



CALIFORNIA STATE UNIVERSITY CHANNEL ISLANDS ADMINISTRATIVE POLICY MANUAL

Division of Student Affairs

Approved By: Erika D. Beck
President

Policy Number: SA.07.012

Effective Date: 10/17/16

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Policy on Communication with Students

PURPOSE:

To ensure accurate, timely, and effective communication to applicants as well as matriculated students either electronically or by mail.

BACKGROUND:

A need exists to provide effective, consistent and 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; Provost, Vice Presidents or designees

Applicability:

All CSU Channel Islands applicants, matriculated students, faculty, staff and third-party vendors.

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.

Email: a means or system for transmitting messages electronically (as between computers on a network).

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.



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Official University Business: as it pertains to this policy, general or broad information regarding admissions, registration, financial aid, tuition, 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); referendums; 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.

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

2. 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.
- b. Applicants shall maintain their email address by updating it in *myCI*.



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- c. The 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. Students may redirect their Dolphin 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 CI web site.
- e. Faculty shall determine how electronic forms of communication will be used in their respective classes and will specify requirements to their students (see Exhibit 1).
- f. All electronic communication shall meet federal and state accessibility requirements.
- g. All email sent to students shall include appropriate contact information so that the student may verify the integrity of the email.
- h. It is a violation of University policy to use a University email address to impersonate a University office, administrator, faculty, staff member, or student.
- 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.
- j. Complaints involving harassing email shall be investigated by the appropriate University representative.
- 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.
- l. Only designated University offices are eligible to send global messages.



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- m. Only items defined as official University business may be communicated to students via a global message.
- n. Emails should only be sent once or as necessitated by the particular communication.
- o. Student directory information and email addresses shall not be 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 & Recruitment office if there is a change in email address by submitting a letter or email with their name and contact number requesting the University to utilize an alternate email address for communication.

Social Media

University social media accounts may be used to supplement communication of official University business (as defined) or to redirect students or parents to appropriate staff via email, telephone or in person. Student-specific or confidential information should never be communicated via social media channels.

Texting

Texting is 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.

Exhibit(s):

Faculty electronic communication with students is governed by the [Academic Senate Policy SP 12-19 - Policy on Electronic Communication with Students](#).