

UNIVERSITY OF ESSEX
STUDENT ADDRESS POLICY

JULY 2021

1. OVERVIEW AND PURPOSE OF POLICY

The Student Address Policy (“the policy”) sets out the University’s approach towards the management of postal addresses for all its students. The policy establishes clear definitions for different types of addresses and ensures that the University is able both to retain appropriate and accurate address data to enable contact with students at relevant times and to meet its legal and external obligations, particularly regarding sponsored students (student visa) and the provision of data to the Higher Education Statistics Agency (HESA).

2. TYPES OF ADDRESSES

The University holds different types of addresses for students, which are described below:

2.1 Contact Address is the local, term-time address of the accommodation used by a student during their period of study.

2.2 Permanent Address is the address of a student’s permanent home as determined by the student, which is often but not always where they return during vacation periods.

2.3 Emergency Contact Address is the address of the person the student has provided as the person to be contacted on their behalf in case of an emergency. The information is used to contact the individual in the event of an emergency and is accessible by relevant University staff for this purpose. The University recognises that, depending on the student’s individual circumstances, one or more of these addresses may be the same. The details may also be passed to the emergency services.

3. RECORDING AND MANAGEMENT OF STUDENT ADDRESSES

3.1 All student addresses are recorded on the University’s Essex Student Information System (ESIS) on the basis of information provided during the application and subsequent registration processes. Addresses are managed in accordance with the principles of the Data Protection Act 2018 and University policy in this area.

3.2 The management of student addresses is the overall responsibility of the Academic Section in conjunction with the Corporate Information Systems (CIS) team within Information and Technology Solutions.

3.3 Address information is monitored regularly throughout the year and appropriate steps taken to ensure it is accurate and the University is able to meet its operational and legal requirements. Departments, Schools and Centres and other relevant units are required to report concerns about address data relating to individual students to the Student Services Hub so that relevant action may be taken.

3.4 Contact address information remains unchanged unless the student updates or amends it via the myEssex student portal. Where a contact address is changed or amended, the student is required to ensure the address is a valid UK address. Students who have a student visa are required to update their address at the beginning of each academic year of their course.

3.5 Where contact address information is deleted or amended, ESIS retains previously held information and holds a record of who made the change and when. The previously held information is not retained permanently and is deleted in line with current contact address information and Home Office Student Sponsor Guidance (see section 5.2).

3.6 Regular checks are undertaken to ensure all students have a valid UK address recorded on ESIS. A formal process exists for cases where no address is recorded (see section 4).

3.7 Where it comes to light that a student is subletting their University accommodation, which results in inaccurate address data being held on ESIS or elsewhere for one or more students, the relevant member of staff is required to report the case to the Student Services Hub to ensure the relevant record(s) may be amended.

3.8 While it is not a legal requirement for all students to provide an accurate and up to date contact address, this policy requires students to provide a contact address and to ensure that University records remain accurate and up to date.

3.9 As a Student Sponsor the University is required to hold accurate and up to date address details for all students who have a student visa. Failure to provide this information or keep it updated in line with paragraph 3.4, will be treated as a breach of the University General Regulation 7.30.

3.10 The University reserves the right to take disciplinary action against any student who provides invalid or inaccurate address information as determined in Student Conduct Regulations D4 and D10.

3.11 Student address data held on ESIS is used for all other University systems. Where a member of staff is registered as a student or a registered student is employed as a member of staff, where a contact address is provided within the context of employment or study that differs from existing address data, the University accepts the most recently provided contact address and all systems are amended accordingly so that one contact address is held.

4. PROCESS WHERE NO ADDRESS IS RECORDED

4.1 Where a student has not provided a contact address or removes the existing address information and does not replace it, the following process is used to ensure that relevant individuals are identified and contacted and appropriate address data recorded:

4.1.1. At least once a term, an email is sent from the Registration Office to all students with a blank contact address requesting that the relevant address information is provided via the myEssex student portal.

4.1.2. Fourteen days after the initial email, any student who has failed to provide a contact address since the initial email is sent a second email by the Registration Office, again requesting that the address information is provided.

5. RETENTION OF ADDRESS DATA

5.1 When a student completes their programme of study, ESIS retains the permanent address as recorded at the point of graduation in accordance with the University's Retention Policy. Students are provided with an opportunity to amend the permanent address during the graduation period, after which it is transferred to the Alumni database from where individual Alumni may update their contact details through the Alumni portal. Students applying for further study are required to verify or amend the permanent address (where it is still held) as part of the application and registration process for the new programme of study.

5.2 Contact addresses are not retained once a student has completed their period of study. Contact addresses that are not University-provided accommodation are retained once the student has completed their period of study in accordance with the University's Retention Policy. Students applying for further study are required to supply a new contact address as part of the application and registration process for the new programme of study.

5.3 Emergency contact addresses are not retained once a student has completed their period of study. Students applying for further study are required to supply new emergency contact information as part of the application and registration process for the new programme of study.

6. POLICY REVIEW

6.1 The Policy is reviewed at least annually and more frequently if required to ensure it continues to meet the University's legal and operational requirements. The review process includes seeking input from all relevant stakeholders, and any proposed changes will be submitted to the University Steering Group for consideration and approval.

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