



Foundation Housing Service E-Mail Communication Policy

Foundation Housing Service (FHS) may send communications to prospective and current residents either by mail or by e-mail. Effective with the Fall 2008 quarter, e-mail is the primary way in which FHS communicates with students on virtually every topic, including general information, licensing, fees, deadlines, and appeals.

Communication by E-mail:

- All students receive an e-mail account and address from the University at the point of admission. Student e-mail addresses at Cal Poly Pomona include an identifier for the student and end in @csupomona.edu.
- E-mail addresses may be obtained through the student's Student Home Page on BroncoDirect.
- All FHS email communications will be sent to the resident's University email account.
- It is the student's responsibility to check his/her University e-mail account daily in order to stay current with Foundation Housing Service communications.
- Students may choose to have their University e-mail forwarded to another e-mail account by entering the forwarding e-mail address in the Intranet Services web page (information on changing email forwarding can be found on the [e-Help website](#)). Most students prefer to use their Cal Poly Pomona e-mail accounts rather than forwarding important information to their personal e-mail accounts. However, if the student chooses to forward their University e-mail address, FHS will not be responsible for the handling of e-mail by outside servers.
- Given the wide range of computers and e-mail programs used by students, every attempt will be made to send e-mail messages in a format that can be easily read by all students.

Student Responsibility:

Students are responsible for maintaining an accurate mailing address with FHS through the University Village Online Portal system and for accessing/forwarding their Cal Poly Pomona e-mail account. The FHS intends to replace many of the letters sent to students via the U.S. Postal Service with e-mail communications. As a result, FHS recommends that students check their e-mail accounts daily.

The consequences of not checking e-mail are the same as those for not checking your U.S. Postal mailbox. Some of these consequences include missing payment and registration deadlines.

Students are responsible for the consequences of not reading, in a timely fashion, FHS-related communications sent to their University e-mail account. Students have the responsibility to recognize that certain communications may be time-critical. Excuses such as not checking e-mail on time, errors in forwarding e-mail, e-mail returned due to undeliverable address, undeliverable because the mailbox is full, etc. are not acceptable reasons for missing FHS correspondence.

Please send any questions regarding this policy to village@csupomona.edu.