University Email

University Procedure 105

Section 1. Purpose

1   This procedure is established to define how the email policy is administered as the
2   official means of communication at Metro State University**.**

3   **Section 2. Definitions**

4   • External mass email service: any mass e-mail system or service that is not
5   provided and/or supported by Metro State University's division of Institutional
6   Effectiveness and Technology
7
8   • Mass email: an email sent to a group of more than 100 recipients

9   **Section 3. Procedure**

10 **Accessibility**

11 Metro State University is dedicated to ensuring that University email services are
12 accessible to everyone provided with an email address. Students, faculty and staff may
13 contact IET with email accessibility needs.

14 **University Email Address**

15 Metro State University students must be assigned a university email address when an
16 application is completed successfully. Employees must be assigned a university email
17 address when officially entered in Minnesota State's Human Resource System.
18 Students and employees attending or working at multiple institutions within the
19 Minnesota State Colleges and University System are provided with one email
20 account/inbox to be used across all institutions. This common email account/address
21 uses a unique "alias" for the institution(s) they are working at and/or attending. An
22 individual who is both a student and also an employee at Metro State University is
23 issued both a student account/inbox at the time of application and an employee
24 account/inbox when an individual is entered into the Human Resources systems. If a
25 student is also an employee at Metro State University, they must have a student
26 account/inbox and an employee account/inbox. The email addresses for those
27 accounts/inboxes also have different email addresses. Student email addresses will
28 include @my.metrostate.edu and employee email addresses will include
29 @metrostate.edu.
30 Students and employees attending and/or working at more than one Minnesota State
31 institution are responsible for managing which institution's email address is set as their

32   primary email address for their account/inbox. This process is managed using
33   Minnesota State's StarID service.

34   Institutional Effectiveness and Technology only manages Metro State University email
35   addresses. Students and employees attending and/or working at another Minnesota
36   State institution will need to work with the appropriate institution for questions and
37   support.

38   Students and employees attending and/or working at multiple Minnesota State
39   institutions receive email from all institutions into their employee or student
40   account/inbox. Having separate accounts/inboxes per institutional student and/or
41   employee email addresses is not an available option.

42   **<u>University Email Use</u>**

43   Metropolitan State University's email systems will only deliver official communications to
44   @metrostate.edu and @my.metrostate.edu email addresses when sending internal
45   email. Official email may be sent to outside addresses as needed however those email
46   communications must not contain personally identifiable information (PII) or any private
47   data. Although @metrostate.edu and @my.metrostate.edu email addresses can be
48   forwarded to other email addresses, the delivery to forwarded email address cannot be
49   guaranteed or verified.

50   Official communication for the purpose of this procedure is information that is important
51   and relevant to or in support of teaching, learning, and university business operations,
52   used for purposes appropriate to the University's mission.

53   Employees including faculty, are allowed to attempt to contact students by means of the
54   recipients' non Metrostate.edu email addresses however those communications shall
55   not be deemed official.

56   Email addresses that are not provided by Metro State University (administered by
57   Institutional Effectiveness & Technology) are not permitted to be used for university
58   affiliated work. For example, department or programs are not allowed to use Gmail
59   addresses.

60   **University Administered Email Distribution Groups**

61   University emails sent to, and sent from, email distribution groups are administered by
62   Institutional Effectiveness and Technology. Membership of these email groups are both
63   automated by affiliation/role and manual. Removal from university email distribution
64   groups is not permitted unless there is an error in the membership.

65   **Student Email Access**

66   Metro State email for students remains active for students until 24 months after their last
67   enrolled class end date. After 24 months from the end of the last enrolled course,
68   student email will be disabled and not accessible. If a student is readmitted, the email
69   service will be reinstated.

Employee Email Access

Metro State email for employees and resident faculty will remain active until their last day of employment. Community Faculty continue to have access for up to 12 months from their last appointment end date. This allows for Community Faculty to maintain access to university email if not teaching consecutive semesters.

Emeriti Email Access

Metro State email accounts for emeriti remain active as long as the account holder continues to use the email service. If the email account is not accessed for a period of one year, the account will be identified for closure. Associated applications and services (for example, Microsoft 365), in addition to email, can vary from those of current students and employees.

Guest and Contractor Access

Metro State email for guests and contractors may be made available by request.

Departmental Email Accounts

Departments that provide services in response to email requests shall create a shared mailbox to help support departmental functional continuity for managing requests sent via email. Employees may contact IET for information about shared mailboxes and to submit a request.

Campus-Related Emergencies

Messages relating to a campus-related emergency must follow emergency communications protocols. The university cannot remove students and employees from the emails sent from the University related to emergencies.

Email Security

All Metro State University email accounts have Multi-Factor Authentication (MFA) enabled. This is a Minnesota State information security requirement. Institutional Effectiveness and Technology supports all students and employees with this service.

Metro State attempts to provide secure, private and reliable email services by following sound information technology and security practices. Metro State cannot guarantee the security, privacy or reliability of its email service. All Metro State email users should exercise extreme caution in using email to communicate confidential or sensitive matters.

Compromised Accounts, due to an information security concern, are disabled immediately. Communication to the account holder must promptly occur requesting a password reset to re-enable the account and additional information regarding support.

Requests for information regarding, and/or access to, Metro State University email accounts are managed by the Vice President of Institutional Effectiveness and Technology/CIO in consultation with the University's President, appropriate executive team member(s), and Minnesota State system office.

109 **Section 4. Authority**

110 This procedure is issued pursuant to authority granted to the President by the
111 Minnesota State Colleges and Universities System Board of Trustees.

112 **Section 5. Effective Date**

113 This procedure shall become effective upon signature by the President and shall remain
114 in effect until modified or expressly revoked.

115 **Section 6. Responsibility**

116 Responsibility for implementation of this policy is assigned to the Vice President of
117 Institutional Effectiveness and Technology/CIO.

118 **Section 7. Review**

119 This procedure will be reviewed as needed at a minimum, every two years.

120 **Section 8. Signature**

Issued on this date: 09/20/2024

Virginia "Ginny" Arthur, JD
President

Date of Implementation: 09/20/2024
Date of Last Review: 09/20/2024
Date and Subject of Amendments:

Additional History and/or Revision Dates:

09/20/2024   This procedure was created by dividing Policy 1050 (created in 2008) into
a policy and procedure pair. Its language was updated to accurately reflect
current technology. Language was added regarding the use of limited
unofficial communication with students' personal email, to allow
employees, including faculty, to contact students at their personal email
accounts.