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APS 6002 - Electronic Communications

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Policy Profile

Policy Title:	Electronic Communications
APS Number:	6002
Effective:	July 1, 2014
Approved by:	President Bruce D. Benson?
Responsible University Officer:	Vice President of Employee and Information Services
Responsible Office:	Office of the Vice President of Employee and Information Services
Policy Contact:	The University Vice President of Employee & Information Services or designee, will respond to questions and provide guidance regarding interpretation of this policy. Any exceptions to this policy must be approved by the appropriate governing IT board.
Supersedes:	Use of Electronic Mail, July 1, 1997
Last Reviewed/Updated:	July 1, 2014
Applies to:	University-wide

Policy Snapshot

Brief Description: Establishes electronic communication as the official means of communication and related parameters for use.

I. Introduction

The university provides electronic communication resources to support its work of teaching, scholarly research, and public service. This administrative policy statement establishes electronic communication as the official means of communication and related parameters for use.

II. Policy Statement

A. Official Means of Communication to the University Community

1. The university shall use electronic communications as an official means of communication to convey information to the university community (employees, affiliate staff, associates and students).
2. All employees, students, appropriate affiliate staff and appropriate associates shall be provided an official *university email* account¹ for conducting University business.
3. Members of the university community are responsible for information contained in electronic communications to their official university email account.
4. The university may also ask employees to subscribe to other electronic communications such as instant messaging or text messaging for emergency communications as approved by the Chief Information Officer or Vice President of Employee & Information Services.

B. Official Communications Sent on Behalf of the University

When sending *official mass electronic communications*, care must be taken to: 1) ensure the message delivery does not adversely affect the network, email routing or mail server infrastructure; 2) ensure that communications are consistent with university policy; and 3) not hinder the ability to validate that an electronic communication is legitimate.?

1. All *official mass electronic communications* sent on behalf of the university, including, but not limited to, promotions, awareness, invitations, and notifications, shall originate from authorized university domains. To assist validating the legitimacy of a communication the Office of Information Security (www.cu.edu/ois) shall publish authorized domains.
2. All *official mass electronic communications* sent on behalf of the university should only contain web address links to authorized university domains.
3. Any exceptions, such as need to include links to non-university domains, must be approved by the appropriate *IT Security Principal*.
4. To assist in validating the legitimacy of a communication the university shall publish copies of *official mass electronic communications* in the university web portal until no longer needed for reference.

C. Information Technology Office Responsibilities

1. The appropriate IT office will use reasonable methods to ensure official

communications are delivered to university-owned and controlled servers and that content is also made available online.

2. The appropriate IT office will assign the official University email address where the university will send email communications. This official address will be the address stored in the campus or system-maintained directory.

III. Definitions

Official Mass Electronic Communications: any email or other electronic communication sent to 1,000 or more recipients pertaining to *university business*.

IV. Related Policies

A. Administrative Policy Statements (APS) and Other Policies

- [APS 4014 - Fiscal Role and Responsibilities?](#)
- [APS 2006 - Retention of University Records??](#)
- [APS 6001 - Providing and Using Information Technology](#)

V. History

- Use of Electronic Communications ? approved 3/1/96
- Use of Electronic Communications ? replaced by Use of Electronic Mail on 7/1/97
- Use of Electronic Mail ? replaced by Electronic Communications on 7/1/14

VI. Key Words

E-mail, electronic communications, on-line, information technology

¹. An official university email account is one which is recognized by the email directory maintained by the appropriate IT office in accordance with their policies.

Attachments:

Video:

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Office of Policy and Efficiency (OPE)

Source URL: <https://www.cu.edu/ope/efficiency-and-effectiveness/presidents-task-force-efficiency/aps-6002-use-electronic-mail>