



BOISE STATE UNIVERSITY

University Policy 2280

Student Electronic Communications

Effective Date

May 2013

Last Revision Date

June 04, 2025

Responsible Party

Vice President of Student Affairs and Enrollment Management, (208) 426-1418
Office of Information Technology, (208) 426-1433

Scope and Audience

This policy applies to all students.

Additional Authority

- The Family Educational Rights and Privacy Act of 1974 (FERPA), 20 U.S.C. § 1232g
 - Telephone Consumer Protection Act 47 USC § 227
 - Idaho Code Title 74 Chapter 1 (Idaho Public Records Act)
 - Idaho Code § 28-51-104, 105 (Idaho's Identity Theft Statutes)
 - University Policy 1020 (Public Records Management)
 - University Policy 8000 (Information Technology Resource Use)
 - University Policy 8060 (Information Privacy and Data Security)
 - University Policy 8100 (Institutional Messaging)
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1. Policy Purpose

To establish email and SMS (short message service)/text messaging as official modes of communication between the university and its students and to provide guidelines for the proper use of email and SMS/text message communications.

2. Policy Statement

Boise State University must be able to communicate quickly and efficiently with its students to conduct University business. Email and SMS/text messaging are considered official modes of communication between the university and its students and are acceptable and appropriate mediums for such communication.

3. University Student Email Addresses

- a. All active students are provided with a University student email address.
- b. Student email addresses may be deactivated after a specific amount of time away from the university (see University Policy 8000 - Information Technology Resource Use).
- c. In limited circumstances, an enrolled student's University email address may be deactivated for violations of University policy at the request of the Vice President of Student Affairs and Enrollment Management.
- d. A student may choose to forward/redirect their University student email address to a non-University email address; however, forwarding/redirecting is not recommended as emails may be blocked or become lost.
- e. Problems with forwarded/redirected emails do not absolve a student of their responsibility to read University communications sent to their University student email address.

4. SMS/Text Messaging

- a. SMS/text messaging may be used to deliver mass official university communications that are critical to a student's success. Mass SMS/text messages must fall under the "Must Know" and "Should Know" categories as outlined in University Policy 8100 (Institutional Messaging).

- b. Mass SMS/text messages must not be used to announce events, messages of general interest, or to conduct fundraising.
- c. Students are asked to provide their personal cell phone number when applying to Boise State; however, this decision is optional, and it should not be assumed that a mass text message will be received by every currently enrolled student.
- d. Direct SMS/text messages may be sent to a student to conduct official university business, provided such messaging is critical to the student's success and/or is intended to meet the academic and administrative needs of the university and is sent through a university-approved application.
- e. All opt-in and opt-out processes for electronic communications will comply with applicable federal and state laws, including the Telephone Consumer Protection Act (TCPA) and any other relevant regulations.

5. Expectations

- a. Students are expected to read all University emails and SMS/text message communications sent to their University student email address or personal mobile device in a timely fashion.
- b. Unless law, contract, or other University policy requires another form of communication or prohibits sending a particular communication via email, faculty and staff may send emails to student email accounts. Topics are generally limited to business that is critical to the success of the student and matters intended to meet the academic and administrative needs of the university.
- c. Any mass email or SMS/text message communication sent to students that is not related to a specific course or program must be pre-approved by the Vice President for Student Affairs and Enrollment Management or designee, following the guidelines as required under University Policy 8100 (Institutional Messaging).

6. Security and Privacy

- a. Email and SMS/text message communications to students must comply with all University policies and applicable laws, including but not limited to FERPA and the Idaho Public Records Act. The university will not request or engage in email or SMS/text message transmission of personal, confidential information such as social security numbers and credit/debit card or bank account numbers.

- b. Students are responsible for establishing and safeguarding their password and must not share it with others or leave it exposed for others to see (see University Policy 8000 - Information Technology Resource Use).

7. Related Information

[Office of Information Technology Website – Computer Accounts and Systems Access](#)

Revision History

August 04, 2022; August 16, 2023; June 03, 2025