

Policy on Official Communication to Students

INTRODUCTION: Currently NSCAD University communicates with students for official purposes via postal mail or the use of student mail-boxes. In view of today's rapidly changing technology and methods of communication, NSCAD University recognizes that the increased need for timely and efficient communication requires the establishment of a University-wide email system for students.

SCOPE: As of August 2007, all full and part-time students enrolled at NSCAD University have been and will be issued with a NSCAD University email address.

POLICY STATEMENT: Henceforth, email to these accounts will be considered an official means of communication to all NSCAD students. The University reserves the right to send communications to students via email and expects that those communications will be received and read in a timely fashion. NSCAD University, its offices and divisions may also use the postal mail system and/or electronic message services for the delivery of official correspondence to students.

DEFINITIONS: Official correspondence may include, but is not limited to, matters related to students' participation in their academic programs (admission, registration, course selection, etc.) and important notices for individual students (warnings, advising requests, notices of dismissal for the purposes of timely communication). In addition, general information concerning University and program scheduling, fee information, and other matters concerning the administration and governance of the University may be sent to individual student emails and to group lists as determined by the Offices of the President, the Vice President Academic and Research, the Dean, and the Office of Student and Academic Services.

It is for this reason that all students are strongly encouraged to check their secure, assigned NSCAD email address regularly. Failure to do so may result in a student missing important notices or information and will not be considered an acceptable excuse for failing to receive or act upon official correspondence from the University.

RESPONSIBILITY FOR POLICY: University rights and responsibilities regarding official correspondence: The University provides technical services and the infrastructure to make electronic mail and/or on-line communications systems available to faculty, staff, and students. University correspondence delivered by electronic mail is subject to the same public information, privacy and records retention requirements and policies as are other university correspondence and student records. The University will do its utmost to ensure that University server admits minimum unsolicited email, or spam. Information on how to reset individual account spam filters is available through Computer Services.

In order to implement email as an official means of communication between the University and students, the University will do its best to ensure secure and timely receipt of announcements and emails. But to this end and to guarantee the security of data transmission, email routing should be restricted to the University's network and only official and verifiable NSCAD email addresses. As such, NSCAD email should not be forwarded automatically to non-NSCAD addresses.

The University commits to exercising caution in the sending of private or sensitive information via email. The sending of such communications to students via unverifiable "free" accounts such as Hotmail, Yahoo or GMail is fraught with security issues and will be discontinued.

RESPONSIBILITIES OF ALL USERS:

- Use of NSCAD email addresses fall under the policy for Acceptable Use of University Computing Resources.
- Students are expected to monitor and retrieve any mail and email issued to them by the University on a frequent and consistent basis.
- As stated in the Acceptable Use of University Computing Resource policy, users are prohibited from using NSCAD email accounts to create, store or transmit material that is in violation of the Criminal Code of Canada or any federal, provincial or municipal laws regulating such use, including copyright legislation.
- NSCAD email addresses fall under the University's Policy on Discrimination and Harassment.

Postal Addresses and Electronic Mail Accounts

Students are responsible for maintaining and advising the University (through the Office of Student and Academic Services) of a current and valid postal address and phone number. Failure to do so may result in the subsequent loss or misdirection of important notices. It is for this reason that all students are strongly encouraged to check their secure, assigned NSCAD email address regularly. Failure to do so may result in a student missing important notices or information and will not be considered an acceptable excuse for failing to receive or act upon official correspondence from the University.

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