

Student Email Communications Policy

A. Purpose of the Policy

There is an expanding reliance on electronic communication among students, faculty, staff, and administration at UMass Lowell. This is motivated by the convenience, speed, cost-effectiveness, and environmental advantages of using Email rather than printed communication. Because of the increasing reliance and acceptance of electronic communication, Email is considered an official means for communication within UMass Lowell.

Implementation of this policy ensures that students have access to this critical form of communication. For some students, this will not represent any change from what is currently done; it will, however, ensure that all students can access, and be accessed by, Email as the need arises. Consistent with the UMass Lowell AntiVirus Policy, all Email Messages inbound from the Internet and addressed to the official Email address are scanned for viruses and other forms of malicious content.

B. Scope

This student Email policy is not inclusive of all aspects of Email. It provides guidelines regarding Email as an official means of communication:

- University use of Email
- Assignment of student Email addresses
- Student use of and responsibilities associated with assigned Email addresses
- Expectations of Email communication between faculty and student and staff and student

C. Policy

1. University use of Email

Email is an official means for communication within UMass Lowell. Therefore, the University has the right to send communications to students via Email and the right to expect that those communications will be received and read in a timely fashion.

2. Assignment of student Email addresses

The Office of Information Technology will assign all students an official University Email address. It is to this official address that the University will send Email communications; this official address will be the address listed in the University's Enterprise Directory for that student.

3. Redirecting of Email

A student may have Email electronically redirected to another Email address. If a student wishes to have Email redirected from his or her official address to another Email address (e.g., @aol.com, @hotmail.com, or an address on a departmental server), they may do so, but at his or her own risk. The University will not be responsible for the handling of Email by outside vendors or by departmental servers. Having Email redirected does not absolve a student from the responsibilities associated with communication sent to his or her official Email address.

4. Expectations regarding student use of Email

Students are expected to check their official Email address on a frequent and consistent

basis in order to stay current with University communications. The campus recommends checking Email on a daily basis in recognition that certain communications may be time-critical such as IT Security alerts, change in class assignments, or financial aid deadlines.

5. Educational uses of Email

Faculty may determine how Email will be used in their classes. It is highly recommended that if faculty has Email requirements and expectations they specify these requirements in their course syllabus. Faculty may expect that students' official UML Email addresses are being accessed, and faculty may use Email for their courses accordingly.

6. Appropriate use of student Email

In general, Email is not appropriate for transmitting sensitive or confidential information unless an appropriate level of security matches its use for such purposes.

- All use of Email, including use for sensitive or confidential information, will be consistent with the University of Massachusetts System [Electronic Mail Guidelines](#).
- Confidentiality regarding student records is protected under the Family Educational Rights and Privacy Act of 1974 (FERPA). All use of Email, including use for sensitive or confidential information, will be consistent with FERPA.
- Email shall not be the sole method for notification of any legal action or disciplinary action.

D. Procedures

The Vice Chancellor of Information Technology and the Associate Vice Chancellor for Academic Services will review this policy as needed. Changes will be authorized by the approval of the UMass Lowell Executive Cabinet. Students with questions or comments about this policy should contact the Dean of Students Office.

F. Responsible Organization

The Office of the Vice Chancellor of Information Technology will be responsible for this policy.

E. References

This policy complies with the guidelines as found in:

- University of Massachusetts System, Electronic Mail Guidelines
- University of Massachusetts System, Computer Security and Usage Guidelines
- UMass Lowell Residential Network Policy
- UMass Lowell AntiVirus Policy
- UMass Lowell Student Conduct Code and Judicial Process