Email Communication Policies

Clarks Summit University

Realizing that excellent customer service is a priority for CSU, we have adopted the following guidelines for email communication.

**Reading**

Emails should be read within one business day.

**Out of Office Assistant Use**

The Out of Office feature should be used whenever you are away from your office during regular business hours for a half-day or entire day. The message should indicate when you would return as well as an alternate person to contact.

**Signature Use**

The Communications Department has designed a corporate signature that should be used for all University business. It should not be altered. This is important for the branding of our school.

**Fonts/Theme/Stationary Use**

Also keeping with the specific branding look that we desire for our school, the look of emails should be not be altered. They should use 11-point Calibri font with no additional background, etc.

**Replying Time**

Since we desire good customer service, emails should be replied to within 2 business days. We realize that some answers may not be available in that time frame. If not, then simply reply with an acknowledgement of receipt of the email and indicate your attention to the question.

**Institutional Email Policy**

* The University owns all University Email Accounts. Subject to underlying copyright and other intellectual property rights under applicable laws and University policies, the University also owns data transmitted or stored using the University Email Accounts.
* While the University will make every attempt to keep email messages secure, privacy is not guaranteed, and users should have no general expectation of privacy in email messages sent through University Email Accounts. Under certain circumstances, it may be necessary for IT staff or other appropriate University officials to access University Email Accounts.
* University email is intended for University business only. All personal matters must be done via a personal email account.
* University business must not be conducted via one’s personal email.