

# Appendix M: Use of E-mail for Official Correspondence to Students

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## G. Authoritative Source

The authoritative source on this policy and responsibility for its implementation rest with the Chief Information Officer.

## H. For Assistance

Contact the [Service Desk](#) for technical support at (512) 475-9400 or send e-mail to the [help@utexas.edu](mailto:help@utexas.edu).

## A. Policy Statement

Electronic mail (e-mail), like postal mail, is a mechanism for official University communication to students. The University will exercise the right to send e-mail communications to all students, and the University will expect that e-mail communications will be received and read in a timely manner.

## B. Scope

This policy applies to all admitted and enrolled students of The University of Texas at Austin. Official communications using e-mail can include e-mail to a group, such as all admitted students, or an e-mail message to only one student.

## C. E-mail Addresses

Every student must provide the University with their official e-mail address using the online update form in [UT Direct](#). The student's official e-mail address is the destination to which the University will send official e-mail communications.

It is the responsibility of every student to keep the University informed of changes in their [official e-mail address](#). Consequently, e-mail returned to the University with "User Unknown" is not an acceptable excuse for missed communication.

All admitted and enrolled students may [create or manage an e-mail address](#) at no additional cost as provided by Information Technology Services (ITS). Information on obtaining an e-mail address is given at the ITS [website](#). ITS is responsible for providing centrally managed email services and addresses that assist the University in sending official communications.

The University cannot be responsible for the handling of e-mail by outside vendors (e.g., @aol.com, @hotmail.com) or by University departmental servers.

## D. Expectations Regarding Frequency of Reading E-mail

Students are expected to check e-mail on a frequent and regular basis in order to stay current with University-related communications, recognizing that certain communications may be time-critical. It is recommended that e-mail be checked daily, but at a minimum, twice per week. Regular e-mail management will also minimize the risk that the inbox will be full, causing the e-mail to be returned to the sender with an error. Undeliverable messages returned because of either a full inbox or use of a spam filter will be considered delivered without further action required of the University.

## E. Privacy and Confidentiality

Official University communications sent by e-mail are subject to the same public information, privacy, and records retention requirements and policies as other official University communications.

## F. Instructional Uses of E-mail

Faculty members retain autonomy in determining how e-mail or other forms of electronic communication will be used in their classes, but they must specify the requirements in the course syllabus. Faculty may expect that students are checking e-mail regularly, and faculty members may use e-mail for their courses accordingly.