

This document explains in general the policy and guidelines governing the use of the Nilai U Student Email Facility.

## **Overview**

Nilai University (Nilai U) provides all registered students with an email account meant for official correspondence for the students and staff of Nilai U. Access to the Nilai U Student Email Facility is via the Student Login ID, similar to the manner for accessing computing services at the library and computer laboratories. As such, the use of this facility is governed by the rules and regulations on the use of computing facilities, which are stated in the Student Handbook.

## **Nilai U Student Email Policy**

### **1. Use of email**

Email communication within Nilai U is the official or primary mode of communication. It is, therefore, mandatory for students to utilise their campus e-mail accounts to review academic and administrative electronic correspondence.

Nilai U expects emails to be received and read in a timely fashion and hence, assumes that students have such access to correspond on matters relating to academic work and administrative tasks/issues. The Office of Admissions and Records is responsible for directing the use of the Nilai U Student Email Facility.

### **2. Assignment of student email**

Official email accounts are available for ALL registered Students. These accounts must be activated before Nilai U can correspond with its students using the official email accounts.

### **3. Expectations about student use of email**

Students are expected to activate their email account as soon as they have been issued an ID Card. Since access to the account is available via an internet connection, students are expected to check their email account on a frequent and consistent basis in order to stay current with Nilai U related communications. Students have the responsibility to recognise that certain communications may be time-critical. "I didn't check my email", error in forwarding mail, or email returned to Nilai U with "Mailbox Full" or "User Unknown" are not acceptable excuses for missing official communications via email with Nilai U.

### **4. Authentication for confidential information**

It is a violation of Nilai U policies, for any user of official email addresses to impersonate a Nilai U staff member or another student.

### **5. Privacy**

Users should exercise extreme caution in using email to communicate confidential or sensitive matters, and should not assume that email is private and confidential. It is especially important that users are careful to send messages only to the intended recipient(s).

### **6. Educational uses of email**

Academic schools will determine how electronic forms of communication will be used in their classes, and will specify their requirements in the course or module guide. It will be ensured that all students are able to comply with email-based course requirements specified by academic schools. Academic schools can therefore make the assumption that students' official email accounts are being accessed, and that they can use email for their classes accordingly.

**Student Responsibilities**

1. All students are responsible for their own assigned email account. They are required to ensure that their account is not misused for whatever reason.
2. Students are to activate their account immediately upon the issuance of an ID Card. In order to activate the account, students can access the email from our website. Students can go directly to Student Webmail page in our website <http://www.nilai.edu.my/current-students/student-webmail> (Diagram A) or click directly to Microsoft OFFICE 365- Login Page at <https://login.microsoftonline.com/> (Diagram B)
3. The Login ID for the email account is the same as the Student Login ID for accessing computer services. Example of the email addresses are as follows:

For students with 8-digits Student ID No:-

(e.g. 00011054), all 8 numbers will be used:

Email address is [n00011054@students.nilai.edu.my](mailto:n00011054@students.nilai.edu.my)

Default first time login password: nuStudent@321

Note: Students are required to change the passwords upon the first sign-in on the Microsoft Office365

Diagram A ( <http://www.nilai.edu.my/current-students/student-webmail> )

