

Student Services Manual (SSM)

SSM 107–03: Student E-Mail

Effective: 7/1/2006

Revised: 3/1/2025

Purpose

To ensure that students receive timely official communications from faculty, staff, and other students at ASU that are beneficial in contributing to their success at the university

Sources

Office of the Provost of the University

Academic Assembly

University Technology Office

Policy

ASU e-mail is the official means of communication among ASU's students, faculty, and staff. Students are expected to ensure that e-mail is accessed, read, and acted upon in a timely fashion. Students bear the responsibility of missed messages and should check their ASU-assigned e-mail on a regular basis.

Procedure

ASU Enterprise Technology assigns an ASU e-mail at the point of the student's application for admission to ASU.

Students must:

1. Either activate the ASU email and begin using the assigned e-mail address or forward their assigned e-mail to a preferred e-mail address (such as @gmail.com, @hotmail.com, @aol.com, etc.) as outlined [here](#).

Note: Having e-mail redirected does not change the individual's responsibility for reading and responding to official communications sent to the ASU e-mail address.

2. Read and comply with ASU Terms of Use and e-mail policies.

and

3. Retrieve e-mail messages regularly from their address and act upon the messages appropriately.

The ASU email address is considered directory information and will appear in ASU's electronic directories. Students wishing to prevent the release of their email address should submit the [Withhold Directory Information Request](#) form.

Resources

To begin the process of creating an ASU e-mail address, see the [ASURITE Activation & Service Management](#) Web page.

For information regarding security and risks associated with e-mail, see the [Computer Security](#) Web page.

Cross-Reference

For more information regarding the use of e-mail at ASU, see [ACD 125](#), “Computer, Internet, and Electronic Communications Information Management Policy.”