



Original Approval Date: May 24, 2013
Most Recent Approval: May 24, 2013
Editorial Amendments: September 18, 2024

Parent Policy: [Information Technology Use and Management Policy](#)

Official Email List Procedure

Office of Administrative Responsibility:	Vice-Provost and Associate Vice-President (Information Technology)
Office of Accountability:	Provost and Vice-President (Academic) Vice-President (University Services, Operations and Finance)
Approving Authority:	Provost and Vice-President (Academic) Vice-President (University Services, Operations and Finance)

Purpose

The University of Alberta provides electronic mail services for use by students, faculty, staff and other persons affiliated with the University. These services provide a means of communication for conducting and administering the business of the University, which includes teaching, research and administrative activities. Distributing **mass email** causes an increased consumption of computing and networking resources that are shared by all users. It increases the likelihood that email is being sent to recipients who do not want or need the information contained and/or that critical messages are being ignored. Whenever possible, it is recommended that the official email lists be used for the purpose of mass email to members of the University community, in accordance with the following procedure.

This document outlines procedures for the effective use of **official email lists** at the University of Alberta. This procedure attempts to strike a balance between the speed and ease of use (for the sender) of mass email, the desire to reduce reliance on paper mail and the impact on each member of the community receiving unsolicited email messages. This procedure has been developed in the interest of fairness, respect for personal time, the need for timely delivery of important announcements, and effective use of University resources.

Definitions

A definitions table as attached establishes the terms used in this policy document and any unique rules of interpretation that apply to this policy document.

Scope/Application

Compliance with this University procedure extends to all members of the **University community**.

Procedure

1. OFFICIAL UNIVERSITY EMAIL LISTS

- a. Every University official email list is assigned an **owner** who is responsible for ensuring that the list is used appropriately. The **moderator** (who may either be the owner or an individual delegated by the owner) shall review each request and content of the message and, based on this procedure, either grant or deny sending of the mass email. The moderator shall take action on each message in a timely manner.
- b. The University official email lists used for all official correspondence are:

Address Groups and their Responsible University Owner

Address Group (@mailman.ualberta.ca)	Target Group	Owner	Moderator
academics	Faculty, APOs, adjunct academic colleagues, clinical academic colleagues, special continuing academics, FSOs, librarians, sessionals and postdoctoral fellows	Vice-Provost (Faculty Relations)	Human Resource Services
adjuncts	Adjunct Academic Colleagues	Vice-Provost and Associate Vice-President (Human Resources)	Human Resource Services
apos	Administrative Professional Officers	Vice-Provost and Associate Vice-President (Human Resources)	Human Resource Services
clinicals	Clinical Academic Colleagues	Vice-Provost and Associate Vice-President (Human Resources)	Human Resource Services
employees	All academic and non-academic staff	Vice-Provost and Associate Vice-President (Human Resources)	Human Resource Services
faculty	Faculty	Vice-Provost (Faculty Relations)	Human Resource Services

Address Groups and their Responsible University Owner

Address Group (@mailman.ualberta.ca)	Target Group	Owner	Moderator
fsos	Faculty Service Officers	Vice-Provost (Faculty Relations)	Human Resource Services
librarians	Librarians	Vice-Provost and Associate Vice-President (Human Resources)	Human Resource Services
sessionals	Sessional Instructors	Vice-Provost and Associate Vice-President (Human Resources)	Human Resource Services
students (undergraduate and graduate)	Full and part-time undergraduate and graduate students. For this purpose, a person is considered a student from the time that he or she is eligible to register in classes to 120 days past the end of the last term in which he or she attended classes.	Vice-Provost and University Registrar	Office of the Registrar
support_staff	Support Staff	Vice-Provost and Associate Vice-President (Human Resources)	Human Resource Services
deans	All Faculty deans	Provost and Vice-President (Academic)	Human Resource Services
directors	All unit directors	Provost and Vice-President (Academic)	Human Resource Services
chairs	All Department chairs	Provost and Vice-President (Academic)	Human Resource Services
deans-directors-chairs	The amalgamation of the deans, directors and chairs mailing lists.	Provost and Vice-President (Academic)	Human Resource Services

- c. All entries within University official email lists shall be of the individual's preferred email address, as chosen in the individual's **profile manager**.
- d. Messages shall be sent to the minimal number of University official email lists that contain the smallest subset of addresses defining the target audience.

