California Institute of Integral Studies

Communication Policy

CIIS uses the following electronic means to communicate to students: 1) the CIIS website; 2) the university-issued e-mail account; 3) the CIIS student portal; and 4) the online learning platform. CIIS presumes students will read these communications in a timely fashion. Not reading them does not absolve a student from knowing and complying with them.

Students are expected to use the CIIS e-mail account when communicating with the university and to not share their password with anyone. Passwords are reset regularly. These measures allow CIIS to verify that the email is coming from the student, and that further correspondence will not disclose the student's information to others. Students contacting CIIS faculty and staff through a personal account will be asked to re-contact us using the CIIS account. This is true even for students who've set the account to redirect to a personal one. See the Student Email Policy.

Faculty will be requested to refer to this policy in their syllabi.

Transaction Policy

Students can submit transactions to CIIS either 1) by hard copy with a "wet" signature in person, by mail, by fax, or by scan; or 2) electronically through the web portal, MyCIIS. Because the portal requires a two-step authentication (user ID and password) this legally constitutes an electronic signature. CIIS cannot process transaction requests submitted by telephone or through the body of an e-mail, including from the student's university e-mail account, as this requires only a one-step authentication (password). Digital signatures are also not legally acceptable, as CIIS cannot authenticate them.

Student Email Policy

CIIS issues e-mail accounts to students and requires correspondence to be conducted through it. This assures that the e-mails we send go to an active account and it better protects students' privacy. See the Communication Policy.

CIIS has contracted with Microsoft for the use of its Office 365 product to create e-mail accounts with the domain name @mymail.ciis.edu. The e-mail platform is Outlook. Additionally, Office 365 includes applications such as Word, Excel, and PowerPoint, and storage on One Drive. These are all cloud-based and are accessible through a web browser.

The accounts are maintained by CIIS and are issued at the time an applicant is admitted. The account is permanent and students who leave the university, whether or not they graduate, will still have access to them. CIIS reserves the right to purge an account which has not been accessed over a period of time. Notification will be given beforehand.

The e-mail account naming format is based on the student's name on file with the Registrar's Office: it's the first letter of the preferred name if the student supplied one, otherwise it's the first letter of the first name, and then the full last name. (Students may create a display name that differs from the student record.) Requests for exceptions to this format are evaluated on a case-by-case basis. Students who change their name will have their e-mail account name changed only upon request. Indicate this option when submitting the *Personal Information Update* form to the Registrar's Office. Changing the e-mail account name does not create a new e-mail account.

Microsoft 365 allows e-mails to be redirected, and students may do so, but at their own risk. CIIS will not be responsible for the handling of e-mail by outside vendors. Any e-mails which do not get redirected, for whatever reason, are still presumed by CIIS to have been received. Even the students who have their e-mail redirected are expected to contact the university through the CIIS e-mail account. See the Communications Policy.

CIIS owns these e-mail accounts and reserves the right to lock or purge them if the student violates the conduct codes found in the *Student Handbook.*