

SOUTHWEST TENNESSEE COMMUNITY COLLEGE**SUBJECT:** Student E-mail Policy**EFFECTIVE DATE:** January 21, 2010

The Student E-mail Policy will be consistent with and not supersede other Southwest Tennessee Community College policies, including the Information Systems "Acceptable Usage Policy."

Purpose

Electronic mail or "e-mail" is considered an official method of communication to the students at Southwest Tennessee Community College because it delivers information in a convenient, timely, and cost effective manner.

To assure all students access to this important form of communication, Southwest provides a College e-mail account to each enrolled student. The primary purpose of these accounts is to ensure a standardized channel for faculty and staff to communicate with students as needed.

Official college communications sent to all students will include reminders of important dates such as deadlines to pay tuition and fees, apply for graduation, etc. Students are responsible for checking their official student e-mail regularly and reading College-related communications.

Policy

The student e-mail policy provides guidelines regarding the following aspects of e-mail as an official means of communication with students:

1. **Appropriate use of student e-mail**
All use of e-mail will be consistent with and will not supersede other College policies, including the "Southwest Acceptable Usage Policy."
2. **Assignment of student e-mail address**
Official College e-mail accounts will be created automatically for all enrolled students at the time of admission. To determine assigned e-mail addresses, students should follow the link inside the security login area on the My.Southwest homepage located at <http://my.southwest.tn.edu>.
Additional assistance is available by calling the Southwest Help desk at (901)333-4357.

Source of Policy: Information Systems**Related Policy:** N/A**Approved:** _____
President**Responsible Vice President for**
Administrator: Information Services**TBR Policy Reference:** N/A**TBR Guideline Reference:** N/A**Date:** January 21, 2010

3. Expectations of student use of e-mail

E-mail is a mechanism for official communication within Southwest Tennessee Community College. Official e-mail communications are intended only to meet the academic and administrative needs of the campus community.

Students are expected to read and respond as appropriate to their Southwest official e-mail on a frequent and consistent basis. The College recommends checking e-mail daily since certain communication may be time critical. "I didn't check my e-mail", error in forwarding e-mail, or e-mail returned to the College with "Mailbox Full" or "User Unknown" are not acceptable excuses for missing official College communications via e-mail.

4. Faculty use of e-mail

Faculty will determine how electronic forms of communication (e.g., e-mail) will be used in their classes and will specify their requirements in the course syllabus. This official student e-mail policy will ensure that all students are able to comply with e-mail-based course requirements specified by faculty. Faculty can therefore make the assumption that students' official e-mail accounts are being accessed and they can use e-mail for their classes accordingly.

5. Authentication for confidential information

It is a violation of College policies, including the Student Code of Conduct, for any user of official e-mail addresses to impersonate a College office, faculty/staff member, or student. To minimize this risk, confidential information will be made available only through My.Southwest Student Self Service, which is password protected. Confidential information will not be available in the e-mail message, nor will you ever be asked to provide your My.Southwest username or password to any via e-mail.

6. Privacy

E-mail users should exercise extreme caution in using e-mail to communicate confidential or sensitive matters and should not assume that e-mail is private and confidential. It is especially important that users be careful to send messages only to the intended recipient(s). Particular care should be taken when using the "reply" command during e-mail correspondence, because many mailing lists are configured to deliver replies to the entire list, not just the author of a given message.

- a. All use of e-mail, including use for sensitive or confidential information, will be consistent with applicable Tennessee Board of Regents policies and guidelines.
- b. Confidentiality of student records is protected under the Family Educational Rights and Privacy Act of 1974 (FERPA). All use of e-mail, including use for sensitive or confidential information, will be consistent with FERPA.

7. E-mail virus protection

Student e-mail is protected by antivirus software and hardware provided by the College. It is recommended that students also take appropriate precautions and load antivirus software on their personal computers.

8. E-mail account retention

Student e-mail accounts that are unused for more than one and a half years will be removed from online access. The account contents will be retained offline, in backup media for the time required by state and local electronic media retention guidelines, policies and laws.

Should a student return, former account contents will not be restored and it is possible that the student will be assigned a new username.

9. Meta Policy

Policy maintenance, communication, and storage are in accordance with Southwest's Acceptable Usage Policy 4:00:00:00/5 part 4.

All users of Southwest Tennessee Community College computer and telecommunications resources are expected to read and abide with the Information Systems Acceptable Computer Usage Policy.