	Policy No.	Replaces	Policy
	<b>E.602</b>	<b>ARM 1126</b>	<b>Executive</b>
	Policy Name		
<b>STUDENT EMAIL POLICY</b>			
Approved by	Responsibility		Category
<b>Executive</b>	<b>VP, Student &amp; Institutional Support</b>		<b>Information Technology</b>
Date Issued	Date Revised	Revision	Related Policies, Reference
<b>Feb. 20, 2008</b>		<b>0</b>	<b>ARM 1122, 5511, E.703, E.704</b>

## PURPOSE

Email is considered an official means for communication by and with Capilano University.

This policy establishes the rights and responsibilities of both users and providers of Capilano University Student Email.

## USER DEFINITION

For the purpose of this policy, the term “student” refers to applicants, current students, and former students.

## ASSIGNMENT AND WITHDRAWAL OF STUDENT EMAIL ADDRESSES

The University assigns all students an official University email address and webmail account at no cost to the student.

Capilano University Student Email addresses are in the format of [name]@my.capilanou.ca.

Assigned email addresses are in the Capilano University student record system for the appropriate applicant/student.


The University may withdraw access to the account for inactivity, non-attendance at the University, misuse, or other reasons as it sees fit.

## UNIVERSITY USE OF STUDENT EMAIL

Capilano University Student Email is the official email student address to which the University will send email communications. Some examples of the University’s use of student email are, but are not limited to, registration information, course cancellations, fee payment and deadline information, and financial aid information.

## FACULTY USE OF STUDENT EMAIL

Faculty may determine how email will be used in their courses.

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Faculty should specify email requirements and expectations in their Course Outlines.

Faculty may expect that students' webmail accounts are being accessed regularly, and faculty may use email for their courses accordingly.

### **STUDENT ACCESS TO EMAIL**

Students must, and the University will operate upon the assumption that, email communications are read in a timely fashion. Students are responsible for recognizing that certain communications may be time sensitive, and they are expected to check their Capilano University Student Email account on a frequent and consistent basis.

Students who do not have access to computers in their home or work places are expected to use public computer labs on campus or other computers off campus to access their email.

### **FORWARDING STUDENT EMAIL**

Students may choose to forward email from the Capilano University Student Email account to another email address.

Forwarding email is done at the student's risk. The University takes no responsibility for forwarded emails that fail to be delivered or are not able to be read.


Students are responsible to maintain and to update forwarding address information in the system and to ensure that emails are being forwarded in a timely and reliable fashion.

### **STUDENT EMAIL – PRIVACY AND CONDUCT**

Students are responsible for keeping their webmail account passwords confidential and should never share this information with others.

Confidentiality regarding students' records is protected under the British Columbia Privacy Act. All use of email including use for sensitive or confidential information will be consistent with privacy legislation.

Students using Capilano University webmail accounts are expected to adhere to Capilano University policies on Responsible Use of Information Technology, Student Use of IT Facilities and Services, and Student Conduct.

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### COMPLAINTS AND COMPLAINT RESOLUTION

Complaints about the use of Capilano University Student Email should be addressed to the Administrator responsible for Student Services.

### POLICY MAINTENANCE

The Registrar shall maintain this policy.