

UNIVERSITY OF ILLINOIS
AT URBANA-CHAMPAIGN

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March 18, 2013

Professor Mathew Wheeler, Chair
Senate Executive Committee
University of Illinois at Urbana-Champaign

Submitted via: mbwhee@illinois.edu

Dear Professor Wheeler:

I am writing on behalf of our campus IT Security and Privacy Committee to share with you our proposed Electronic Communications Policy document for review by the Academic Senate.

Our committee shared its original draft document with leaders of a number of committees, groups and organizations on February 2, 2013 for input. Each leader was asked to share the draft policies with their respective members and offer input by February 22, 2013. The list of recipients included the following.

1. Dean Paula Kaufmann, Chair of the Campus IT Governance Executive Committee
2. Professor Matt Wheeler, Chair of the Senate Executive Committee (SEC)
3. Professor Roy Campbell, Chair of the Senate IT Committee
4. Professor Nick Burbules, Chair of the Senate Committee on General University Policies (GUP)
5. Professor Eric Johnson, Chair of the Senate Committee on Academic Freedom and Tenure (CAFT)
6. Professor Leslie Struble, President of the local Chapter of the American Association of University Professors (UIUC-AAUP)
7. Mr. Brock Gebhardt, President of the Illinois Student Senate (ISS)
8. National Office of the American Association of University Professors (AAUP)

In addition, University Legal Counsel's office received copies and was asked to offer feedback.

Our committee is very grateful to all who took time to review and comment on our proposed policies. Please share this document with our Academic Senate for review at its March 25, 2013 meeting. The proposed policies along with the Senate's recommendations will be forwarded to the Provost for his consideration and adoption.

Thank you for your consideration and have a wonderful day.

Abbas Aminmansour, Chair
Campus IT Security and Privacy Committee

cc: Paul Hixon, Campus Chief Information Officer (CIO)
Mike Corn, CITES Chief Security and Privacy Officer

UNIVERSITY OF ILLINOIS
AT URBANA-CHAMPAIGN



Proposed Campus Electronic Communications Policy

Article I: Introduction

A. Our Commitment

The University of Illinois at Urbana-Champaign (University) affirms its commitment to freedom of speech guaranteed by the First Amendment as well as to principles of academic freedom established by the American Association of University Professors (AAUP) and widely recognized as the foundation for administration of academic institutions.

B. Governance and Implementation

The University of Illinois at Urbana-Champaign is committed to the principles of shared governance articulated by the American Association of University Professors and will adhere to such practices in its development of policies pertaining its faculty, staff and students. Implementation of Information Technology (IT) policies is delegated by the Vice Chancellor for Academic Affairs and Provost to the campus Chief Information Officer (CIO).

C. Scope of Policies

The policies outlined in this document apply to the entire University community including faculty, staff, and students as well as all other users of electronic communication resources provided by the University. In addition to these policies, all such users must comply with laws applicable to members of a public institution.

D. Forms of Electronic Communication

Electronic communications include sharing and/or exchange of a variety of forms of digital information between different electronic devices. Examples include but are not limited to email; electronic messaging; web sites; file sharing or other methods of electronic communication or exchange of information.

E. References in This Document

This document includes a number of references to the University of Illinois governing documents such as the University General Rules and Campus Administrative Manual. Those documents are available at the appropriate University web sites. Readers are asked to refer to those documents for additional applicable policies, guidelines or information.

