

Frequently Asked Questions Regarding the Policy on Email as an Official Means of Communication at SCSU:

1. Why has the University adopted a policy of using email as an official means of communication?

Most of us now use e-mail for a variety of purposes. Email is rapidly becoming the preferred means of conveying information quickly and using minimal resources. The speed, efficiency and low cost of email will improve communications and reduce costs, resulting in important benefits to the University and its students. This policy is already in effect at many colleges and universities around the nation, and we are progressively adopting this policy for communications with students, faculty and staff.

2. What is the meaning of “email as an official means of communication?”

The University will consider the use of email in communicating with students to be an effective alternative to the use of traditional mail or telephones. The choice of the means of communication, email or otherwise, will depend upon the nature of the message and the method deemed most appropriate by the University agency or faculty member initiating the communication. It is likely that many of the communications students have received by land mail in the past will now come via email.

Click here to visit the “SCSU Electronic Mail Student Notification Policy” that is posted online: <http://oit.southernct.edu/policy/officialuseofemaildraft.pdf>

Click here to visit the “SCSU Electronic Mail Faculty and Staff Notification Policy” that is posted online: <http://oit.southernct.edu/policy/officialemailfacultystaff.pdf>

3. How will I know that an email message is an authentic, official University communication?

We strongly encourage you to evaluate the contents of every communication before taking any irrevocable actions. Email in many cases is not automatically verifiable, but this is no different from a phone call or a letter. So if the contents seem unusual or suspicious, we recommend you take additional steps to verify the correspondence, such as contacting the purported sender’s department by phone. SCSU will not send or request confidential information via email, and we do not recommend sending any confidential information (i.e. Social Security Number, Student ID Number, Personal Identification Numbers-PIN, Banking or Credit Card Account Numbers) to anyone through email.

4. Will I be required to use an email address assigned by the University, or will I be allowed to use a third-party address?

The University provides email accounts for all of its students, faculty and staff, though users can configure their email account to automatically forward messages to a third-party address. However, if they choose to do so, users are fully responsible for making sure that they receive all of their email in a timely fashion. Please refer to FAQ #8 for more information about how to forward email from your SCSU issued email account.

5. How can filtering affect my receipt of email?

Many people use desktop spam filters or subscribe to an email service that implements these filters. In all such cases you are responsible for making sure that you are receiving your email from the University, including from your professors. University email will come to you from an address that ends in southernct.edu, but you should monitor your spam filters and folders to make sure that you are receiving all of your messages.

6. Can anything else within my control affect my receipt of email?

A full inbox will cause messages to bounce back to the sender, undelivered. Therefore, it is imperative that users maintain their email accounts, storing offline or deleting old messages. This will ensure that there is sufficient space to receive new communications.

7. How will the policy affect me if I don't have Internet access during holidays or the summer?

There are always going to be cases when someone is not available by normal communications methods. Internet access is now like phone and postal service, so it would be the same as if the University tried to call you or send you a letter and you were unreachable through either of those methods. Obviously, the University will try to reach you through multiple methods with any exceptionally critical communications.

8. How do I automatically forward email from my SCSU email account to a personal email account?

The auto-forward setting is available under the E-mail Options tab in MySCSU:

1. If you have not already done so, open the E-mail Center.
2. Click the Options tab.
3. From the list of options, click Auto Forward. You see the Auto Forward window, which allows you to set an auto forward address for the email application.
4. In the "Auto Forward To" field, enter your email address on another mail system. For example, you may want to forward mail to your Hotmail account. In such case, you would enter your email address for your Hotmail account.
5. To enable auto forwarding, click the OK button. To exit without setting an auto forward address, click Cancel.

NOTE: If you have Spam Assassin enabled, auto forwarding will not work.

You can also get step by step instructions at the SCSU Helpdesk website by clicking here:

http://helpdesk.southernct.edu/index.php?option=com_content&task=view&id=187&Itemid=68

9. Will technical assistance be available if I need help with anything related to this policy?

Yes. If any technical issues arise, students can go to a campus computer lab for assistance. Faculty and staff can contact the SCSU Help Desk.