



Southeastern Louisiana University

Use of E-mail for Official Correspondence with Students

Effective 1-1-03

Draft 5-25-02; revised 6-2-02 by Deans Council; reviewed 6-11-02 by President's Staff

PURPOSE OF THIS POLICY

There is an ever-increasing reliance on electronic forms of communication among faculty, staff and students at Southeastern Louisiana University. In particular, e-mail has become an efficient, fast, and cost-effective method of communication that has many advantages over printed communication.

Because of the importance of this type of communication, e-mail is considered one of the official forms of communication at the University. This policy ensures that students will have access to a university e-mail account, outlines the student's responsibilities in having such an account, and establishes expectations for communication between faculty and students for educational purposes and between the University and students for university business purposes.

ASSIGNMENT OF STUDENT E-MAIL

The Office of Technology will automatically assign each student an official University e-mail address at the time of first enrollment. All student e-mail accounts are password-protected. As indicated in "Responsible Computing at Southeastern Louisiana University: General Policies for All Computer Users," ensuring the privacy and security of e-mail accounts and e-mail correspondence depends on the appropriate use and protection of user IDs and passwords. Students should read and be familiar with this policy. This e-mail address will be in effect during the student's academic career.

UNIVERSITY USE OF E-MAIL

Requests to send mass e-mail of a non-specific nature will generally not be supported on Southeastern's e-mail system. Routine non-urgent messages for all employees will be sent via Notices of the Day or as approved by the President. General messages to the student population will be posted to the Webmail log-in page. Contact the Office of Technology for information.

All uses of e-mail for official communication should be consistent with the Family Educational Rights and Privacy Act (FERPA).

- **Communication with students by faculty**
Faculty determine how e-mail will be used in their classes and should specify e-mail requirements and expectations in course syllabi. Uses of non-Southeastern e-mail addresses for communication with students regarding University business or educational matters are not acceptable as security and confidentiality for off-campus accounts are unknown. Faculty may unintentionally be in violation of the Family Educational Rights and Privacy Act (FERPA) by using such accounts. Faculty may expect that students will read messages sent to their official e-mail addresses, and faculty should use the official e-mail addresses accordingly.
- **Communication with students by University offices**
Offices (such as Records & Registration and Human Resources, for example) will send selected official communications to students via e-mail. Such e-mail might include individually-addressed messages as well as “group mail” messages such as registration appointments, payroll advice notices, etc. These communications are for the purposes of conducting official university business. The University has the right to expect that those communications will be read in a timely fashion.

STUDENT USE OF AND RESPONSIBILITIES ASSOCIATED WITH UNIVERSITY E-MAIL

Students are expected to check their official e-mail accounts on a frequent and consistent basis in order to receive University communications in a timely manner. The University recommends checking e-mail several times per week, preferably once per day. It is the student’s responsibility to report any problems with e-mail accounts or access to e-mail to the Help Desk.

USE OF WEBMAIL IS ENCOURAGED FOR E-MAIL ACCESS

Southeastern student access e-mail accounts are readily accessible via WebMail. A link to Southeastern WebMail is on the Southeastern Home Page at www.selu.edu. WebMail provides fast, convenient access from any computer with a world wide web browser; no e-mail software is required. WebMail allows students to receive, save, and send e-mail. In addition, the WebMail home page is used to post notices of interest to the general Southeastern student community.

REDIRECTING OF E-MAIL

Requests to substitute non-Southeastern e-mail addresses for purposes of official communication will not be honored. In general, redirecting Southeastern e-mail to another non-university e-mail address is not encouraged. The University will not be responsible for the handling of e-mail by outside service providers or servers. Having Southeastern e-mail redirected to another account does not absolve a student from the responsibilities associated with timely reading of communications sent to an official e-mail address.