F. Definitions

1. **Electronic Resources:** An account, program, or device used to support electronic communications.
2. **Electronic Communications:** The electronic transmission or sharing of information, as used in this policy to refer to email, text, web sites; chat, video, or similar means of electronically mediated human interaction.
3. An email alias is a forwarding address. For example, all campus email addresses of the form netid@illinois.edu are aliases for an actual email account such as netid@ad.illinois.edu. Use of an alias allows for replacement or changes to the email infrastructure (and thus the actual email address) without forcing a change to the publicly disseminated email address.
4. **University officials may include:** (1) any person employed by the University in an administrative, supervisory, academic, research, student employee, or support staff position (including persons

- employed by the University law enforcement unit and health staff); (2) a person serving on an official committee, including but not limited to a scholarship, disciplinary or grievance committee, or otherwise assisting a University official in performing his or her tasks; (3) a person serving on the Board of Trustees; (4) a person or company with whom the University has contracted to provide a service (such as an attorney, auditor, or collection agent).
5. Bulk email or other forms of electric communication are considered those sent to 100 or more University alias at the same time or cumulatively.
 6. Appropriate Use Policy is used to refer to the campus policy on the appropriate use of computers and network systems at the University of Illinois at Urbana-Champaign. It can be found within the Campus Administrative Manual at <http://www.cam.illinois.edu>.

Article II: General Policies

A. Ownership of Electronic Communication Resources

Email addresses and other electronic communication identifiers as well as servers and computer networks provided by the University or created to support the mission of the University are the property of the University. Use of such resources may be subject to certain policies and restrictions as outlined elsewhere in this document as are other University properties.

B. Accessibility

The University of Illinois at Urbana-Champaign is committed to serving all individuals regardless of their abilities. As such, all electronic communications intended to accomplish the academic and administrative missions of the University should be accessible to all users regardless of their abilities and should be in compliance with pertinent state and federal laws as well as University policies. Further, alternative accommodations provided for those with limited abilities shall conform to appropriate state and federal laws as well as University policies and guidelines.

C. Ownership of Copyright and Intellectual Property

The University of Illinois General Rules and other governing documents include policies and guidelines applicable to ownership of copyright and intellectual property of material developed by members of the University community in the context of their employment at the University. Unless specifically noted otherwise, such policies and guidelines shall apply to electronic communications by members of the University community.

D. Freedom of Information Act (FOIA)

1. The University of Illinois at Urbana-Champaign is a land-grant public institution. Under the Illinois Freedom of Information Act (FOIA), written communications in addition to other public records pertaining to University duties, including electronic communications, to and/or from members of the University community are public records and may be subject to public disclosure. Exceptions to this rule are defined by the Act as well as other pertinent State and Federal laws. Information about the Act is available at Illinois General Assembly's web site (<http://www.ilga.gov>) as well as at the Illinois Attorney General's web site (<http://foia.ilattorneygeneral.net>) or the University of Illinois Freedom of Information Act web site (<http://www.foia.uillinois.edu>).
2. University of Illinois does not monitor phone calls to or from University telephones or other communication devices. Further, the University will save voice messages left on the University's Unified Communications system only for the purpose of making such messages available for use by the intended recipient at a later time. Transcription of voicemails sent to recipients via email are subject to FOIA. In addition, electronic records relating to the transaction of public business are public records subject to disclosure under FOIA notwithstanding that they are generated on employees' private equipment and/or maintained on personal electronic accounts. Such electronic

records include, but are not limited to, instant messages, emails, voicemail recordings, text messages, audio and video recordings, and electronic files, such as text documents, spreadsheets, graphics, and images.

E. Family Educational Rights and Privacy Act (FERPA)

1. Electronic communications sent by members of the University community shall comply with the Family Educational Rights and Privacy Act (FERPA). Information about this federal law is available through the U.S. Department of Education as well as the University Registrar's Office web sites. Members of the University community shall be mindful of potential vulnerabilities of electronic communications in exchanging protected information on networks and devices that do not meet University's privacy and security standards.
2. Units or individual members of the University community may not release any non-Directory student information to a third party such as an electronic service, vendor or person without a contracted service relationship addressing the restrictions on use of student data as specified by FERPA.

F. Security

1. Users of University related protected electronic information shall adhere to generally accepted practices as well as to University and campus policies and standards for maintaining the confidentiality and integrity of electronic communications. This obligation extends to information stored on University-owned or leased equipment as well as on personally-owned devices.
2. Units providing or using electronic communication resources are similarly obligated to appropriately secure such resources under their control.
3. The campus Appropriate Use Policy and the Information Security Policy currently listed within the Campus Administrative Manual as well as the Campus Information Technology Standards contain practices related to security of University's protected information.

