

USING ELECTRONIC MAIL FOR OFFICIAL COMMUNICATIONS WITH STUDENTS

I. INTRODUCTION

There is an expanding reliance on electronic communication among students, faculty, staff, and administration at the University of California, San Diego (UCSD). Electronic mail offers access twenty-four hours per day, seven days a week, from anywhere the student has an internet connection and provides convenience for the student in reading, responding and reacting to UCSD communications. Electronic mail has the potential to be a highly cost-effective and timely medium for University officials to communicate messages to students. This is particularly true in comparison to paper mail. In order for the University to fully realize the cost savings and other benefits of electronic mail, it is essential that students attend to messages that are sent to their official UCSD electronic mail address.

II. PURPOSE AND SCOPE

The purpose of this policy is to define student responsibility with respect to receiving and reading official UCSD electronic communications, which will be sent to the student's official UCSD electronic mail address. This issuance applies to all students (undergraduate, graduate, and professional).

III. POLICY

This policy establishes electronic mail as a recognized and official means of communication by which University officials, at their discretion, may send communications to students. Such communications may be sent exclusively using the electronic mail.

The Academic Computing Services Acceptable Use Policy (<http://acs.ucsd.edu/lib/aup.php>) and the University of California Electronic Communications Policy (<http://www.ucop.edu/ucophome/policies/ec/>) apply to all student use of electronic mail.

Students have access via StudentLink to request and maintain their university-assigned e-mail address. Faculty and staff have access via StudentLink to the student's university-assigned e-mail address for purposes of official communication.

IV. DEFINITIONS

- A. University-Assigned E-mail Address** – An Electronic mail address (username@ucsd.edu) issued to the student by Academic Computing Services (ACS). This address appears in the Registrar's records and is displayed on StudentLink as the student's "Campus Email Address." The @ucsd.edu address has an associated Delivery Destination Address. The student may forward e-mail either to a campus-supplied student e-mail account or to an external account of the student's choosing.
- B. Electronic Mail Delivery Destination Address** – Messages which are addressed to an @ucsd.edu address are transmitted to an associated Delivery Destination Address specified in campus electronic mail system records. Typically, for students, the destination address identifies an account on a specific ACS-managed mail server host. Students may change the destination address to direct delivery of messages to another location where they have e-mail service.
- C. UCSD Official or University Official** - The terms "UCSD Official" or "University Official" mean any individual designated by UCSD or the University to perform an assigned function on behalf of UCSD or the University of California, respectively.

A campus or university official may be:

1. A person employed by UCSD or the University in an administrative, supervisory, academic, research, or support staff position;
2. A person serving on a UCSD or University governing body;
3. A person employed by, under contract with, or having entered into an agreement with UCSD or the University to perform a special task, such as an attorney, an auditor, or a volunteer; or
4. A student serving on an official committee, such as a disciplinary or grievance committee, or assisting another UCSD or University Official in performing his or her tasks.

V. STUDENT RESPONSIBILITIES

Pursuant to this policy, all UCSD students are responsible for the following:

1. Ascertain whether he/she has been issued an official UCSD electronic mail address. (Web-based mechanisms exist for this purpose.)
2. Ascertain to what associated e-mail destination address his/her official mail is delivered.
3. Attend to delivered messages that arrive on a frequent and consistent basis.
4. Read all official UCSD communications.
5. Exercise care to avoid destination problems that would cause messages to be returned to sender.
6. Be aware of electronic mail account space limits so that the mail box stays within the established space limitations. For students using ACS-provided electronic mail accounts, the ACS mail management utility (<http://acs.ucsd.edu/info/mail.info.php>) will help monitor and manage the space used by the mail box.

A student may have e-mail electronically redirected to another e-mail account. If a student wishes to have e-mail redirected from his/her official address to another e-mail account, he/she may do so, but at his/her own risk. The University will not be responsible for the handling of e-mail by outside vendors or by departmental servers. Having e-mail redirected does not absolve a student from the responsibilities associated with official communication sent to his/her UCSD account address.

A student is expected to check his/her e-mail on a frequent and consistent basis in order to stay current with University-related communications. The student has the responsibility to recognize that certain communications may be time-critical. "I didn't check my email," errors in forwarding mail, or e-mail returned to the University with "Mailbox Full" or "User Unknown" are not acceptable excuses for missing official University communications provided by e-mail.

The Academic Computing Services (ACS) website, www-ac.s.ucsd.edu, provides a wide variety of support services and information.