**Student Email**

**Division:**

Administration & Finance

**Department:**

Information Technology Services

**Contact Information:**

Nish Malik / Associate Vice President and Chief Information Officer, Information Technology Services / (415) 405-4105 / [nish@sfsu.edu](mailto:nish@sfsu.edu)

**Effective Date:**

Thursday, August 4, 2011

**Revised Date:**

Friday, May 1, 2020

**Authority:**

[ICSUAM 8105 - Responsible Use Policy](https://calstate.policystat.com/policy/6607908/latest/)

[ICSUAM 8000 - Information Security Policy](https://calstate.policystat.com/policy/6606822/latest/)

**Objective:**

This Policy defines service offering, requirements and provisions governing the use of Student Email Services provided by SF State.

**Statement:**

**Purpose and Scope**

This Policy defines service offering, policies, requirements and provisions governing the use of Student Email Services provided by San Francisco State University.

**Eligibility**

Matriculated Students as well as CEL students are eligible for student email account services. Graduated students may request SF State email forward-only services through the [Alumni Association](http://www.sfsu.edu/~alumni/welcome.htm).

**Provisioning**

Individual email accounts are automatically provisioned for students. The account generated will be considered the individual’s primary email account and will be used for official University communication.

**Suspending/Deleting Accounts (De-provisioning)**

An email account will be suspended or deleted according to the following procedures:

1. Standard termination:  Anyone who does not have current student status will receive notification that their account will be shut down. The account owner must contact the appropriate enrollment unit to resolve any student status issues.
2. A violation of the [SF State Responsible Use Policy](https://adminfin.sfsu.edu/responsible-use-policy-rup) may result in a suspension or deletion of an email account
3. Disciplinary: ITS will handle the account based on Judicial Affairs or University Police Department direction. This will generally involve suspending, deleting or reassigning the account.

**Account Names**

For ease of account provisioning across systems, account names shall be 2-32 characters in length.

Email account name (short name) changes are available on exception basis only, such as for legal name changes.

Following the deletion of an email account, an account name will not be reassigned for 6 months.

**Campuswide Email Directory**

Student name and email address will be displayed in the email directory. Students may select and set a “preferred” email directory name they wish to display online instead.

### Mass (Bulk) Emails

Mass emails are defined as email messages sent to a large group of recipients such as, but not limited to: all students, all faculty and/or all staff. Messages intended for distribution to all students, all faculty and/or all staff groups require VP or Presidential approval. SF State email services have limitations on the number of emails that can be sent from individual primary or secondary email accounts. For large volume email communications exceeding those limits, users should use Campus designated and approved mass email services.

Mass email campaigns should follow SF State Email Standards for message security and formatting.

**Forwarding**

Email forwarding to external (non-sfsu.edu) addresses is permitted. Individuals forwarding email are responsible for maintaining a current forwarding email address. Delivery of email communications is only guaranteed to the official SF State email account.

**Security**

Names and email addresses will be shared and listed in the directory unless an individual has a [restricted record](http://www.sfsu.edu/~admisrec/reg/ferpa.html). Questions regarding restricted record requests should be directed to the [Registrar's Office](https://www.sfsu.edu/~admisrec/reg/reg.html)

**Implementation**

Responsibility for implementing this Policy will rest with Information Technology Services (TS).  Submit any apparent violation of Student Email Policy to [service@sfsu.edu](mailto:service@sfsu.edu).

**Non-Compliance**

Non-compliance with applicable policies and/or practices may result in suspension of email access privileges. In addition, disciplinary action may be applicable under other University policies, guidelines, or implementing procedures.