

Golden Gate University Student Email Policy

Beginning January 2nd, 2020, Golden Gate University will provide all active students with a Golden Gate University (my.ggu.edu) email account. This policy goes into effect as soon as an email account is assigned to a student.

Student use of the university email account is subject to the student code of conduct, as well as this policy.

Email Use and Expectations

A university email address will be provided to all students. The university has the right to send official communications to the university email address.

The university email address is the address to which university related email is to be sent. The university email address will be used for all official university email correspondence lists, for populating course rosters, and for the official online directory. Official communications from university offices, such as the President's Office, Deans, Financial Aid, Registrar's Office, Student Accounting Services, University Advising Center, and others will be directed to the university email address.

The university expects that every student will receive email at their university email address and will read the email received on a frequent and consistent basis. A student's failure to receive and read university communications in a timely manner does not absolve that student from knowing and complying with the content of such communications.

Email Forwarding

Students may elect to redirect (auto-forward) email sent to their university email address. Students who redirect email from their university email address to another address do so at their own risk. If email is lost as a result of forwarding, it does not absolve the student from the responsibilities associated with communications sent to their university email address. The university IT staff and Help Desk do not support auto-forwarding of email and will not assist in troubleshooting problems with outside email clients or forwarded email.

Email Conduct

Any policy of the university that applies to communication and conduct also generally applies to email. Use of email in violation of other university policies is also a violation of this policy.

Examples of improper uses of university email:

- Concealment or misrepresentation of names or affiliations (e.g., misrepresenting oneself as another user);
- Use of email to send spam (unsolicited non-University commercial email);
- Alteration of source or destination address of email;

- Use of email to violate the University's Student Code of Conduct or policy on Harassment and Discrimination; and
- Use of email to violate the law.

Sanctions

Violations of this policy will be handled under normal university disciplinary procedures applicable to the relevant persons or departments. In addition, a violation may result in:

- suspension, blocking, or restriction of access to information and network resources when it reasonably appears necessary to do so in order to protect the integrity, security, or functionality of University resources or to protect the University from liability;
- disciplinary action up to and including separation from the University.