

**UNIVERSITY OF LOUISIANA AT MONROE  
POLICIES AND PROCEDURES MEMORANDUM**

<i>Title:</i>	<b>UNIVERSITY EMAIL POLICY</b>
<i>Effective Date:</i>	<b>July1, 2009</b>
<i>Update Responsibility:</i>	<b>OFFICE OF THE PRESIDENT</b>
<i>Update Date:</i>	<b>NONE</b>
<i>Cancellation Date:</i>	<b>NONE</b>

**1. PURPOSE/PREAMBLE**

There is an increasing need for fast and efficient communication to conduct official business with students and employees at the University of Louisiana at Monroe (ULM). Email is an extensively-used method of electronic communication. Each student is issued a University email account for use throughout the time he/she is registered for classes at ULM. Similarly, each faculty and staff member is issued a University email account for use throughout the time he/she is employed at ULM. Accordingly, email is an available mechanism for formal communication among University students, faculty, and staff. If a student or employee chooses to forward his/her mail to another email address (e.g., AOL, Hotmail, or departmental server), that individual's primary campus email address remains the official destination for official university correspondence. Therefore, the following policy is established and becomes effective immediately.

**2. POLICY**

Email shall be considered an appropriate mechanism for official communication by the University of Louisiana at Monroe with ULM students, faculty, and staff unless otherwise prohibited by law. The University reserves the right to send official communications to students, faculty, and staff by email with the full expectation that these individuals will receive email and read these emails in a timely fashion. General announcements through the campus email system will be minimized by directing such communications to the notification section of the University web portal, *myULM*.

**3. ITEMS**

**A. Assignment and Retention of Email Accounts**

Official university email accounts are available for all admitted and registered students and for all active faculty and staff. The domain for students is **warhawks.ulm.edu** and for faculty and staff is **ulm.edu**. Official university communications will be sent to official university email addresses. Email accounts will remain active during the summer even if the employee has a 9-month contract or the student is not registered for classes.

Students and employees are expected to check their email on a frequent and consistent basis in order to stay current with university-related communications. Students and employees must ensure that there is sufficient space in their accounts for email to be delivered and have the responsibility to recognize that certain communications may be time-critical.

Employee accounts are removed from the system after the University Computing Center is notified of a separation in service unless requested to do otherwise by the former employee's supervisor. Accounts then may be extended for up to two weeks. Student accounts are removed from the system six months after graduation or failure to register for classes.

## **B. Forwarding of Email**

Individuals who choose to have their email forwarded to a private (unofficial) email address, do so at their own risk. The University is not responsible for any difficulties that may occur in the proper or timely transmission or access of email forwarded to any unofficial email address, and any such problems will not absolve the individual of his/her responsibility to know and comply with the content of official communications sent to official ULM email addresses.

## **C. Course Related Use of Email**

Faculty may assume that a student's official university email is a valid mechanism for communicating with that student, although faculty should exercise caution about including sensitive data, such as grades, in an email. This policy will ensure that all students will be able to comply with course requirements communicated to them by email from their course instructors.

## **D. Unofficial Email Addresses**

Personal email accounts may be listed for contact information in selected instances (e.g., First Call) but should not be used in university business except in limited cases such as with First Call or as a secondary contact for administrative use. Faculty and staff should not use personal student email accounts when conducting university business.

When responding to a query sent from an unofficial email address, ULM employees and students need to be careful since there is no assurance that the sender is, in fact, the person he/she claims to be. A recommended step is to provide generic replies only, directing the sender to university tools that require authentication, such as self service functions or the portal, or to require senders to provide their campus email address to receive a reply.

---

### *Review Process:*

University Computing Center  
University President

### *Distribution:*

Classified Employee Handbook  
Faculty Handbook  
Student Policy Manual  
University Policy Database