

Student Email Procedure	Procedure Number	8.5P
	Effective Date	April 20, 2018

1.0 PURPOSE

In accordance with Student Email Policy 8.5, the purpose of this procedure is to outline general procedures for the use of student email. Implementation of this procedure ensures that students have access to this essential form of communication. This is especially relevant as it relates to disseminating critical College administrative and academic information.

2.0 REVISION HISTORY

Adopted on: 4/20/18

3.0 PERSONS AFFECTED

This policy applies to all students of Laramie County Community College (LCCC) – referred to in this procedure as “users” who are enrolled in credit-bearing courses and access, or use, the College's email system. Laramie County Community College encompasses Cheyenne Campus, Albany County Campus, Eastern Laramie County Outreach, and LCCC’s presence on Warren Air Force Base.

4.0 DEFINITIONS

- A. *Email* – Email is a mechanism for official communication within LCCC. Official email communication systems are intended to meet both the academic and administrative needs of the College community.
- 1) *Academic Email Account* – the academic email accounts are created by the Learning Management System (LMS) and are designed to be used for communications associated with a particular course and semester (if applicable) within the LMS.
 - 2) *Administrative Email Account* – the administrative email accounts are created by the College and are designed to be used for all non-academic communications (Financial Aid, Registration, Student Conduct, etc.).

5.0 PROCEDURES

- A. Account Creation
All students are assigned official LCCC email addresses for receiving and sending email messages.
- B. Account Disabling/Deletion
- 1) Student accounts will become disabled one year after the last day of semester or dropping all the classes.
 - 2) Accounts will remain disabled for three years, and then be deleted from the system. If students return within that period, the account may be re-activated, which is subject to change based on current technology and internal College processes.

C. General Email Use

- 1) Users must use the College provided Administrative and Academic email accounts for official email communications as appropriate.
- 2) The College expects students to use their official College email addresses to receive and read email messages on a regular basis. Students are expected to check their email at least every 48 hours in order to stay current with College-related communications. Students have the responsibility to recognize that certain communications may be time-critical. Students are not excused from the responsibilities associated with the contents of electronic communications if electronic communications are not received and read on a regular basis.
- 3) Users must follow the Acceptable Use Policy and Procedure (8.3 and 8.3P).
- 4) Users should not share their password with anyone or allow anyone access to their email account.
- 5) The College's email system is a message transmission system and is not intended to be used as a file storage or file management system.
- 6) The College does recognize the capability to forward email from a College email address to another email address. However, the College does not recommend that students forward email to any other email address. The College will only support the College email system provided to students. The College is not responsible for the handling of email by outside vendors. Students are not excused from the responsibilities associated with communications sent to their official college email address if email forwarding results in the loss of email messages.
- 7) Users should exercise extreme caution in using email to communicate information that is confidential or sensitive, and should not assume that email is private. 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 email communication, because many mailing lists are configured to deliver replies to the entire list, not just the author of a given message.

D. Confidentiality and Security

- 1) Email correspondence may be subject to the [Freedom of Information Act](#).
- 2) Email correspondence may be subject to the Family Educational and Rights Privacy Act (FERPA), as defined and explained in 3.4.2P.
- 3) The College does not routinely monitor or screen email. However, the College has the right, consistent with the College policies and applicable law(s), to access, review and/or release any and all electronic information that is transmitted over or stored in College Systems, whether or not such information is private in nature, and therefore, confidentiality or privacy of email is not guaranteed.

E. Misuse

- 1) Using email for illegal activities is strictly prohibited. Illegal use includes, but is not limited to obscenity, child pornography, threats, harassment, theft, attempting unauthorized access to data or attempting to breach any security measures on any electronic communications system; attempting to intercept any electronic communication transmission without proper authority; and violation of copyright, trademark or defamation law.
- 2) In addition to illegal activities, the following email practices are expressly prohibited: entry, examination, use, transfer, and tampering with the accounts and files of others, unless appropriately authorized pursuant to this policy; altering email system software or hardware configurations; or interfering with the work of others or with College or other computing facilities.


- 3) College email service is for college-related communications only and is not intended for other purposes.
- 4) No one shall deliberately alter or attempt to conceal their true return email address, or the origination location of the message.
- 5) No one shall deliberately set forth to intercept or receive, and/or view another individual's email without the user's consent.
- 6) Users shall not give the impression that they are representing, giving opinions, or otherwise making statements on behalf of the College or any unit of the College unless expressly authorized to do so by an LCCC employee.
- 7) College email services may not be used for purposes that could reasonably be expected to cause, (directly or indirectly) strain on any computing facilities or interference with others' use of email or email systems.
 - a. Do not send or forward electronic submissions with malicious intent, such as chain letters, "Spam," or "Letter-bomb" (resending the same email repeatedly to one or more recipients).
 - b. Do not knowingly send or transmit illegal software, computer viruses, malicious software, hoaxes, spyware, or phishing scams.

F. Violations

Failure to comply with the above restrictions may result in account suspension and possible disciplinary action as set forth in the Student Code of Conduct or legal action pending a review of the incident(s).

G. Resources

Policies, Procedures, Student Code of Conduct, and additional documents referenced in this procedure can be found at <http://policies.lccc.wy.edu/>.

REQUIRED APPROVALS	NAME/SIGNATURE	DATE
Originator(s) Name(s)	Information Technology Governance Committee Chad Marley, Chief Technology Officer	5/9/17
Approval by President's Cabinet		3/27/18
Ratified by College Council	Sabrina Lane, College Council Co-Chair	4/20/18
Approval by President (Signature)		4/20/18