2. RESPONSIBILITY TO RECEIVE

It is the responsibility of all students, applicants, faculty and staff to ensure that they are able to receive, access, read and act upon all email sent via official email lists in a timely fashion. The University is not responsible for failure to receive communications if the recipient chooses to **forward** their University directed email to other non-University email addresses.

Electronic communications sent to official email lists will be deemed received on the next University business day after the day the email was sent, regardless of any error, failure notice, internet service provider problem, virus, email filters or auto-reply related to the recipients' email, unless the error or problem originated with the University of Alberta. Students, applicants, and staff are expected to check their email account frequently in order to stay current with University communications.

3. MESSAGE CONTENT

- a. Messages sent to University official email lists shall contain content that supports teaching, research and administration at the University.
- b. University official email lists may be used in emergency circumstances to email information about a threat or incident that affects the safety of the University community. Due to the urgency, such email messages must be as short and concise as possible. University official emergency email messages sent by University of Alberta Protective Services are pre-approved for all official email lists.
- c. University official email lists shall not be used for inappropriate purposes including, but not limited to, commercial email, jokes, personal messages, items for sale, fraudulent money-making schemes, chain letters, and political viewpoints.
- d. Moderators may reject a message submission for a number of reasons, including but not limited to:
 - i. the message is more appropriate to be posted on a website;
 - ii. the message is more appropriate to be distributed by non-electronic means;
 - iii. the content of the message is not relevant to the designated recipients; or
 - iv. the submission fails to meet the criteria within this procedure.
- e. Messages must comply with the *University of Alberta Information Technology Use and Management Policy*.
- f. Messages sent to University official email lists should be concise and the content related to the "Subject:" field. They should also have an appropriately descriptive Subject line.
- g. Messages should use plain text and, if **HTML** is used, a plain-text **MIME** part should be included.
- h. Messages should not include attachments; web links to these documents should be provided instead.

- i. Messages should not include graphics; graphics (if necessary) should be referenced via a web link.
- j. Contact information, including a name and an email address of either the sender or the sending unit must be included in the body of the message.

4. MESSAGE HEADER COMPOSITION

- a. The “From/Reply-to” field must point to a valid ualberta.ca email address for the person/department/sponsor of the email. If the address in the “From:” header is not the intended recipient of replies, a valid and deliverable address should be specified in the “Reply-To:” header.

This header may also contain a “do not reply” instruction (for example, “do-not-reply@ualberta.ca”) in instances when responses to the message are not desired or necessary.

- b. The recipient list in the “To:” field must not be empty. The “To:” field and, if used, the “Cc:” (carbon copy) field must be clearly defined. The “Bcc:” (blind carbon copy) field must be empty.

Definitions

<i>Any definitions listed here apply to this policy document only with no implied or intended institution-wide use.</i>	
Forward	The action of automatically redirecting email arriving at one email address to one or more other email addresses.
HTML	Hypertext Markup Language, a language used primarily for composing web pages.
Mass Email	Mass email shall be considered to be any unsolicited electronic mailing in which the message is sent to a substantial set of recipients who have not elected voluntarily to receive the email. This excludes email to recipients who have opted to join a particular email list or group.
MIME	Multipurpose Internet Mail Extensions, a standard that enables email to support 1) non-text attachments and 2) message bodies with multiple parts and text other than plain text.
Moderator	One or more individuals appointed by the owner who determines the appropriateness of each mass email notification to the target audience.
Official Email Lists	Official email lists are those used by the University of Alberta to facilitate the sending of mass email to major constituent groups. They are created by extracting email addresses from databases maintained

	by Administrative Information Systems (AIS) based on an individual's relationship to the institution. A person is not permitted to unsubscribe from these lists.
Owner	A member of the University's senior administration who has been delegated responsibility to ensure that list(s) under their authority are used appropriately.
Profile Manager	A web service provided by Information Services and Technology (IST) that enables people affiliated with the University to configure their online presence and email identity.

Related Policy Documents (UAPPOL)

- [Access to Information and Protection of Privacy Policy](#)
- [Information Technology Use and Management Policy](#)

Related Links

- [Freedom of Information and Protection of Privacy Act \(Government of Alberta\)](#)
- [Post-secondary Learning Act \(Government of Alberta\)](#)
- [University of Alberta Calendar \(University of Alberta\)](#)

For questions surrounding policy document interpretation or implementation, please contact the Office of Administrative Responsibility.

For the most recent version of this document please visit <https://www.ualberta.ca/policies-procedures/index.html>