



Alumni Email Standard

Responsible Office: Technology Services

Initial Standard Approved: 03/02/2021

Current Revision Approved: 03/02/2021

Standard Statement and Purpose

This Standard ensures that all graduates have on-going access to this important form of electronic communication. It outlines processes and expectations of email accounts provided to VCU alumni, and ensures alumni can continue to be reached following graduation via their @vcu.edu address.

This Standard should be used in conjunction with the documents in the Related Documents Section.

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Who Should Know This Standard

All VCU alumni and/or graduating students are responsible for knowing this standard and familiarizing themselves with its contents and provisions.

Definitions

Alumnus/Alumna/Alumni

Within the context of this standard, alumnus/alumna/alumni refers to former student(s) who have successfully graduated from Virginia Commonwealth University.

Automatic Email Redirection

Within the context of this standard, Automatic Email Redirection refers to email sent to an @vcu.edu address that is automatically sent via computer code to another email account rather than being delivered to the VCU account. This is sometimes referred to as auto forwarding.

Electronic Mail (Email)

Messages distributed by electronic means from one computer user to one or more recipients via a network.

Personal Email Account

An email account, issued by an internet service provider or web-based email service, that is not in or managed by VCU.

Official VCU Email Address

An email account issued by the University, which is based on a person's first name, middle initial, and last name, and ends in the domain name "vcu.edu".

VCU Graduates

Within the context of this standard, a VCU graduate or VCU graduates refers to former student(s) who have successfully graduated from Virginia Commonwealth University.

Contacts

VCU Technology Services officially interprets this standard. The Collaboration Services Team is responsible for obtaining approval for any revisions through the appropriate governance structures. Questions regarding this Standard should be directed to TS Applications Services, Collaboration Services at drgee@vcu.edu.



Standard Specifics and Procedures

The following section contains the specifics and requirements of this standard.

A. Activation of Alumni Email Accounts

Alumni accounts were created for all alumni who retained student email accounts as of May 2021. Beginning with May 2021 graduates, a new VCU alumni email account will automatically be created for all VCU graduates at the time of graduation.

The alumni address will match the VCU eID of the VCU graduate and end in the domain name "alumni.vcu.edu" (i.e. eID@alumni.vcu.edu). Once a student graduates from the university and upon the creation of the student's alumni account, all new emails sent to the student's @vcu.edu address will be automatically redirected to their @alumni.vcu.edu email address. Existing email messages from a VCU graduate's student account (@vcu.edu account) will not be automatically transferred to the VCU graduate's alumni account. Should systems change in the future, notification will be sent prior to the termination of this automatic redirection. Alumni should subscribe to services or mailing lists using the @alumni.vcu.edu address. Alumni accounts created prior to 2021 in the alumni.vcu.edu domain will not have their @vcu.edu address forwarded since they do not match the VCU eID.

Student email accounts will be removed when the student record becomes inactive, this will typically occur within 3 months following graduation from the university or following 2 semesters of inactivity. Before student email accounts are deactivated, the accounts may be accessed at any time as outlined in the [VCU account login documentation](#)

B. Expectations Regarding Alumni Use of Email

All alumni accounts must be accessed via a web browser at least once every year, or the account will be removed. This review will be done annually in January. Reminder notifications will be sent weekly in December and if the account is not accessed, the account will be removed the last day in January. Once removed, a service request must be submitted to the VCU IT Support Center at 804-828-2227 to request re-creation of a new account. Account contents cannot be restored 20 days past deletion.

Alumni accounts will not use VCU provided authentication mechanisms. Rather, these accounts will use authentication provided by the alumni email service provider and require all alumni email users to set up a password, as well as recovery options with the service provider. Alumni are encouraged to set recovery email and telephone information and, if available, enable the service provider's multi-factor authentication options/2-Step verification service. If recovery safeguards fail, please contact the VCU IT Support Center at 804-828-2227 for assistance with a password reset.

C. Continued Availability of Alumni Email

Alumni email accounts will be provided to all VCU alumni upon graduation. Should VCU experience changes with its service provider or otherwise change its policy or practices around the provisioning of alumni email accounts, VCU will provide at least a 30 day notice to existing alumni email account holders of such changes.

D. Automatic Email Redirection

All emails sent to VCU graduates' @vcu.edu and @alumni.vcu.edu addresses will be delivered to the @alumni.vcu.edu address. The alumni may add a forward in their @alumni.vcu.edu mail box to outside accounts. Those doing automatic redirection still must access their alumni account directly once every year to keep the account active. The University is not responsible for and will not investigate problems with email delivery to outside redirected or forwarded accounts.

E. Support

Support is provided by the Collaboration Services team by emailing drgee@vcu.edu or contacting the IT Support Center at (804)828-2227 or <https://go.vcu.edu/itsupport>.

F. Appropriate Use

Alumni accounts must be used in accordance with the VCU [Computer Network and Resources Use Policy](#). Violations of this policy will result in immediate suspension of the account.

Related Documents

The VCU [Information Technology Policy Framework](#) contains VCU Information Technology Policies, Standards and Baseline requirements.

1. [Computer Network and Resources Use Policy](#)
2. [VCU Account Login Documentation](#)
3. [Google 2-Step Verification Service](#)

Revision History

This standard supersedes the following archived standards:

Approval/Revision Date	Title
None – New Standard	Alumni Email Standard



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FAQs

There are no FAQs associated with this standard.