

Electronic Mail as an Official Means of Communication to Students

Policy Statement

Electronic mail (i.e., e-mail) shall be considered an appropriate, cost-effective, convenient and timely means to transmit official campus communications to students. An official communication occurs when an individual or campus entity sends e-mail containing information pertinent to conducting university business for academic and administrative purposes, including notification of university-related actions.

E-mail may be the sole method for notification. However, additional or other methods of communication will be utilized if appropriate or required by law or other contractual obligations, e.g., notification of disciplinary and legal actions.

Electronic messages sent as official campus communications are expected to comply with applicable laws and campus policies, including those referenced in this policy, and are subject to the same public records, privacy, and records retention requirements and policies as other official campus communications.

Student Responsibilities

Students are responsible for receiving and reading in a timely manner official campus communications sent to their university-assigned email address (user@calpoly.edu). Exceptions will be allowed for students who are unable to receive e-mail due to authorized leaves or other special circumstances documented with the university.

A student who chooses to forward campus e-mail to a non-university e-mail address is responsible for ensuring that all official campus communications, including attachments, are read. Cal Poly is not responsible for e-mail handled by outside vendors or unofficial campus (i.e., departmental) e-mail servers. Redirected e-mail does not absolve a student from responsibilities associated with official communications.

Instructional Uses

Faculty will determine how electronic forms of communication, including e-mail, will be used in their respective classes and will specify their requirements to students. Faculty can assume that e-mail sent to a student's university-assigned e-mail address, either directly or via an official campus alias, is being accessed.

University Responsibilities

Official e-mail communications should contain sufficient contact information for students to verify that the electronic message is a valid university communication.

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Information Technology Services will assign a university email address to each eligible student in accordance with the [Core Computer Accounts Policy](#) to facilitate the use of email to transmit official campus communications.

Student e-mail addresses are defined as directory information and may be disclosed in accordance with the [Use and Release of Student Information Policy](#).

Cal Poly will accommodate disability-related needs of students in accessing and using campus e-mail services as required by relevant policies and laws.

Policy Compliance and Oversight

The Vice Provost for Information Technology/Chief Information Officer (VP/CIO) is responsible for application and enforcement of this policy.

The Information Resources Management Policy and Planning Committee (IRMPPC) shall review this policy on an annual basis or as the need arises, make recommendations for any changes, and provide oversight and periodic review of the practices used to implement this policy. Recommended changes shall be reviewed and approved by the VP/CIO in consultation with the IRMPPC and the President.

The current version of the policy will be posted and maintained on the Cal Poly web site. A hard copy will be available at the Kennedy Library Reserve Desk.

Related Policies and Procedures

[Information Technology Resources Responsible Use Policy \(RUP\)](#)
[Electronic Mail and Messaging Policy](#)
[Electronic Mail and Messaging Standards, Guidelines and Procedures](#)
[Cal Poly Core Computer Account Policy](#)
[Information Security Program](#)
[Confidentiality-Security Agreement](#)
[Use and Release of Student Information Policy](#)