

**Using Email as Official Communication  
with Students, Faculty, and Staff**

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**Policy Statement**

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A University assigned email account shall be used as one of the University's official means of communication with all students attending FSU as well as Faculty and Staff employed by FSU. Students and employees are responsible for all information sent to them via their University assigned email account. If a student or employee chooses to forward their University email to another account, he or she is responsible for all information, including attachments, sent to the other email account.

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**Reason for Policy**

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Increasingly, email is the primary mode of communication with students, faculty, and staff. Frostburg State University provides students with an email account upon the student's matriculation to the institution. This account is free of charge and currently is active as long as the student is enrolled at FSU. Likewise, an email account is provided for every employee and is created when the employee is initially hired. The account is deactivated when the employee leaves FSU.

Many students do not maintain accurate local address information with the Registrar's Office. This makes it difficult to contact the student in a direct and timely manner. Additionally, many of the mailings to incorrect local addresses are returned by the post office at a cost to FSU.

It is imperative that students and employees understand that a majority of information will be communicated to them via their University assigned account. Therefore, students will be informed that their University assigned email account is a primary means of communication from University offices and faculty. Additionally, employees will be informed of this policy once they are hired and their email account has been created.

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**Benefits of This Policy**

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- Ease of use
- Reduced postage costs
- Reduced paperwork
- A faster means of contacting students, faculty, and staff

- A more direct means of communicating with students, faculty, and staff
- The email address is more accurate than the local address

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## **Who Should Know Of This Policy**

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All employees and students will be informed of this policy.

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## **Special Situations**

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Departments are encouraged to post student attachments to a web page and refer to that site within the email rather than include an attachment to each student email.

University offices are encouraged to post attachments for employees to a shared network drive or web page and refer to that site within the email.

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## **Definitions**

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### **Student**

Any undergraduate, graduate or professional students. Student status starts upon matriculation.

### **Student Information**

Any information related to student activities at Frostburg State University.

### **Matriculation**

The time a student has submitted his or her deposit for attendance.

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## **Responsibilities**

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### **Student**

Students will be responsible for checking their University email account and reviewing relevant information on a daily basis. Students will be given a maximum of 10 megabytes of storage on the email server. Students must purge unnecessary messages from their account to avoid exceeding their storage quota. Exceeding the quota will prevent the delivery of additional email messages.

**Faculty and Staff**

Employees of FSU are responsible for checking their University email account and reviewing relevant information on a daily basis. Unneeded messages should be deleted and purged on a daily basis to avoid using excess storage.

**Email Manager**

Create and maintain all email accounts. Send correspondence to students and employees to explain how to access their email account. Delete email accounts when students are no longer enrolled at the University and employees are no longer employed at the University.

**Registrar**

Notify the campus of the policy. Maintain policy. Respond to unique student requests. Promote the use of email communication between University faculty/staff and students.

**Provost**

Notify the faculty of the policy. Promote the use of email communication between University faculty and students.

**Director of Human Resources**

Notify the staff of the policy. Promote the use of email communication for official announcements and notifications.

**President, Provost, Vice Presidents**

Provide executive-level support and endorsement for the policy.

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**End of Policy**

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