer and the Manager, Communications and Engagement before establishing any student email lists.