

# University use of email as a method of contacting students



THE UNIVERSITY  
of EDINBURGH

## Purpose of Policy

The policy makes clear that email is an official method of communication to students and sets out their related responsibilities.

## Overview

Students are given a University of Edinburgh email account and address when they join the University, which is used for important information. Students must access and manage this account regularly.

## Scope: Mandatory Policy

The policy applies to all students and staff. It is overseen by the Senate Curriculum and Student Progression Committee as part of the regulatory framework.

## Contact Officer

Academic  
Services

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## Document control

Dates	Approved: 2005/06	Starts: 2005/06	Equality impact assessment: 3.9.14	Amendments: 16.12.21	Next Review: 2026/2027
Approving authority	Senate Academic Policy and Regulations Committee (APRC)				
Consultation undertaken	Student Administration, Student Disability Service, Student Systems and CSPC				
Section responsible for policy maintenance & review	Academic Services				
Related policies, procedures, guidelines & regulations	Degree regulations and programmes of study (DRPS)				
UK Quality Code	N/A				
Policies superseded by this policy	This policy replaces the version reviewed in 2008.				
Alternative format	If you require this document in an alternative format please email <a href="mailto:Academic.Services@ed.ac.uk">Academic.Services@ed.ac.uk</a> or telephone 0131 650 2138.				
Keywords	Student email, forwarding email, email official communication				



# University use of email as a method of contacting students

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1. When a student joins the University they are given a University of Edinburgh email account and address. This University of Edinburgh email account is used by the University for a variety of essential communications with students - for example, the University uses this mail account to send individuals vital information from time to time on matters such as exam arrangements or library-related alerts.
2. Students must therefore access and manage this account regularly, as it is assumed that students have opened and acted on these communications. Failure by students to do so will not be considered an acceptable excuse for student actions or inactions, or as a ground for appeal.
3. If a student already has a web-based email account, and thinks that they are unlikely to check his or her University of Edinburgh email account, it is that student's responsibility to set up an auto-forward on the UoE account to ensure that all official University communications are received. Check the help information for the email provider for guidance on doing this.
4. If a student has a disability which makes it more difficult to use email as a method of communication then he / she should contact the Student Disability Service for advice and guidance regarding types of technology that will assist with access to email.  
<https://www.ed.ac.uk/student-disability-service>

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