G. Privacy

1. The University is committed to protecting the privacy of electronic communications under its control. Access to the contents of electronically stored information may only be permitted through the procedures described in the Appropriate Use Policy.
2. Users of the University's electronic communication resources are reminded of the potential application of Freedom of Information Act as well as other applicable laws to such exchanges.
3. The campus Appropriate Use Policy as well as the University FOIA website provide additional information on the handling requests for access to digital content.
4. Members of the University community shall be mindful that electronic communications such as email sent to or through third party networks may not meet the security standards established by the University and may be subject to exposure.
5. Email notifications sent by the University (pertaining to, for example, financial aid, enrollment, and other protected information) may only be sent to the University provided email alias. This requirement may be waived for new incoming students prior to the establishment of such alias by the University.
6. Faculty and staff may share student educational information with individual students over University electronic communication resources as long as the student first requests the information via a University email system.

H. Emergency Communications

In the interest of life safety or other significant campus emergencies, all University provided communications resources may be used to communicate information to the campus community, at the discretion of the Chancellor or the Head of the Division of Public Safety. The campus emergency communication policy is contained in the Campus Administrative Manual.

I. Record Retention and Disposal

1. Consistent with the Illinois State Records Act, the General Rules of the University of Illinois, *“Records produced or received by any agency or employee of the University in the transaction of University business become University property.”* Therefore, such information is subject to all applicable laws and policies of the University.
2. Certain electronic communications may be university records. These must be managed, and retained or disposed of according to policies coordinated by the University's Records and Information Management Services (RIMS) and the University Archives. RIMS and the Archives help campus offices, faculty and staff determine which electronic communications are University Records and if so, how to retain or dispose of them. Please contact the RIMS program for assistance in determining retention periods for email and other electronic communications.

J. Exchange of Electronic Communications

1. Faculty, students and staff must use a campus or University provided official email service when communicating information which is protected by the university's privacy policies as well as FERPA requirements.
2. Electronic communications sent to University officials from students must be addressed to the Official's University provided account. Messages sent to non-University accounts cannot be assumed to have been successfully delivered.
3. Faculty, students and staff are expected to read their emails received through University provided accounts on a regular basis in that such emails may be used to provide individuals with timely and pertinent information related to their responsibilities as students and/or employees of the University.
4. Faculty have the discretion to establish the best forms of communication (e.g., websites, email, blogs, twitter, social networking, etc.) with students in all their courses offered through the University. Students shall be clearly notified by faculty of any obligations they have relative to such exchange of information. Prior to any postings to an online public forum or web site of student information or work such as course projects, enrollment or roster information, etc., faculty must obtain written consent from each individual student. Instructors must provide a way for students to "opt-out" from public online posting. Instructors should contact the Registrar's Office to inquire what information may be shared with others and the proper forms of consent from students. Course materials that are held behind protected login are not considered public.
5. Faculty must properly inform their students of their official University email address at the beginning of the semester.
6. Faculty and staff may use non-University provided or licensed communications and collaboration services as required by collaborators or professional communities in support of research and administration. However faculty are reminded that doing so may limit the University's ability to assist with security, copyright or other intellectual property disputes and that such communications may be subject to FOIA. Non-academic staff should consult with their supervisor as to the appropriateness of using non-University provided electronic communication accounts or resources.

Article III: Use of University Electronic Communications Resources

A. Appropriate Use

University electronic communications resources such as accounts and equipment are provided to meet the teaching, research, and service missions of the University as well as the administrative functions in support of those missions. Use of such resources shall comply with the applicable laws and ethical policies and practices expected of the members of the University community.

