



Student Email Policy

Use of Email for Official University Correspondence with Students

Introduction

The purpose of this student email policy is to ensure more effective communication with students by the University. There is an expanding reliance on electronic communication among students, faculty, staff, and administration at University College Dublin. This is motivated by the convenience, speed, cost-effectiveness, and environmental advantages of using e-mail rather than printed communication. The University will therefore use email as an official means of communication with students and will use UCD Connect email as the formally supported email service.

1. Expectations about student use of email

Students are expected to check their UCD Connect e-mail on a frequent and consistent basis in order to stay aware of, and comply with, important notices and instructions from the University. Formal communications from the University, Programme or School may be made via email. Students have the responsibility to recognise that certain communications may be urgent and require timely attention.

"I didn't check my e-mail", errors in forwarding mail to external service providers, or e-mail returned to the University with "Mailbox Full" or "User Unknown" are therefore not acceptable reasons for non-receipt of official University communications via e-mail.

2. Assignment of student e-mail

Official University e-mail accounts are provided to all registered students. The addresses are all of the same form: `firstname.lastname@ucdconnect.ie`. The official email address will be maintained in each student's record, from which distribution lists are compiled. Students should activate their account by logging onto www.ucd.ie and log into UCD Connect with the username and password provided by the University. Students have the option to change the username and password provided by the University

3. Redirecting of e-mail

If a student chooses to have e-mail redirected from their official UCD address to another e-mail address (e.g., @hotmail.com), they may do so, but at their own risk. The University cannot be responsible for the handling of e-mail by outside service providers. Having e-mail redirected does not absolve a student from the responsibilities associated with official communication sent to his or her official UCD email address.

4. Email usage and authentication for confidential information

Any misuse of the UCD email system will be considered a breach of regulations and will be acted upon accordingly. It is a violation of University policies, including the Student Code of Conduct, for any user of official e-mail addresses to impersonate a University officer, staff member, or student. To minimise this risk, some confidential information may be made available only through SISWeb, which is password protected. In these cases, students will receive e-mail correspondence directing them to the link on SIS, where they can access the confidential information only by supplying their student ID and PIN. In this case the confidential information will not be made available in the e-mail message.

5. Privacy

Users should exercise extreme caution in using e-mail to communicate confidential or sensitive matters, and should not assume that e-mail is private and confidential. It is especially important that users are careful to send messages only to the intended recipient(s). Particular care should be taken when using the "reply" command during e-mail correspondence.

6. Email Etiquette

You must behave reasonably in your use of UCD Connect and demonstrate courtesy and respect at all times when using your email account.

Related Links

- General acceptable use regulations - <http://www.ucd.ie/itservices/acceptable.html>
- General university email guidelines - EICT Policy: <http://www.ucd.ie/eictpolicy/eictpolicy.pdf>
- Student code of conduct http://www.ucd.ie/registry/academicsecretariat/student_code.pdf
- University Dignity & Respect Policy <http://www.ucd.ie/personl/html/manual/digresp.pdf>