I. POLICY STATEMENT

Email is an official means for communication within UMass Lowell for faculty, staff, and students. 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.

II. PURPOSE

The University must be able to communicate quickly and efficiently with employees and students in order to conduct official University business. Email is an appropriate medium for such communication and also supports University goals regarding cost efficiency, expediency, and sustainability.

III. SCOPE

This policy applies to all university students who have been assigned an Email account to support the educational, research, and administrative mission of the University. This policy is not inclusive of all aspects of Email. It provides general 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

IV. DEFINITIONS

N/A

V. PROCEDURES

A. Privacy and Confidentiality Considerations

The University does not routinely monitor the content of computer systems/resources including files, programs, and electronic communications and Emails. UMass Lowell will make reasonable efforts to maintain the integrity and effective operation of its Email systems, but users are advised that those systems should in no way be regarded as a secure medium for the communication of sensitive or confidential information. Because of the nature and
technology of electronic communication, the University can assure neither the privacy of an individual user's use of Email resources nor the confidentiality of particular messages that may be created, transmitted, received, or stored.

B. Assignment of Student Email Addresses

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.

C. 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., @gmail.com, @yahoo.com, or an address on a departmental server), they may do so, but at his or her own risk. Having Email redirected does not absolve a student from the responsibilities associated with communication sent to his or her official Email address.

D. 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 Information Security alerts, change in class assignments, or financial aid deadlines.

E. Educational Use of Student Email

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

F. Appropriate Use of Student Email

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.

G. Policy Review

The Information Security Officer, Chief Information Officer and the Dean of Student Affairs will review this policy as needed. Students with questions or comments about this policy should contact the Dean of Students Office.
VI. RESPONSIBILITY

Information Technology is the responsible organization for implementing the provisions of this policy. The University’s Chief Information Officer and the Information Security Officer are the designated point of contacts.

VII. ATTACHMENTS

N/A

VIII. RELATED POLICIES, PROCEDURES AND ANNOUNCEMENTS

Acceptable Use Policy for Students, IT-5-133 [Reserved]
Student Conduct Code Policy, SA-7-101

IX. APPROVAL AND EFFECTIVE DATE

On file with the Policy Office.