

EMAIL AS A METHOD FOR SENDING OFFICIAL COMMUNICATION TO STUDENTS

PURPOSE

To state the Westfield State University position on the use of electronic mail as an official means of communication with Westfield State University (WSU) students.

POLICY

Westfield State University may use electronic mail to send official communication to students. [Definition: email means electronic mail, official means approved by the President, President's Cabinet members and/or designees].

RESPONSIBILITIES

Student Responsibilities:

- Students are required to access and review WSU email on a frequent and consistent basis in order to stay current with University-related materials.
- Students must be aware of mailbox capacity and ensure there is sufficient space in the accounts for email to be delivered.
- Students must recognize that certain communications may be time-critical.
- Students will not be held responsible for an interruption in their ability to access a message if the University email system malfunctions or other University system-related problems prevent timely delivery of, or access to, that message (e.g., power outages or email system viruses).

University Responsibilities:

1. The Information Technology Department shall be responsible for implementing and managing this Policy and for providing, distributing and maintaining user accounts and email addresses for all matriculated WSU students.
2. The content of email communication to students shall be the responsibility of the originating individual. Email attachments must be sent with caution as the size of attachments, multiplied by the number of students receiving the attachment could have a negative impact on the email environment.
3. The originator shall be responsible for selecting the form of communication best suited to a particular announcement and audience. In some situations email might be the sole form of that communication. Examples of information the University might choose to send to students via email include, but are not limited to, routine announcements, notification of important dates and deadlines, course information

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from faculty, and official documents (e.g. grade reports, course schedules, bills, etc.).

4. The University must ensure that sufficient mailbox space is available for students to receive a reasonable volume of email.
5. The University shall not use email to transmit sensitive or confidential information unless its use for such purposes is matched by an appropriate level of security.
6. The following hierarchy shall exist in regards to permission to send official email to students:
 - a. President, Vice Presidents or Public Safety or their authorized designee— all students
 - b. Academic Department Chair – students with a Major or Minor in their Department.
 - c. Faculty/staff – students in their class or student advisees.

When using email communication, all members of the University community are required to abide by all pertinent WSU policies.

REVIEW

This policy shall be reviewed by the Vice President for Academic Affairs in odd-numbered years.