

THE UNIVERSITY OF EDINBURGH

POLICY

	University use of email as method of contacting students
Contact Officer	Sara Welham, Academic Policy Manager, sara.welham@ed.ac.uk

Purpose	The policy makes clear that email is an official method of communication to students and sets out their related responsibilities.
Overview	Students are given a University of Edinburgh email account and address when they join the University, which is used for important information. Students must access and manage this account regularly.
Scope	The policy applies to all students and staff. It is overseen by the Senate Curriculum and Student Progression Committee as part of the regulatory framework.
The Policy	<p>When a student joins the University they will be given a University of Edinburgh (UoE) email account and address. This UoE email account will then be used by the University for a variety of essential communications with students - for example, the University will use this mail account to send individuals vital information from time to time on matters such as exam arrangements or library-related alerts.</p> <p>Students must therefore access and manage this account regularly, as it will be assumed that students have opened and acted on these communications. Failure by students to do so will not be considered an acceptable excuse for student actions or inactions, or as a ground for appeal.</p> <p>Should a student already have a web-based email account, and think that they are unlikely to check their UoE email account, it is that student's responsibility to set up an auto-forward on the UoE account to ensure that all official University communications are received. Computing Services guidance on how to do this is available: www.ed.ac.uk/schools-departments/information-services/services/computing/comms-and-collab/email/webmail/help/imp/filters/forwarding</p>
Keywords	Student email, forwarding email, email official communication

DOCUMENT CONTROL	
Date approved	Expansion of statement in DRPS from 2005/06
Approving authority	DRPS regulations are approved by the University Court
Consultation undertaken	Consultation on the DRPS is now taken forward through the Curriculum and Student Progression Committee
Impact assessment	TBC
Date of commencement	Available via the University website from 2006
Amendment dates	Last reviewed July 2008; web links updated June 2011
Date for next review	2013/14
Section responsible for policy maintenance & review	Registry Academic Services
Related Policies, Procedures Guidelines & Regulations	Welcome information for new students: www.ed.ac.uk/staff-students/students/new-students/new-students DRPS: www.drps.ed.ac.uk/
Policies superseded by this Policy	n/a