UWA IT Policy:

Student Email

Purpose of document:

The statement of a UWA IT policy.

Document Control:

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<th>Author</th>
<th>Date</th>
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<td>24/01/2005</td>
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<td>David Glance</td>
<td>9/3/05</td>
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APPROVAL

This section is completed with approval of TAG and the ISC.

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APPENDICES

List the appendices attached to this document (if applicable).
INTENDED AUDIENCE OF POLICY

Staff and students at UWA.

GENERAL INFORMATION

Students at UWA currently can be contacted using the email addresses:

- <student-user-name>@tartarus.uwa.edu.au
- <student-user-name>@student.uwa.edu.au

There are aliases to these addresses of the format:

- s<student-number>@tartarus.uwa.edu.au
- s<student-number>@student.uwa.edu.au

Further details of the email address structure can be obtained here: http://www.ucs.uwa.edu.au/web/students/email/student_email_account_information

Faculties and Schools have in the past provided students with their email addresses with the Faculty or School domain e.g. <student-user-name>@csse.uwa.edu.au

However, since 2003, Schools have been encouraged to utilise the Tartarus (or student) account as the main email address. Some Schools have switched fully across to using Tartarus email accounts. However a few Schools have continued the practice of allocating student email addresses with the School domain, but encouraging students to forward that email to the Tartarus or student address.

This has a number of problems:

1. It is unnecessary.
2. It causes confusion for the students in having multiple (often temporary) email addresses.
3. There is no guarantee that the students will forward email from one account to another and so some email may not be received.
4. It requires staff to expend effort and time in establishing and maintaining these addresses.
5. It causes needless traffic of email through School email systems.
6. The Directory Services project will accommodate only a single user name (in addition to supporting the use of the student number as an alias) and email address.

It is recognised that there are reasons perhaps where an internal alias may be used for the purposes of email lists, such as when groups of students are supplied with accounts on local computer systems, and it is necessary to contact them all or individually in connection with their account. These aliases should not be publicised at any point.

Use of the Name Tartarus

Tartarus originally referred to the server which handled the student email system. In order to clearly identify the Student Mail system, it has been agreed that it should be referred to as such, and the use of the “Tartarus” name and domain will be dropped.

Use of External Mail Systems

The use of external mail systems like Hotmail and Yahoo is very popular. Students currently have the option of forwarding their Tartarus mail to external accounts. Receiving mail from a student from one of these accounts is problematic because it is sometimes hard to identify the sender. It is therefore proposed that staff are requested not to respond to mail sent by a student unless their full name and student number are included in the communication or they are using a proper student
Staff may respond to the student to inform them of this condition so that they may resubmit their email.

**Policy Statement**

1. Schools should not allocate school domain email addresses.
2. Schools should cease using email addresses using the domain tartarus and use `<student-user-name>@student.uwa.edu.au` or `s<student-number>@student.uwa.edu.au` exclusively.
3. That internal school domain email aliases which may have to be used for email list purposes be not publicised.
4. Student email from external email providers should not be accepted unless it clearly states the student’s name and student number.