

Overview

The following document explains built-in rules and expectations of appropriate use of the SJSU Messaging system. Before receiving access to the system, employees are required to read and acknowledge the guidelines below. Faculty members automatically receive access to send messages to students enrolled in their classes, to gain expanded access that allows the loading of a file of students, they must complete the training, and review and sign this form.

Purpose

This system provides a means to communicate official information to a San José State provided Inbox, which displays on the Student Center when students log in to [MySJSU](http://my.sjsu.edu/) (<http://my.sjsu.edu/>).

- This system is a one-way communication channel that allows a user to send targeted messages to one or more students for the purpose of conveying information related to the business and interests of San José State University.
- Deleted messages are not actually deleted. The recipient page in the system will allow the sender to see who actually read a particular message. This data will be available until the second week of the following semester, when the data will be archived out of the system.
- Once per semester, messages will be archived out of the system based upon the creation date and expiration date of the message. Unexpired messages will not be archived.
- Faculty members have the ability to message their class sections using an interface similar to the class roster. A By Instructor interface allows a faculty member to target all of the students he or she teaches. In order for this functionality to work, the instructor must be linked to each applicable class section in the Class Instructor table (PS_CLASS_INSTR).

Guidelines

- Messages must be formatted in plain text. No embedded binary files or other types of formatting are available via this method. You can either type directly onto the PeopleSoft page, or you can copy and paste from another application. If you copy and paste from Microsoft Word, or any other application that allows bolding, underlining, and other rich text attributes, these special attributes are stripped out when the data is pasted onto the messaging page. It is recommended that you strip special formatting from your text by first copy and pasting your into a plain-text editor such as Notepad.
- Each message is required to have an expiration date. A nightly process will disable access to expired messages on the Student View page regardless of whether or not the student has elected to delete the message.
- Only official communications that have a select target audience shall be sent via this channel. General-purpose announcements and advertisements are not considered targeted messages.
- Students can be linked to formatted data, forms and other information using the two [http/https](#) links available below the message. These links must access a web page outside of PeopleSoft. Hyperlinks must not end in .pif, .exe, .scr, or .ctl. Hyperlinks ending in .com will have a forward slash (/) automatically appended to them. The purpose of the hyperlinks is to direct students to information, not to force the execution of a program on the student's computer. These will appear to the students as hyperlinks.
- Bulk mail, advertisements for merchandise or other non-SJSU business shall not be disseminated via this system.

- Personal/private information should not be sent in these messages – personal information includes a student’s grades, his or her social security number, date of birth, ethnicity, disability status or any other information that would be deemed private and confidential.
- Messages can be sent only to current and upcoming students. Staff, faculty, and alumni cannot receive messages.
- Recipients of messages may log complaints with the CMS Help Desk if they feel a message is inappropriate. Abuse of the system can result in removal of your rights to send messages.
- Message lengths are unlimited.
- Messages sent to student populations greater than 5000 must be broken up into separate messages to avoid overloading the system.

Examples of Acceptable Messages

- Your Financial Aid has been awarded. Please check your self-service account to see the amount of the award.
- Your bill is past due. Failure to pay your outstanding balance by January 27th will result in disenrollment from all your classes on February 4th. Please log in to your self-service account to see your balance and due dates.
- The green sheet for ANTH100 is posted at <http://www.sjsu.edu/colleges/CASA/ANTH100/sect3/greensheet.html>.
- Please make an appointment to see me to discuss your project.
- You are scheduled to meet with me on February 4th at 3pm in Industrial Studies 327. Please confirm that you received this message.
- New sections of MATE0120 are now being offered. Please visit our website to see information on new section times. The sections are now available for registration.
- AFAM020 section 2 has been canceled. You have been automatically dropped from the course. A new section of AFAM031 has been opened to replace this. The registration number is 121302.

Example of Unacceptable Messages

- The system will be down from 2am to 5am on November 25th. Please don’t try to log in at that time (Messages like this will be posted on MySJSU).
- Spartan Bookstore is offering 25% off on selected Christmas Merchandise beginning on January 5th. Hurry to the store to buy while supplies last!
- There will be a bake sale in front of the Student Union from December 15th to December 21st. Hurry, hurry, hurry to buy food!
- There will be a safety fair on the Promenade on August 12th. Come visit our booths (Announcements like this can be posted on MySJSU).

Agreement

My signature below indicates I have read and understand these guidelines.

Signature

Print your name

Date