B. Personal Use

1. University of Illinois General Rules prohibit use of University property and services including electronic communication resources for personal gain. In addition, Campus Administrative Manual has a number of relevant policies pertaining to Appropriate Use, including Guidelines for Sponsorship and Advertisements; Institutional Benefits for Retired Faculty and Staff and Information Security Policy. Members of the campus community are expected to abide by these and other campus and University policies in use of our electronic communication resources.
2. Section VIII-1.1-IV.D.2 of the Campus Administrative Manual, titled Use Unrelated to University Positions under Proper and Authorized Use of UIUCnet states, *“Use by University employees unrelated to their University positions must be limited in both time and resources and must not interfere in any way with University functions or the employee's duties. It is the responsibility of employees to consult their supervisors, if they have any questions in this respect.”*

C. Use of Electronic Communications Resources by Non-Faculty/Staff/Students

Visiting Scholars, collaborators, other guests and individuals affiliated with the University may be granted access to the University’s electronic communication resources in support of the missions of the institution. Such authorizations shall be granted by the appropriate University authorities. Non-faculty/staff/student users of the University’s electronic communication resources shall comply with all policies, laws and expectations applicable to the members of the University community.

D. Endorsements and Representation (Use of the University's Name)

1. Members of the University community are not permitted to benefit personally or benefit others through sponsorships, advertising or other means in University supported media including electronic communications. The requirements for units are more nuanced. The Campus Administrative Manual includes a section titled Guidelines for Sponsorships and Advertisements.
2. Use of the University’s identity in electronic communications must meet the appropriate criteria including standards for proper representation of the campus and University. See the Illinois Identity Standards web site for applicable standards.

E. Bulk Mail and Similar Uses of Electronic Communication Resources

1. Academic and administrative units may use University’s electronic communication resources to communicate with the faculty, staff and students in their unit for matters related to their work without restriction.
2. Faculty members may use the University’s electronic communication services to communicate with all students enrolled in their courses offered through the University.
3. Organizations and groups affiliated with the University may contact individuals on their mailing list, but must include an opt-out option in all such communications.
4. Bulk emails containing surveys and questionnaires shall comply with the Policy Governing Electronic Surveys and Questionnaires Directed to Students, Faculty Members, or Staff of the University of Illinois at Urbana-Champaign. These policies were approved by and are available at the web site of the UIUC Academic Senate.
5. Professional communication staff such as campus communications officers operate under delegated authority from their unit head.

Article IV: Appropriate Conduct

A. Ethical Conduct

All faculty, staff, students and other users of the University’s electronic communication services are expected to observe ethical standards in their exchanges. Per University Code of Conduct, *“Those acting on behalf of the University have a general duty to conduct themselves in a manner that will maintain and*

strengthen the public's trust and confidence in the integrity of the University and take no actions incompatible with their obligations to the University.”

B. Identity and Contact Information of Users

1. Faculty, staff, students and other users of the University’s electronic communication resources must conduct University business among themselves as well as those outside the University community using University provided alias and other identifiers.
2. Electronic communications for the purpose of reporting possible legal, ethical or policy infractions such as the Crime Stoppers TIPS or reporting instances of intolerance or incivility to the Dean of Students may be sent anonymously and may be protected from disclosure by law and or University policy. The University Ethics Office has information about protection for whistle-blowers.
3. False identification of oneself or presenting oneself as another person using University’s electronic communications is prohibited. The Appropriate Use Policy section of the University Administrative Manual as well as the Student Code have appropriate rules applying to such conduct.
4. Individuals in professional communication roles may post information on behalf of their respective units.
5. All systems, units and individuals should use the officially maintained contact information for University communications and notifications. This information is primarily sourced from the enterprise-wide information system (Ellucian Banner) and made generally available through the Enterprise Data Warehouse and CITES directory services. Full compliance with this requirement will not be expected until July 1st, 2014 for situations where the necessary contact information exists and is available from the aforementioned primary sources. Units unable to comply with this by 7/1/2014 should request an exemption.

Respectfully Submitted,
Campus IT Security and Privacy Committee

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