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

A. **Policy Statement**
Electronic mail (email), like postal mail, is a mechanism for official University communication to students. The University will exercise the right to send email communications to all students, and the University will expect that email 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 email can include email to a group, such as all admitted students, or an email message to only one student.

C. **E-mail Addresses**
All current students are provided with an official UT Microsoft 365 email address before they start their first semester at the University. Incoming students will receive an email confirmation when their UT Microsoft 365 is created. While a current student, all University email communication will be routed to the Microsoft 365 email address. More information about using the official UT Microsoft email address is available at the Official Student Email Help Page.

Every student must also provide the University with an up-to-date personal email address using the online update form in UT Direct. The personal email address will be used to send communication once the student has departed from the University.

Students may elect to forward email from their official UT Microsoft 365 email address to their personal email address, if they choose. However, when doing so students accept all risks associated with email not being delivered by their personal email address provider. Email returned to the University with "User Unknown" is not an acceptable excuse for missed communication. Note that students who are also employees are not permitted to forward email to their personal email address while they are a UT employee.

D. **Expectations Regarding Frequency of Reading E-mail**
Students are expected to check email 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 email be checked daily, but at a minimum, twice per week. Regular email management will also minimize the risk that the inbox will be full, causing the email 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 email 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 email 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 email regularly, and faculty members may use email for their courses accordingly.

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 UT Service Desk for technical support at (512) 475-9400 or send email to the help@utexas.edu (%20help@utexas.edu).