



University College of the North

Policies & Procedures Manual

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Policy Number: IT-02-02

Approved by:
President's Council

Section:
INFORMATION TECHNOLOGY - STUDENTS

Effective Date:
March 14, 2022

Title:
COMMUNICATING WITH STUDENTS THROUGH EMAIL

Replaces:
IT-02-02 (November 19, 2014)

POLICY STATEMENT

The University College of the North (UCN) will communicate all official university college email communication through a student's UCN email account.

PURPOSE OF POLICY

This policy provides guidance to staff and faculty for communicating with students through email. The purpose of this policy is to protect the privacy and confidentiality of students in compliance with *The Freedom of Information and Protection of Privacy Act* (FIPPA), and *The Personal Health Information Act* (PHIA) while ensuring students are informed and kept up-to-date with important information.

PROCEDURES

1. Accessing UCN Student Email Accounts

UCN provides computer and email accounts to all current students. Students are required to obtain their email accounts through the Claim ID process within the first two weeks of starting classes.

2. Appropriate Use of Email Communication

Electronic communication is not an appropriate mode of communication when transmitting personal or confidential information. All communication with students for administrative or instructional purposes must be in compliance with FIPPA and PHIA and may form part of a student's official student record.

Electronic communication is an appropriate mode of communication when transmitting important UCN announcements and notifications (news and events), class related information (schedule changes, cancellations, assignment submissions, etc.), surveys, account balances and other related information that is intended to keep students informed and up-to-date.

3. Student Responsibilities

Staff and faculty are to reasonably expect that students are accessing their UCN email accounts on a regular basis and as such, it is the student's responsibility to:

- a) review the requirements and expectations of electronic communication as outlined in their course outline(s);
- b) activate their UCN email account by claiming their ID within the first two weeks of starting class;
- c) check email on a regular basis to stay up-to-date with important UCN

- communication;
- d) use only their UCN email account when transmitting official UCN electronic communication;
- e) adhere to the procedures and responsibilities outlined in the UCN policy *IT-01-01 Acceptable Use of Computer and Communication Resources*, when using UCN email accounts.

4. Staff and Faculty Responsibilities

Staff and faculty are to reasonably expect that students are accessing their UCN email accounts on a regular basis and as such, it is staff and faculty's responsibility to:

- a) include requirements and expectations of electronic communication into the UCN course outline template to ensure consistency across the institution;
- b) direct all forms of official university college electronic communication to a student's UCN email account;
- c) not accept assignments or other forms of official university college communication from a student's personal email address;
- d) respond only to electronic communication from a student's personal email address to inform them to resend from their UCN email account;
- e) abide by procedures outlined in *IT-01-06 Authorization to the All Staff Email Distribution List* policy, when sending out mass emails to students.