PIERPONT COMMUNITY & TECHNICAL COLLEGE
Board of Governors Policies and Procedures
POLICY # 58
TITLE: EMAIL ESTABLISHED AS THE OFFICIAL FORM OF COMMUNICATION

Effective Date: February 26, 2015
Amended:
Repealed:

SECTION 1. PURPOSE/INTENT

1.1   To establish and ensure that Pierpont Community & Technical College campus email is an official method of communication between, faculty, staff, and students and to ensure that email messages from the College directed to faculty, staff, and students are delivered, accessible to the intended recipient and retrieved by the recipient.

SECTION 2. SCOPE AND APPLICABILITY

2.1   This issuance applies to all constituents of Pierpont Community & Technical College for whom a campus email account is provided, including but not limited to students, staff, faculty and others assigned institutional email accounts.

SECTION 3. DEFINITIONS

3.1   **Campus Email Account:** An email account provided by the College (associated with a domain name   owned and managed by the institution) and assigned for the exclusive use of one individual.

3.2   **Campus Directory:** The online address book associated with the faculty/staff/student email system.

SECTION 4. POLICY

4.1   **Institutional Communications:**   Pierpont will utilize institutionally-issued email accounts to convey institutional-related, critical, and/or time sensitive information to faculty, staff, and students. Automated communications from our student information system will also be sent exclusively to the campus email address.   In some instances, email communication may be the only means by which particular information is conveyed. Examples include, but are not limited to:

4.1.1   Announcement of policy or regulatory changes.

4.1.2   Human Resources or employment-related notifications/deadlines.

4.1.3   Information from the State ERP.

4.1.4   Financial Aid or registration notifications/deadlines.

4.1.5   Class or work schedule changes.

4.1.6   Inclement weather advisories/instructions.

4.1.7   Mandatory training or meeting notifications.

4.1.8   Any other information deemed relevant and/or necessary to employees or students, or Pierpont community members.

4.2   **Confidentiality:** Email communications from Pierpont faculty/staff to students must originate from an official College account. College email correspondence might contain information protected by various regulations like FERPA or may simply include communications intended to remain confidential or private in nature. For this reason, the college will not access this content unless for just cause such as when requested by law enforcement or legal counsel. All messages contained within the College's email system are the property of, and proprietary to the institution, except when that conflict with intellectual property rights outlined in Pierpont's Board of Governors Policy No. 55.

To ensure institutional legal compliance and protect privacy, faculty and staff should take necessary precautions when using the college email system. Employees are asked not to automatically forward college email to an external account. Doing so creates additional risk that this correspondence might be accessed by third-parties not authorized to view such content. Since college email can be accessed from smart phones and other portable devices it is important to be aware that most apps used for this purpose copy email content directly to the device. Therefore, pass codes should be set on all smart phones and mobile devices used to access college email to protect this information if the device is lost or stolen. The College Information Technology department should also be notified if the device is lost or stolen.

4.3   **Distribution Lists: College** email distribution lists will be used ONLY to disseminate information directly related to the business of the institution (re: Board of Governors Policy No. 53, "Information Technology")

4.4   **Campus Directory:** All official faculty and staff campus accounts will be maintained in the campus directory.

SECTION 5. RESPONSIBILITIES AND PROCEDURES

5.1   **Information Technology Division:** Information Technology is responsible for the maintenance of the campus directory and campus email system, including the creation of accounts.

5.2 **Business Units:** Institutional business units must ensure that messages are appropriately addressed to campus email addresses.

5.3 **Other Applicable Policies:** The use of institutional accounts shall be governed and in accordance with all institutional and Information Technology guidelines and policies, including the Board of Governors Policy No. 53 on acceptable use of this medium. Intellectual property rights are governed and in accordance with Board of Governors Policy No. 55.

5.4 **Faculty, Staff, and Students:** Faculty, staff, and students must maintain their campus and/or preferred email address to ensure that they receive their email and should check their accounts daily. Faculty, staff and students are responsible for responding to email notifications sent by authorized parties to their official email accounts in a timely manner. Failure to read and respond appropriately to an email communication in a timely manner (except in instances of system downtime) does not release the employee or student from the obligation of knowing and timely compliance with its content and requirements. To alert others appropriately, an "out-of-office" notice should be set on the faculty, staff, or student email account when they will be out of touch and unable to check email. This will alert the responsible office of a possible delay in reaching the intended receipient.