

Postgraduate Email Management Policy

Last Modified	September 2015
Review Date	March 2016
Approval Authority	Director, Learning Resources
Contact Person	Dean of Postgraduate Research - Vice-Chancellor's Office

Introduction

The University of Canterbury recognises PhD and Master's thesis students as developing academic professionals and supports them in their pursuit to develop associations and networks with fellow colleagues and external associates on behalf of the University. The University aspires to ensure students involved in research are not limited in their ability to communicate with colleagues, and that they are recognised with the correct status by colleagues at other institutions. Aligning email services with those used by staff will assist these students to communicate in a more proficient and consistent manner.

Students involved in research may require an email address that correctly denotes their status as postgraduates at the University when communicating with colleagues at other institutions. This can also enhance the reputation of the University, but must not lead to misconceptions as to the status of the individual, i.e. whether they are staff or student. The choice of the email address should not, in any way, be detrimental to the reputation of the University.

This policy outlines the following:

- Postgraduate student email management framework, which covers the storage, security, maintenance of student email and email addresses throughout the University.
- Roles responsible and accountable for determining the location (on- or off-campus) of postgraduate student email.
- Roles responsible and accountable for allocation of student email addresses and email address domains associated with the University.

This policy provides a comprehensive email management framework that is consistent across all of the University's email systems managed by central IT Services or colleges. This policy does not apply to any other email addresses or accounts that the affected students may have as a result of their affiliation with the University (e.g. UC Live).

This policy applies only to students enrolled in Research Postgraduate courses and specifically to PhD or Master's Thesis and Dissertation students. It does not apply explicitly or implicitly to all other students generally grouped under the category of postgraduate students.

The key result areas of this policy:

- Consistent email management, resulting in operational cost savings and improvements in business processes.
- Improved control over inappropriate use of the University's email, safeguarding it from detrimental effects on the University's reputation.
- Research students are provided with a modern email services aligned with the staff email system enabling effective and efficient connections with colleagues and other professionals.

Definitions

Email – a collection of one or more electronic messages sent between individuals.

Email address – an identifier or name for a mailbox in a standard format as required by the Simple Mail Transfer Protocol (SMTP) used on the internet (e.g. fred.blogs@canterbury.ac.nz).

Email infrastructure – a collection of systems that receive, transmit, store and maintain email messages (e.g. MS Exchange). The term often also encompasses the software used by the user to read the email messages (e.g. MS Outlook).

Email system – see *Email infrastructure*

Mailbox – data storage location where an individual's email messages are held. It is associated with an email address and it is the place where email systems deposit messages intended for the user and copies of messages sent out by the user. The content is only accessible to the individual with correct username and password details.

Research Postgraduate students – students undertaking work towards the completion of a PhD or a Master's degree including a thesis or dissertation.

User – any person using the computer/IT facilities.

Policy Statement

1. All students 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 University's staff.
2. 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.

3. The mailboxes of these students and their email address will be maintained for the period of time indicated on the University's [Extension of Services Policy \(PDF, 114KB\)](#). 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.
4. The postgraduate email address will cease to function once the mailbox is closed.

Postgraduate Email Management Roles and Accountabilities

To ensure that the management of postgraduate email is consistent across the University, the following roles will be assigned authority over postgraduate email.

Postgraduate email authority matrix	
Role	Authority / Responsibility
Dean of Postgraduate Research	All policy decisions relating to management of postgraduate email.
Director, Learning Resources	Strategic development, implementation and operation of email systems to conform to policies around management of postgraduate email.
Operation and Infrastructure Manager	Definition of email address formats, resolution of address conflicts and administration of email systems.

Related Documents and Information

Legislation

- [Privacy Act 1993 \(New Zealand Legislation website\)](#)

UC Policy Library

- [Extension of Services Policy \(PDF, 115KB\)](#)
- [IT Policy Framework \(PDF, 138KB\)](#)
- [Official Information Policy \(PDF, 234KB\)](#)
- [Privacy Policy \(PDF, 565KB\)](#)
- [Protected Disclosures Act - Internal Procedures and Code of Conduct \(PDF, 150KB\)](#)
- [Records Management Policy \(PDF, 183KB\)](#)

Document History and Version Control Table			
Version	Action	Approval Authority	Action Date
<i>For document history and versioning prior to 2013 contact ucpolicy@canterbury.ac.nz</i>			
1.00	Converted document to current template. Updated hyperlinks.	Policy Unit	Sep 2013
1.01	Document review date pushed out.	Policy Unit	Feb 2014
2.00	Major review of document – no changes.	Dean of	Mar 2014

		Postgraduate Research	
2.01	Hyperlinks updated.	Policy Unit	Sep 2014
2.02	Reference to Computer Use Policy and Procedures changed to IT Policy Framework.	Policy Unit	Sep 2015