

Use of Email as Official Means of Communication with Students

Effective Date Thursday, March 26, 2009

Status Final

Last Revised Thursday, November 9, 2023

Policy Type [University](#)

Contact Office

[University Information Security \(InfoSec\)](#)

Oversight Executive

[Vice President and Chief Information Officer](#) [Vice President and Chief Student Affairs Officer](#)

Applies To

Academic Division

Table of Contents

[Policy Statement](#)

1. [Assignment of Student's Primary Email Address](#)
2. [Redirecting of Email](#)
3. [Expectations Regarding Student Use of Email](#)
4. [Educational Uses of Email](#)
5. [Appropriate Use of Email](#)
6. [Compliance with Policy](#)

Reason for Policy

The University is committed to using its resources efficiently and email is a cost-effective means of communication. This policy establishes email as the University's official means of communication with students and sets forth obligations members of the University community have regarding email use for this purpose.

Definition of Terms

Primary Email Address

The address to which the University sends official email notifications. These addresses are created for students within a few days of the University receiving their admission deposits. They are formatted as UVa computing ID @virginia.edu (e.g., mst3k@virginia.edu).

Policy Statement

Email is the official means for communication with every University student regardless of year or enrollment status. The University will send these official communications to enrolled students by email using their primary email addresses. Students are expected to open and read those communications in a timely fashion. These official communications may include content related to a student's enrollment, financial responsibilities, and

compliance with University policies and procedures, including the policies and procedures of the University's Honor and Judiciary committees.

1. Assignment of Student's Primary Email Addresses:

Information Technology Services (ITS) assigns each enrolled student a primary email address. The University will list a student's primary email address in the University's Directory.

2. Redirecting of Email:

Students may use the [UVA Email Address Management System](#) to specify the email service to which messages sent to their primary email address will be delivered. In making these delivery choices, students are responsible for selecting the email service(s) they most frequently use to receive and read official University communications in a timely manner.

3. Expectations Regarding Student Use of Email:

Students are expected to check their email addresses on a frequent and consistent basis to remain informed of official University communications, as certain communications may be time sensitive. Students who fail to check their email on a regular basis are responsible for any resulting consequences.

4. Educational Uses of Email:

Faculty will determine how email or other means of electronic communication will be used in their classes. Faculty can expect students to read messages sent to their primary email addresses in a timely manner.

5. Appropriate Use of Email:

- a. Email must not be used to communicate highly sensitive data as defined in the policy [IRM-003: Data Protection of University Information](#).
- b. Emails must comply with relevant federal and state laws, as well as University policies, including those governing public computing resources, security considerations, and ethics in computing. See the Related Information section for key law and policy references.
- c. Email shall not be the sole method for notification where another method of communication is required by law.

6. Compliance with Policy:

Failure to comply with the requirements of this policy and/or its standards may result in disciplinary action up to and including termination and expulsion in accordance with relevant University policies.

Questions about this policy should be directed to the [University Information Security](#) office.

Related Information

[IRM-002: Acceptable Use of University's Information Technology Resources](#)

[IRM-003: Data Protection of University Information](#)

[STU-002: Rights of Students at the University of Virginia Pursuant to the Family Educational Rights and Privacy Act](#)

[Responsible Computing Handbook for Faculty and Staff](#)

[Responsible Computing Handbook for Students](#)

Federal regulations including but not limited to the following:

- [The Family Educational Rights and Privacy Act](#) (“FERPA”, also referred to as the "Buckley Amendment"), 20 U.S.C. §1232g;
- [The Health Insurance Portability and Accountability Act of 1996](#) (“HIPAA”), Pub. L. 104-191 and implementing regulations issued by the U.S. Department of Health and Human Services including Standards for Privacy of Individually Identifiable Health Information, 45 CFR Parts 160 and 164 (“Privacy Rule”);
- [The Gramm-Leach-Bliley Act](#) (“GLBA”) 15 U.S.C §6801 et seq, and implementing regulations issued by the Federal Trade Commission including Standards for Safeguarding Customer Information (the "Safeguards Rule"), 16 CFR Part 314; and The Privacy Act of 1974, 5 U.S.C. § 552a (2000).

Commonwealth of Virginia laws including but not limited to:

- [The Government Data Collection and Dissemination Practices Act §2.2-3800](#)

Major Category [Information Resource Management](#)

Next Scheduled Review Sunday, July 14, 2024

Revision History

Clarified official communication 11/9/23; Updated 7/14/21; 6/1/18.

Applies To Text

Academic Division.

Category Cross Reference

[Students and Student Programs](#)

Last modified February 5, 2024 - 2:01pm

Approved By Executive Vice President and Chief Operating Officer

Approved Date March 26, 2009 - 12:00pm