

29.99.99.R0.01 **Email for University Communication**

Revised September 16, 2024

Next Scheduled Review: September 16, 2029



Procedure Summary

This procedure establishes electronic mail as the official means of communication for all students and employees. It also identifies the provision that all students will be given a student domain (@leomail.etamu.edu) email address and all university employees will be given a university domain (@etamu.edu) email address.

This procedure supplements System Regulation *33.04.02 Use of Telecommunication Service* and University Procedure *33.04.02R0.01 Use of Telecommunication Service*.

Procedures and Responsibilities

1 OFFICIAL METHOD OF COMMUNICATION

- 1.1 Electronic mail, or email, is considered an official means of communication at East Texas A&M University.
- 1.2 Requests to substitute non-university email addresses for official communication will not be honored.

2 ASSIGNMENT AND USAGE OF UNIVERSITY EMAIL ADDRESSES

- 2.1 All university employees required to conduct official university business via email must do so with their assigned @etamu.edu email account. Email systems used to conduct the university business requires that appropriate security, backup, and records retention measures are in place.

3 ASSIGNMENT AND USAGE OF STUDENT EMAIL ADDRESSES

- 3.1 Each student will be assigned a university email address when his or her application for admission to the University is processed. This email address will remain active throughout the student's academic career at the University.
- 3.2 Students are expected to monitor their official email accounts regularly. The University recommends checking email at least once per day. Students should report any problems with email accounts to the Center for IT Excellence Help Desk at 903-468-6000 or Email at HelpDesk@etamu.edu.

4 PRIVACY OF EMAIL COMMUNICATIONS

Electronic mail is subject to the same policies regarding information disclosure as other methods of communication. The privacy of personally identifiable information must be protected under the Family Educational Rights and Privacy Act of 1974 (FERPA). The confidentiality of e-mail cannot be assured and any confidentiality may be compromised by access consistent with applicable law or policy, including this procedure, by unintended redistribution, or due to current technologies inadequate to protect against unauthorized access. Therefore, all university employees and students should exercise extreme caution in using e-mail to communicate confidential or sensitive matters, and should not assume that their e-mail is private or confidential. Examples of confidential or sensitive information include, but are not limited to: driver's license numbers, credit card numbers, social security numbers, grades, current or past academic history, medical information and medical history, criminal history, personal bank account numbers, and payroll information other than gross pay.

Related Statutes, Policies, or Requirements

System Regulation [*33.04.02 Use of Telecommunication Service*](#)

University Procedure [*33.04.02.R0.01 Use of Telecommunication Service*](#)

Suspends University Procedure *25.99.08.R1.01 Email for University Communication Procedure*

Revision History

Approved March 7, 2014

Revised October 3, 2018

Revised November 7, 2024 (University Name Update)

Contact Office

Office of Chief Information Officer

903.886.5421

HelpDesk@tamuc.edu