OASIS and Official Communication Channel (OCC) Procedures

1. LEGISLATION/ENTERPRISE AGREEMENT/POLICY SUPPORTED
   
   Information and Communication Technology (ICT) Policy Manual

2. IMPLEMENTATION PRINCIPLES
   
   N/A

3. PROCEDURAL DETAILS
   
   3.1. Responsibility of students to access OASIS
   
   3.1.1. Students will receive official communications via the OCC (Official Communications Channel) until access is deactivated or an exemption is granted (see section 3.2).
       
       In accordance with their enrolment contract, articulated at the time of enrolment, students will log into OASIS weekly to read these communications.
       
   3.1.2. Students will report any problems that prevent them from accessing OASIS to OASIS support staff.

   3.2. e-Exemption
   
   3.2.1. Students who are unable to access OASIS due to a disability, incapacity, or some other compelling reason, may apply for an exemption from using OASIS and from receiving official communications via the OCC. To apply for this exemption, an Application for e-Exemption is to be submitted to Student Services.
       
   3.2.2. Requests for exemption will be approved only in exceptional circumstances and only where clear evidence of a genuine inability to access OASIS on a weekly basis is provided.
       
   3.2.3. e-Exempt student records will be flagged on the student record system by Student Service Centre staff.
       
   3.2.4. When an official communication is sent to a student or group of students via the OCC, any e-Exempt students that have been sent that item will be identified to the sender.
       
   3.2.5. It is the responsibility of the sender to arrange the provision of the material by alternative means.

   3.3. Staff accounts
   
   3.3.1. Staff will ensure that the official communications they send are appropriate for permanent retention on a student’s file.
       
   3.3.2. For access to the OCC to send official communications to students, staff members will:
       
       (a) complete the Request for OCA Access Form available via Staff OASIS;
       
       (b) receive access approval from the appropriate mailbox owner and Authorising Officer; and
       
       (c) complete relevant training prior to receiving full access.
       
   3.3.3. Staff access to the OCC is subject to audit and may be deactivated if deemed appropriate by the Director, Business Operations and Student Systems. Where a staff member’s access has been deactivated, they may request it to be reactivated if they believe a legitimate requirement for access exists.
       
   3.3.4. Staff will use the OCC to deliver official communications to students. When an official communication is sent to a student or group of students via the OCC, any e-Exempt students that have been sent that item will be identified to the sender.
       
   3.3.5. Staff members will, to the maximum extent possible, use OASIS as the focus for delivering online services and information to students.
3.4. **Broadcast messages**

3.4.1. Staff will send broadcast messages to a group of students only where the message is relevant to all members of the group.

3.4.2. Staff will send broadcast messages to particular groups of students only with the appropriate authorisation (see Section 4).

3.5. **Privacy**

3.5.1. Staff members will not knowingly attempt to access communications stored in the OCC that they would not normally be authorised to access in the normal course of their duties at Curtin (see Disclosure of Personal Information Procedures).

3.6. **Student accounts**

3.6.1. OASIS accounts will be deleted only after authorisation from Curtin Information Management and Archives.

4. **RESPONSIBILITIES**

In addition to any responsibilities set out in section 3,

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<thead>
<tr>
<th>Position</th>
<th>Responsible for authorising broadcast messages to be sent to:</th>
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<tbody>
<tr>
<td>• Academic Registrar</td>
<td>(a) All students;</td>
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<tr>
<td>• Director, Business Operations and Student Systems</td>
<td>(b) All students at a single campus; and</td>
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<td></td>
<td>(c) Students that do not fall into any of the below categories</td>
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<tr>
<td>• Chief Student Services Officer</td>
<td>Students across the faculty/faculties they manage</td>
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<td>• Heads of Schools/Departments</td>
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<td>• Course Co-ordinators</td>
<td>Students in their course</td>
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<td>• Unit Co-ordinators</td>
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<td>• Relevant lecturers / other members of staff</td>
<td>Students in their class</td>
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5. **SCOPE OF PROCEDURES**

These procedures apply to all students and staff.

6. **DEFINITIONS**

(Note: Commonly defined terms are located in the Curtin Common Definitions. Any defined terms below are specific to this document)

**Official communication**

Any communication between the University and a student on matters relating to admission, enrolment, attendance, academic progress or any other issue relating to a student’s relationship with the University, typically sent via the OCC.

7. **SCHEDULES**

Nil

8. **RELATED DOCUMENTS/LINKS/FORMS**

- [OASIS Help: Using the Official Communications Channel (OCC)](url)
- [Information Security Classification Policy and Procedures](url)
- [Password Security Policy and Procedures](url)
- [Information Management Policy](url)
- [Disclosure of Personal Information Procedures](url)
- [Information and Communication Technology (ICT) Policy Manual](url) (specifically the sections ICT Electronic Messaging Policy and ICT Breach Management Policy)
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<th>Date</th>
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<th>Approval / Resolution Number</th>
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<td>14/10/2003</td>
<td>Planning and Management Committee</td>
<td>PMC 101/03 (ii)</td>
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