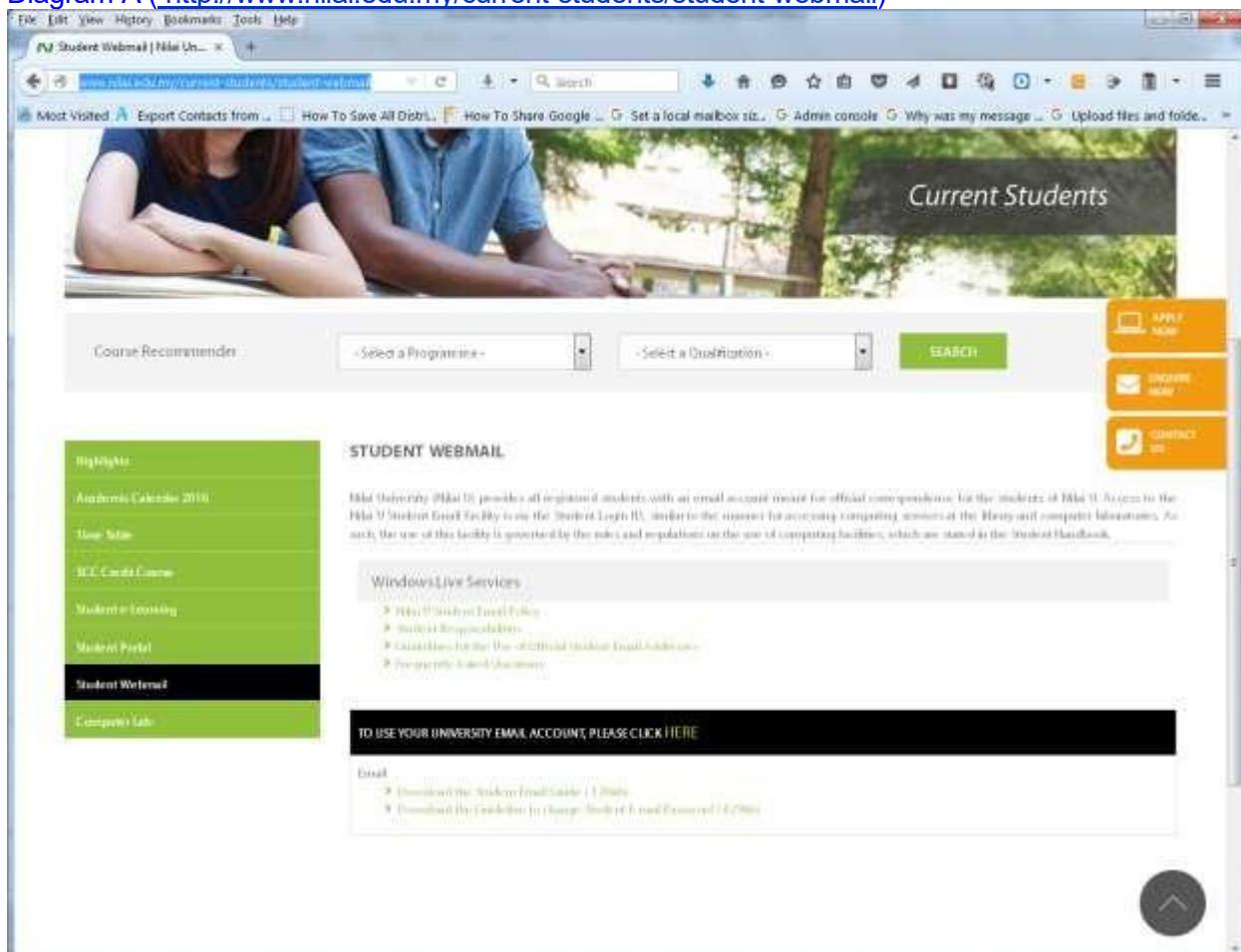
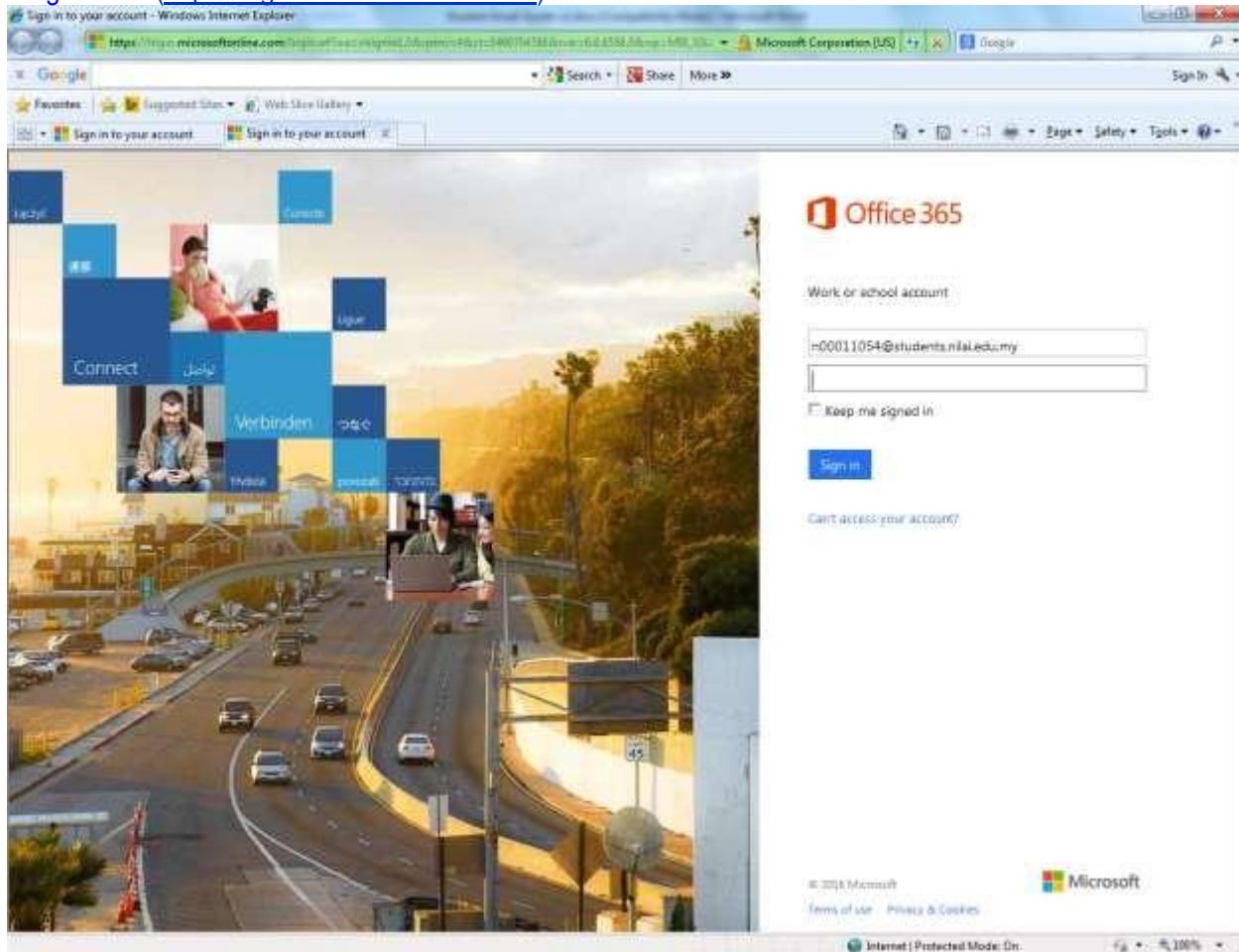


