

Policy Name: University Email Communications

Custodian of Policy: Vice President for Administrative Services

Date of Adoption: August 1, 2017

Date of Next Review: September 2032

POLICY:

Purpose

This policy establishes **email as the official method of communication** for Minnesota State University, Mankato. Email is used to conduct university business and share information essential to academic, administrative, operational, and safety functions.

Official Communications Delivery

Minnesota State University, Mankato delivers official university communications to **@msu.edu** email addresses from official university accounts. Students, faculty, and staff are responsible for checking their university email regularly.

Definitions (for purposes of this policy)

- **Official University Communication:** Official communication is any message sent by or on behalf of the university that conveys essential information requiring awareness, action, or compliance, and where failure to receive or act on the message may result in consequence or missed obligation.
- **Mass Email:** Any message distributed to a large audience beyond the sender's regular operational scope, generally for informational, promotional, or institutional purposes. Examples include all-campus announcements, divisional updates sent outside the unit, or outreach to broad groups of students not directly affiliated with the sender's program or area.
- **Not considered mass emails:** Messages sent within a department, office, or class as part of regular operations (e.g., course announcements, team or committee updates, automated messages from approved university systems such as D2L Brightspace, Workday, or StarAlert, or approved communications sent through

established tools such as Navigate 360).

- **Regular Operational Scope:** The departments, programs, or individuals a sender routinely communicates with as part of their official role and day-to-day responsibilities.

Mass Email and Authorization

Because mass emails represent the university at an institutional level, authorization is required before distribution. Approval must be obtained through the appropriate administrative process as outlined in the University Email Communications Procedures.

All university email communications must align with the university's mission, brand standards and comply with all applicable laws, policies, and procedures, including the University Digital Accessibility Policy.

Campus-Related Emergencies

Messages relating to a campus-related emergency must follow the university's [Emergency Notification Policy and Procedures](#).

Applicability

This policy applies to any person or entity sending email communications through Minnesota State University, Mankato systems or on behalf of the university. Nothing in this policy shall be interpreted to expand, diminish, or alter academic freedom, collective bargaining agreements, or other applicable Minnesota State Board or university policies.

Rationale:

University email systems must be used in ways that support timely, secure, and compliant communication. The use of university email systems is governed by the Minnesota Government Data Practices Act (MGDPA), the Federal Education Rights and Privacy Act (FERPA), and Minnesota State Policy 5.22: Acceptable Use of Computers and Information Technology Resources.

History of Revisions:

Effective Date of Last Review: August 1, 2026

Date of Last Review: September 2025

Revisions Made:

2025: Modernized the policy language and clarified expectations for official university email communications. Expanded definitions, clarified delivery to @mnsu.edu accounts, and aligned requirements with brand,

accessibility, and legal standards. Updated custodianship from the Vice President for Technology (IT Solutions) to the Vice President for Administrative Services to reflect current organizational responsibilities.

References:

Microsoft Copilot (2025). Used to assist in updating language and refining definitions during policy revision process.