

Policy No: 500.2

Effective Date: Academic Year 2021-2022

## **UNIVERSITY POLICIES & PROCEDURES**

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Category: Academic Affairs/Student Affairs

Title: TJU Student Email Policy – Supplement to Enterprise Email Security Policy (No. 126.05)

Applicability: Thomas Jefferson University Prospective, Accepted and Enrolled Students and Graduates

Contributors/Contributing Departments: Office of the Provost, Student Affairs, Academic Policies and Calendars Committee

### **I. Policy Statement**

This policy serves as a supplement to the ENTERPRISE INFORMATION SECURITY PROGRAM EMAIL SECURITY POLICY (Policy No. 126.05). This policy does not contradict nor supersede elements of Policy No. 126.05. The purpose of this supplemental policy is to provide further clarification and specificity as to the email address to which email communication can be transacted between applicants, students and graduates throughout their involvement and enrollment at Thomas Jefferson University.

### **II. Scope**

Thomas Jefferson University, recognizing that email is a critical component of effective communication with applicants, students and graduates, has established Jefferson email as the official means of electronic communication.

An official Jefferson email address is required for all students. The University has the right to send official communications to the University email address, which is based upon the Jefferson Campus Key assigned to the student. The University expects that every student will receive email at their University email address and will read their Jefferson email on a frequent and consistent basis. A student's failure to receive and read University communications in a timely manner does not absolve a student from knowing and complying with the content of such communications.

All use of email will be consistent with other Enterprise policies including those specifically referencing email and other electronic access.

This policy applies to each of the categories referenced below.

- **Inquiries (Prospective Students):** Individuals who have inquired about a Jefferson academic program(s) but have not yet submitted an application.
- **Applicants:** Individuals who have submitted an admissions application but have not received an offer of admission.
- **Admitted/Accepted Students:** Applicants who have received an offer of admission to the University.
- **Confirmed Students:** Accepted students who have confirmed their intention to enroll by submitting a deposit and/or fulfilled other administrative requirements. It should be noted that this category may also be referenced as “Deposited” in other policies, procedures or websites.
- **Registered:** Student has active coursework for a specified term(s).
- **Enrolled Students:** Student has active coursework for a specified term(s) (Registered) and the official class sessions have started and are in progress.
- **Leave of Absence:** A leave of absence is a temporary absence from the University. Students are advised to refer to the appropriate handbook to determine all parameters related to a Leave of Absence.
- **Withdrawal:** A student voluntarily removes themselves from a college, school, or program at the University. Students are advised to refer to the appropriate handbook to determine all parameters related to withdrawing from the University.
- **Suspended/Suspension:** Student’s enrollment is temporarily discontinued based on the University’s assessment that:
  - Student is in violation of the Community Standards Policy; and/or
  - Student is in violation of program policies and/or clinical, clerkship or other experiential learning placement policies.
  - Student may return after the suspension period if they have satisfied all stipulations referenced in the suspension decision.
- **Dismissed/Dismissal:** Student is no longer enrolled based on the University’s assessment that:
  - The student is not maintaining satisfactory academic progress;
  - Student is in violation of the Community Standards Policy; and/or
  - Student is in violation of program policies and/or clinical, clerkship or other experiential learning placement policies.
- **Graduated:** Student has completed all program related requirements and degree or certificate has been conferred.

### **III. Components**

Email communication between Thomas Jefferson University and the students/graduates (further defined below) will occur as follows:

- Inquiries (Prospective Students) – Personal Email Address.
- Applicants (Prospective Students) - Personal Emails may be used for non-confidential matters. Departments must exercise additional measures (e.g. encrypting the email content, including only non-confidential information in the email and then following up with written correspondence or an appointment in person or via zoom, including only non-confidential in the personal email and advising the student the more confidential information would only be included in their official Jefferson Email once that has been activated) if they are communicating with an applicant via a personal email address about any confidential matters.
- Admitted/Accepted - Jefferson Email for all confidential matters. Personal Emails may be used for non-confidential matters.
- Confirmed (Deposited) Students - Jefferson Email for all confidential matters. Personal Emails may be used for non-confidential matters.
- Registered Students – Jefferson Email only.
- Enrolled Students – Jefferson Email only.
- Students who have temporarily or permanently disengaged from the University:
  - Leave of Absence - Jefferson Email only. Students maintain access to their Jefferson Email accounts while on a Leave of Absence.
  - Suspended – Jefferson Email only. Students maintain access to their Jefferson Email accounts while on Suspension.
  - Withdrawn - Personal Email Address. Students do not maintain access to their Jefferson Email accounts once they have withdrawn from the University.  
Personal Email may be used for non-confidential matters. Departments must exercise additional measures if they are communicating with a student, who has withdrawn from the University, via a personal email address, about any confidential matters.
  - Dismissed - Personal Email Address. Students do not maintain access to their Jefferson Email accounts once they have been dismissed from the University.

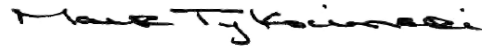
Personal Emails may be used for non-confidential matters. Departments must exercise additional measures if they are communicating with a student, who has been dismissed from the University, via a personal email address, about any confidential matters.

- Graduates – Jefferson Email for all confidential matters according to the schedule outlined below:
  - Students, who graduated on or after September 1, 2021 - Jefferson.edu and/or students.jefferson.edu email accounts will remain active for six (6) months following the official date of graduation. Jefferson email accounts will be deactivated on the first day of the month following the end of the six month timeframe. Personal Emails may be used for non-confidential matters both before and after the six (6) month period.
  - Students, who graduated on or before August 31, 2021 - Jefferson.edu and/or students.jefferson.edu email accounts will remain active for one (1) year following the official date of graduation. Jefferson email accounts will be deactivated on the first day of the month following the end of the one year timeframe. Personal Emails may be used for non-confidential matters both before and after the one year period.

**Revision Date:** September 2021

**Review Date(s):** July 1, 2023

**Responsibility for maintenance of policy:** Vice Provost for Academic  
Infrastructure and Effectiveness



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**Approved by:**

Mark L. Tykocinski, MD

Provost and Executive Vice President  
for Academic Affairs