NEW MEXICO TECH
SCIENCE • ENGINEERING • RESEARCH UNIVERSITY

Official Student Email Communication Guidelines & Procedures

1. All NMT students must have an nmt.edu email account (i.e. firstname.lastname@student.nmt.edu)

2. It is the student's responsibility to check their nmt.edu email accounts:
   a. The NMT -assigned student email account shall be the University's official means of communication with all students.
   b. Students are responsible for all information sent to them via their University assigned email account.
   c. If students choose to forward their University email account, they are responsible for all information, including attachments, sent to any other email account.

3. Official communications with students will be sent only to their nmt.edu accounts. Official communications will not be sent to non-nmt.edu accounts (with the exception for new students outlined below) or any associated accounts, e.g., ee.nmt.edu or kestrel.nmt.edu.

4. For new students, official communications will be sent to both a primary (non-nmt.edu) and secondary account until census (the end of the third week of classes) at which time of all future correspondence will be sent only to their nmt.edu account.

5. Rules governing official emails to students include, but are not necessarily limited to:
   a. Students cannot opt-out (i.e. unsubscribe) from NMT's official student email distribution list (All-Student@nmt.edu).
   b. All-Student@nmt.edu can only be sent by Authorized Approver/Senders (see list below, #6).
   c. Others who need information sent to All-Student@nmt.edu should send a request to their unit's/department's Authorized Approver/Sender.
   d. Emails to All-Student@nmt.edu should only be utilized **to facilitate vitally important campus student email communications dealing directly with official university business, academic issues, as well as immediate health and safety or emergencies.**
   e. Every effort should be made to avoid sending unnecessary, trivial, or redundant information via email as students will quickly come to view it as spam. Examples of appropriate email topics include:
      i. The email announces a campus emergency or similar situation involving student safety.
      ii. The notification is required for accreditation, compliance, or regulatory purposes.
      iii. The email announces university policies, procedures, or deadlines.
      iv. The email announces a campus-wide *service* for students (to be distinguished from a campus-wide event).
      v. The email is of broad general interest to the student body (e.g. scholarship availability).
   f. For clarification when using All-Student@nmt.edu, departments/units should indicate who is sending the message (e.g. "This official email is being sent on behalf of the President's Office, the Board of Regents, the Vice President for Student Life [VPSL], the Vice President for Academic Affairs [VPAA], the Vice President for Research [VPR], or the Vice President for Finance and Administration [VPF&A]".
   g. The All-Student@nmt.edu email is sent as blind copies (BCCs).
   h. No attachments are allowed, but in-line images are OK. Utilizing a URL or hypertext helps to ensure incorrect files are not attached.
   i. Official email correspondence should not include private material or material protected by FERPA, nor should it include a combination of information that could lead to compromising the security of a student's identity (e.g., social security number).
   j. As much as possible, email correspondences should refer students to Banner/BanWeb so as to retain a record of information and transactions and to protect privacy. For example, students will not be

emailed their grades, but rather referred to BanWeb or Canvas and given instructions on how they can access their grades.

    f. Retention of email correspondence, as with other records, will be determined by departmental requirements and regulations.

    g. Authorized Approvers/Senders who receive an email reply back from a student should not "Reply All" unless they want that response to go to the entire distribution list.

    h. Authorized Approvers/Senders should also maintain their own distinct departmental email (e.g., *registrar@nmt.edu)* for their normal business and only utilize All-Student@nmt.edu as prescribed above.

6. **Proposed** Authorized Approvers/Senders of NMT All-Student@nmt.edu:
   a. Office of the President
      i. Designee (TBD)
   b. Registrar
      i. Designee (TBD)
   c. Dean of Students
      i. Designee (TBD)
   d. Director of Communications & Marketing
      i. Designee (TBD)
   e. Vice President for Academic Affairs
      i. Designee (TBD)
   f. Vice President for Student Life
      i. Designee (TBD)
   g. Vice President for Administration & Finance
      i. Designee (TBD)
   h. Vice President for Research
      i. Designee (TBD)
   i. Dean of Graduate Studies
      i. Designee (TBD
   j. Others (TBD)

7. Approval process for departments/units/individuals to be added or removed as an Authorized Approver/Sender
   a. The ability to send emails to the All-Student@nmt.edu can be delegated to individuals that make a request with their VP's approval to and are authorized by either the Registrar or VPAA.
   b. Individuals will be removed from the list when they leave NMT.
      i. Replacements of the above positions will happen automatically.
      ii. New Designees will need to approved as indicated above
   c. ITC will maintain the active list of Authorized Approvers/Senders.

8. All Authorized Approvers/Senders will receive basic training.