[Minor revision: June 5, 2012]

Angelo State University
Operating Policy and Procedure

OP 24.03: **Electronic Communication Policy**

DATE: June 5, 2012

PURPOSE: The purpose of this Operating Policy/Procedure (OP) is to establish electronic communication standards for official and general business of the university.

REVIEW: This OP will be reviewed in May of even numbered years by the chief information officer, in consultation with the director of communications and marketing, with recommended revisions forwarded through the vice president of finance and administration to the president by June 15 of the same year.

POLICY/PROCEDURE

1. Introduction

Because of the ever-increasing need for faster and more effective communication to conduct official business more efficiently with students and other members of the ASU community, certain electronic communication standards must be set by the university.

As a result, the university designates RamPort, the ASU Portal, as the primary vehicle for disseminating information internally to the campus in general and collectively to persons with common roles or groups. The primary electronic vehicle for individual communication for both official and general business will be electronic mail (e-mail), which may be accessed through RamPort or other means using a standardized e-mail address determined by the university.

2. RamPort

RamPort is jointly managed by various departments contributing to their specific channels within the portal under the overall supervision of the Office of Communications and Marketing and the Office of Information Technology. These offices have authority to supervise and modify all channels to ensure that they follow all applicable university policies and procedures and that they put forward a positive image of and for the university to various constituents including, but not limited to, students, faculty, staff, prospects, alumni and others.

Guidelines for the use, implementation and look of RamPort are maintained under the direction of the supervising departments that can make policy recommendations for ultimate approval by the university administration.

3. Electronic Mail (e-mail)

E-mail serves as a mechanism for official university communication to students and selected ASU constituencies. An ASU e-mail address is assigned to current students as well as faculty and staff. This e-mail address is their required address for official electronic communication from the university. No other e-mail addresses may be substituted for the university's assigned e-mail address. As ASU e-mail is maintained on a state-owned network, all e-mail communications are subject to the provisions of the Texas Public Information Act. Consequently, users should not assume a right of privacy.

4. Emergency Notification System (ASUAlert)

a. **ASUAlert** allows the university to contact students, faculty, staff and emergency staff in the community in the event of an emergency by sending messages via:

- Voice message
- E-mail
- Text message

b. The system will be used only for emergencies such as:

- Campus closings or delays
- Building emergencies
- Potential life-threatening situations
- Extreme weather conditions

c. Individuals desiring to receive **ASUAlert** messages must register for this service. There is no university-assessed fee for **ASUAlert**.

(1) Faculty and Staff

Submit ASUAlert contact information in RamPort by going to the Banner Self-Service Links channel in the Work Life tab and clicking "Edit ASUAlert Contacts" under Personal Information.

(2) Students

Submit ASUAlert contact information in RamPort by going to the Self-Service channel in the Student Services tab and clicking "Edit ASUAlert Contacts."

5. Summary

The electronic communication policy is adopted to ensure that all students and ASU constituencies have access to university-related information in a timely manner, utilizing a standardized methodology that serves the needs of both the university and its various constituencies.