

DEPAUL UNIVERSITY



Access to and Responsible Use of Student Email Address Information

Category: Academic Affairs - Operational

Responsible Department: Office of the University Registrar

Responsible Officer: Associate Vice President

Effective Date: 10/18/2010

Policy Summary

This policy outlines the appropriate use of email to communicate essential university-related business information to a student or students. It addresses concerns about the amount and nature of e-mail communication to students, detailing how to communicate effectively while in compliance with our Access and Responsible Use of Data policy and Family Educational Rights and Privacy Act (FERPA). Additionally, it addresses the process for prior approval and monitoring.

Scope

This policy affects the following groups of the University:

- Entire University Community

This policy applies to all members of the University Community.

Policy

General Information:

The Associate Vice President of Enrollment Management and Marketing in charge of Office of the University Registrar is the steward of student record data (which includes e-mail addresses in the university administrative databases) and governs the protection of them. Having the ability to easily contact students by e-mail does not necessarily mean that's always the right choice.

E-mail communication must only be used judiciously when necessary to contact the student for specific and critical educational or university business purposes. E-mail must be critical to student success and be in compliance with established policies governing access and distribution of student records.

General announcements that affect the entire student body should be posted online through the university's intranet, Campus Connection or the PS Portal instead of mass e-mail to the entire student body.

All those wishing to e-mail students at DePaul must be aware of DePaul University's Access to and Responsible Use of Data policy which states that users of internal student data shall only have access to information for which they have a legitimate administrative or educational interest as defined by the individual's job description or by contract. This policy can be found at [Access to and Responsible Use of Data](#)

Additionally, those who wish to e-mail students must comply with the Family Educational Rights and Privacy Act of 1974 (FERPA), which affords students certain rights with respect to their education records. Additional information can be found on the Office of the University Registrar website and DePaul's [FERPA Compliance](#) policy.

Procedures

All student e-mail must get prior approval from the stakeholders in the appropriate area. The technical implementation will be accomplished by the Subject Matter Expert for that area.

1. Before sending a university-wide announcement to students, the sender must receive/have appropriate permission to send the e-mail from the Office of the University Registrar. For procedures governing emergency e-mail messages, please see the [Emergency Procedures & Communication](#) policy.
2. Before sending e-mail to a particular group of students, the sender must obtain permission from the leadership of that group or organization.
 - o Student Affairs oversees email communication to DePaul student organizations.
 - o Deans oversee email communication to students in their schools and colleges.

Academic Departments should coordinate distribution through Chairperson.

Divisional Collaborations

The Office of University Registrar will review this policy annually with consultation from Student Affairs, Information Systems, the Compliance Office and the Office of the General Counsel.

Contact Information

Office of the University Registrar

Associate Vice President, Enrollment Management & Marketing
(312) 362-5362

Appendices

[Access to and Responsible Uses of Data](#)
[FERPA Compliance](#)

Additional information can be found at <http://sr.depaul.edu/personalinfo/privacyinfo/index.asp>

History/Revisions

Origination Date:

Last Amended Date:

Next Review Date: