

Email Communication with Incoming International Students: Post-Acceptance/Pre-Arrival

MassArt best practices dictate that College business should only be conducted on the official system of record for email, which is the massart.edu email domain. The massart.edu email domain is hosted by Google, and Google may be blocked in part or whole by federal, state, regional or local authorities outside of the United States of America. Consequently, it may be difficult for employees of the College to conduct business with students residing in an affected country or region prior to their arrival in the United States/matriculation at MassArt. Further, due to recent proposed immigration and regulatory changes, the college is dedicated to enhanced support of and outreach to MassArt's international students.

New Policy on Email Communication

The College recognizes the issue above and is therefore requiring that administrative staff send messages to new incoming international students' personal email address (provided by the student during the admissions process), in addition to the students' massart.edu accounts. This practice is to be followed when the following conditions are met:

- All new incoming students who are designated as international in the FPER field of Colleague.
 - Alien Status = Y will capture anyone international.
 - Offices may also request from Admissions a report which will list citizenship and status.
- All communication from any administrative office during the following time period:
 - Start Date: Dependent upon the office, first email to newly accepted students, including group and individual email communications.
 - End Date: First day of orientation for the academic year.

This policy is in effect immediately, and will continue with future admissions cycles.

Staff are expected and encouraged to exercise good judgement and use their discretion with all email communication to students.

Staff and students are reminded of the following:

- The massart.edu email domain remains the only official system of record, and must be used in all communications with students at all times for electronic communications. Any email sent to an incoming international student's personal email address must also be sent to a student's massart.edu email address, if it exists.
- International federal, state and local authorities may block other Google services (e.g., Search, Drive, Calendar, Sites, etc.) in addition to Google email. Conversely some authorities which do not block Google email may block other Google services.
- In some instances, authorities may limit the performance of some services rather than blocking them completely.
- The College assumes no responsibility for decisions made by domestic or foreign authorities or entities which restrict or prevent access to electronic resources of any type, or the consequences of those decisions on affected populations.
- Even if Google's domains (e.g., gmail.com or google.com/mail) are blocked, the massart.edu email domain may not be blocked.

Background

The massart.edu domain is the official email domain of the College, which means it serves as an official system of record, and an official system for notifications, for the College. The College utilizes Google's G Suite service (formerly known as "Google Apps for Education") to provide email, and other Google services, to the MassArt community. Some international countries and regions have blocked or significantly degraded the performance of, or accessibility to the gmail.com domain, and in some cases, to custom domains (e.g., massart.edu).

Google provides a list of countries and regions from which access to Gmail or other Google services (e.g., Google Search, Drive, Sites, etc.) may not be possible at this URL:

<https://support.google.com/a/answer/2891389?hl=en>

As of the writing of this email, the following areas are listed: Crimea area of Ukraine, Cuba, Iran, North Korea, Sudan and Syria. Be advised that Google's list may not be comprehensive, and that in some regions services may be blocked or unblocked at any time.

Note regarding China: The Great Firewall of China (GFW) is a state-sanctioned electronic censorship initiative which aims to block or restrict access to content deemed unacceptable by the government. The Great Firewall is quite sophisticated and is constantly evolving. Access to many internet resources, including social media networks, media, and Google services, fluctuates over time. China does not provide a list of services or media it currently restricts or prohibits, and there is no other official authoritative list available. Generally speaking, Chinese residents may find it difficult or impossible to access Google services or other prohibited media or services. China is not currently listed on the list of areas where Google services.