



# Student Email Standard

**Responsible Office:** Technology Services

**Initial Standard Approved:** 09/06/2017

**Current Revision Approved:** 09/06/2017

## Standard Statement and Purpose

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Electronic mail or "email" is an official method for communication at VCU because it delivers information in a convenient, timely, cost effective, and environmentally sensitive manner. This standard ensures that all students have access to this important form of electronic communication. It ensures students can be reached through a standardized channel by faculty and other staff of the university as needed. Electronic mail sent to the VCU email address may include notification of official university-related actions, including disciplinary action.

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

Noncompliance with this standard may result in disciplinary action up to and including termination. VCU supports an environment free from retaliation. Retaliation against any employee who brings forth a good faith concern, asks a clarifying question, or participates in an investigation is prohibited.

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## Who Should Know This Standard

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All faculty, staff, and students are responsible for knowing this standard and familiarizing themselves with its contents and provisions.

## Definitions

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### **Automatic Email Redirection**

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, used by a student that is not in or managed by VCU.

### **Official VCU Email Account**

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".

## Contacts

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VCU Technology Services officially interprets this policy. The Information Security Office 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](mailto:drgee@vcu.edu).

## Standard Specifics and Procedures

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

### **A. University Use of Email**

Email is an official method for communication at VCU.

## **B. Activation of Student Email Accounts**

A VCU email account is automatically created for all accepted students. All students are required to access their official VCU student email account within one week of the beginning of the first semester of enrollment. Accounts may be accessed at any time as outlined here: <https://collaborate.vcu.edu/new-to-vcu/#d.en.404815>. A student email account is the official email address to which the university will send email communications. This official address will be on the university's electronic directories and records for that student. The official address will end in the domain name "vcu.edu".

## **C. Expectations Regarding Student Use of Email**

Students are expected to check their official VCU email on a frequent and consistent basis in order to remain informed of university-related communications. The university recommends checking email daily.

VCU offices cannot validate that a communication coming by email is from a student unless it comes from an official VCU email account. If students make queries to VCU administrative offices or faculty from personal email accounts (Gmail, Yahoo, etc.), they may be asked to resubmit their query using an official VCU email account.

## **D. Faculty Expectations and Educational Uses of Email**

Faculty members may require email for course content delivery, class discussion, and instructor conferencing and may specify course-related email policies in their syllabi. Faculty may require that students use their official VCU email account for course-related communications. Faculty may also require students to confirm their subscription to university-provided mailing lists.

## **E. Appropriate Use of Student Email**

All use of email will be consistent with other university policies and local, state, and federal law, including the VCU Computer and Network Resources Use Policy, Information Security Policy, Password Authentication and Access Standard, VCU Student Code of Conduct, and the Family Educational Rights and Privacy Act of 1974 (FERPA).

## **F. Automatic Email Redirection**

Email will not be automatically redirected. Email will be delivered to the official [@vcu.edu](mailto:@vcu.edu) student account then students may add a forward to outside accounts. The university highly discourages this as a routine practice because it cannot guarantee delivery of mail to systems outside of the VCU domain.

## **G. Privacy of Email**

Virginia Commonwealth University uses various methods to protect the security of its computer and network resources and of its users' accounts. Users should be aware that any electronic communications

and data utilizing university-owned computer and network resources has the potential to be disclosed under the provisions of the Virginia Freedom of Information Act and other university, state and federal laws and regulations or for appropriate university business needs.

## Related Documents

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The VCU [Information Technology Policy Framework](#) contains VCU Information Technology Policies, Standards and Baseline requirements, all of which must be followed in conjunction with this Standard.

Baseline documents can be found in the VCU University Computer Center IT Professionals Intranet under Security Baselines. Access to the IT Professionals Intranet requires approval. Requests for access can be made via email to [uccnoc@vcu.edu](mailto:uccnoc@vcu.edu).

1. [Computer Network and Resources Use Policy](#)
2. [Information Security Policy](#)
3. [Password, Authentication and Access Standard](#)
4. [Family Educational Rights and Privacy Act of 1974 \(FERPA\)](#)
5. [Student Code of Conduct](#)
6. [Network Management and Security Standard](#)

## Revision History

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This standard supersedes the following archived standards:

<i>Approval/Revision Date</i>	<i>Title</i>
None – New Standard	Replaces Student Email Policy (04/30/2014)

## FAQ

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There are no Frequently Asked Questions associated with this standard.