Diagram B (<https://login.microsoftonline.com/>)

4. Students are to use the email account solely for and as official correspondence for Nilai U-related matters.
5. Students are expected to check their email inboxes for new mail messages from various academic or/and administrative departments frequently and consistently. Student can check their emails from anywhere provided there is an internet connection (e.g at home, Nilai U Computer Labs, Nilai U Library, and Surf UP Student Internet on campus or at the hostels/apartments)
6. Students are advised to keep their password to themselves. They are not to share it with others.
7. Students are required to perform mailbox 'housekeeping' from time to time to avoid storage over quota so as to ensure the delivery of Nilai U correspondence.

## **Guidelines for the Use of Official Student Email Addresses**

The Nilai U Student Email Facility is established to enable Nilai U staff and students to communicate more effectively and efficiently with each other.

Appropriate use of the email facility is important to determine the success of this communication mode. This is to ensure emails sent are not overloaded with unnecessary, repetitive or too much information resulting in a perception that these emails are not worth reading. This might lead to the facility not being used by all concerned. In addition to that, appropriate use would also mean protecting the privacy of the individuals concerned, as sensitive and confidential information could be communicated via email.

The guidelines below are intended to help guide the appropriate usage of this facility:-

### **General guidelines**

- Keep messages simple and direct.
- Use plain text in messages--do not include HTML or formatted content.
- Format messages so that lines wrap at 80 characters or less.
- When possible, send email messages only to the specific individuals or groups for whom the message is pertinent.
- When a message is to be sent to many recipients, use an email program that will not list all the recipients in the message; alternatively, include all recipients' addresses as "Bcc:" instead of "To:"
- It is not advisable to send attachments when sending messages to groups .
- A "From:" or "Reply-to:" name and email address of the sender is required.
- All are encouraged to check their Nilai U email accounts regularly

### **Examples of appropriate uses**

- Communicating commencement and convocation information
- Notification concerning students' change of course schedules (drop/adds), general petitions, withdrawals, and accommodation
- Notification of cancellation of registration
- Student aid processing issues and deadlines
- Academic departmental information such as class changes, registration issues, new courses, job-opening lists, and events
- Placement / Grouping information
- New student information about academic support services and academic policies
- Advising appointments
- Notices about student internships and workshops
- Payment deadlines and other Finance information
- Surveys

### **Examples of inappropriate uses**

- Information unrelated to Nilai U matters
- Solicitation
- Promoting political viewpoints
- Personal information
- Surveys that do not serve Nilai U purposes.
- Messages containing confidential information such as course grades, financial aid award amounts, or tuition/fee payment amounts which is sent for sharing
- Corresponding or distributing messages containing pornographic materials
- Emails that violate the Nilai U Student Email Policy