

Working with Alternate Student E-mail Addresses

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TigerNet allows campus users (including students and faculty) to change their e-mail addresses to redirect course e-mail to another, usually personal, account through an Internet Service Provider (ISP) (e.g., Midco or Santel in our area), Yahoo!, Hotmail, MSN, or a plethora of others. This is easily done using the [My Info](#) link in the upper left corner of anyone's TigerNet home page. Clicking on the blue [Edit](#) button to the right of the existing e-mail address opens a new window that prompts for a new address. Any e-mail address can be entered, although it would not be a wise course of action to redirect important class-related e-mail to any address other than one's own.

For example, students may take DWU online courses offered via TigerNet at their homes, away from Mitchell. If you use the [Email All](#) or [Email Selected Coursemates](#) tool in the Coursemates portlet to send a message to all or selected students at once, your message will be redirected to those off-campus addresses for those students who have elected to enter alternative addresses.

[NOTE: Changing e-mail addresses in TigerNet only affects e-mail sent from within Coursemates. It does not change the default campus e-mail address in Outlook.]

Here's the issue:

For a variety of reasons, e-mail redirected to a student's off-campus address may not be delivered to the student, and you may not know whether or not the student received it. Even worse, the student may not know that you sent it. These reasons include the following:

- The student may not enter the alternate address correctly in TigerNet. Typos happen and may not be detected.
- The student may change personal e-mail accounts and forget to update the information in TigerNet, resulting in mail returned to you marked "User unknown".
- The student may allow her/his mailbox to fill up, thus preventing delivery of e-mail subsequently received (happens with DWU e-mail also).
- The student may neglect to pay her/his ISP account on time, resulting in suspension of the account.
- The ISP's server may go down, temporarily halting delivery of e-mail.
- Students don't always check their e-mail, regardless of where it is sent.

This is the student's problem, not yours. Your students are adults. They can drive, vote, procreate, and serve in the U.S. Marine Corps without parental permission, and some of them can consume large quantities of alcoholic beverages. Expecting them to maintain a current, correct e-mail address in TigerNet isn't that unreasonable.

We must help our students understand that they are responsible for receiving course e-mail. If they choose to divert their course e-mail in TigerNet from DWU to a personal e-mail account, they must accept the accountability that comes with that decision. Students must accept responsibility for making sure the preferred e-mail address in TigerNet is accurate and current, and they must accept the consequences if they miss important course

communications because their e-mail information is incorrect or outdated. Personally, I'd send out the correct answers to a couple of exam questions once in a while, just to provide a little incentive, although if they are adults, they shouldn't need it.

You can make this point in your course syllabus. The following is a suggested entry that you may cut and paste:

Course E-mail

In the My Info section of TigerNet, you have the option of entering an alternate e-mail address to receive course-related messages. For example, this could be a Hotmail or Yahoo! address, or an address through your employer or Internet service provider. Our experience is that e-mail redirected from TigerNet to off-campus addresses is not always received, and the problem is almost always at the student's end.

Be advised that you are responsible for receiving and reading your course e-mail. This means that if you use your DWU account, you must check it regularly, preferably at least once per day. If you have changed your e-mail address in TigerNet, you must make sure that your preferred address had been entered correctly and is current. If you change account providers, make sure you update this information in TigerNet. You must accept the consequences if you miss important course communications because the alternate e-mail address you entered into TigerNet is inaccurate or outdated, or if you do not check it regularly. It is not your instructor's responsibility to make sure that you receive course e-mail. It is yours.

How can you find out what address a student currently has active in the system? Click on Coursemates and then on the student's name, which should be a hot link. The student's released information, including her/his e-mail address, will appear in a pop-up window. If no e-mail address appears, none is entered into the system. In this situation, the student should check with the Help Desk in Smith Hall to create a DWU e-mail account (preferred), or use My Info in TigerNet to enter an alternate address.

If you receive an error message advising you that e-mail could not be delivered because of "User unknown" or other reasons, you can use the procedure above to identify the student. Sometimes the student's name is evident from the bounced e-mail address. At other times, trial and error, clicking on student names until you find the right one, is the only method that works.