

STUDENT EMAIL

I. Policy Section

8.0 Students

II. Policy Subsection

8.7 Student Email

III. Policy Statement

Grand Rapids Community College (GRCC) provides an email service for all students to use. This email account will be used for official notification by the College related to matters such as, but not limited to, academic assignments, financial aid, registration, payments, and communications from faculty. Upon enrollment, GRCC students are required to use this college issued account for all GRCC email correspondences (sending and receiving) and to check their email accounts daily for important, time-sensitive communications from faculty and student services. The College will not provide student-specific information directly to emails that are sent from a current student's personal email account. Consequently, use of non-GRCC email accounts could impact timely responses to student inquiries.

IV. Reason for the Policy

The College wishes to ensure that all current students have timely, secure, and assured access to communication sent by GRCC on a regular basis. Utilizing the College issued, authenticated email account system is a FERPA best practice, as doing so provides higher levels of delivery, receipt of delivery, and confidentiality. It also reduces the possibility of unintentionally disclosing non-directory information to someone other than the student, which would violate the college's FERPA policy.

V. Entities Affected by This Policy

All GRCC students and employees (faculty & staff)

VI. Who Should Read This Policy

Students that have been admitted to GRCC, and all employees (faculty & staff)

VII. Related Documents

A. [Computer and Network Acceptable Use Agreement](#)

B. [Privacy and Access to Student Records \(FERPA\)](#)

VIII. Contacts

Policy Owner: Dean of Student Success

IX. Definitions

A. Official notification: refers to all communications issued from GRCC. Official notifications include (but are not limited to) communications regarding a student's academic status, admissions status, financial status, and communications specific to a student's course enrollment (e.g., class announcements, changes to assignments, etc.).

B. College: refers to all individuals who are enrolled at, employed (faculty or staff) by, or officially representing Grand Rapids Community College.

C. Enrollment: for the purpose of this policy, enrollment is defined as the start of a student's initial semester for those in credit hour programs or the program start date for those in Job Training/Clock Hour programs.

D. Student-specific information: information that should only be communicated to currently enrolled students through their GRCC email account. Examples include, but are not limited to, information pertaining to student identification numbers; passwords; class schedules, assignments, and announcements; grades; academic status; financial aid eligibility and awards; and billing.

X. Procedures

A. ISSUANCE OF EMAIL - Grand Rapids Community College (GRCC) provides an email service for all students to use. Students are eligible to use their account once admitted to GRCC. GRCC email accounts must be used in compliance of the [GRCC Computer and Network Acceptable Use Agreement](#).

B. USE OF EMAIL

1. Upon enrollment, GRCC students are required to begin using their account for all GRCC email correspondences (sending and receiving). This email account will be used for official notification by the College related to matters such as, but not limited to, academic assignments, financial aid, registration, payments, and communications from faculty.

2. The College will not respond with student-specific information to current students' personal email accounts (Yahoo, Hotmail, Gmail, etc.). If an email is received from a student's personal email while they are currently taking classes, the College will make an effort to reply and alert the student of the policy. Requested information then will be sent to that student's GRCC email account.

3. Students are required to check their GRCC email accounts daily during their enrollment.

C. REMOVAL OF ACCESS

1. Students have access to their GRCC email account for 2 years and 60 days after their last course was completed, unless they are guest or dual enrolled high school students.

2. Access for guest and dual enrolled high school students is removed 60 days after completion of their last course.

3. Access may also be terminated early as the result of violation of the [GRCC Computer and Network Acceptable Use Agreement](#).

XI. Forms

N/A

XII. Policy History

This policy was developed to provide a uniform system of communication with students via email. In keeping with the GRCC Computer and Network Acceptable Use Agreement and FERPA policy, use of the GRCC system increases confidentiality and assurance of delivery of email communications between GRCC and its students. The policy was last revised in March 2022.

XIII. Next Review/Revision Date

TBD