

## STUDENT EMAIL POLICY

### 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. Upon enrollment, GRCC students are required to use this college issued 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, financial aid, registration, and payments. The College will not respond directly to emails that are sent from a current student's personal email account.

### 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 email system provides higher levels of delivery, receipt of delivery, and confidentiality.

### 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. Acceptable Use Agreement
- B. Student Technology Support

## VIII. Contacts

Policy Owner: Associate Provost/Dean of Student Affairs

## IX. Definitions

A. Official notification: refers to all communications issued from GRCC, and 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 semester for which a student is enrolled.

## 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 GRCC's 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, financial aid, registration, and payments.

2. The College will not directly respond to emails that are sent from 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, request that the email be re-sent from their GRCC email account, and/or send the reply to that student's GRCC email account.

3. Students actively taking classes are required to check their GRCC email accounts on a frequent and regular basis during their enrollment (i.e. more than

once a week).

XI. Forms

N/A

XII. Policy History

This policy was developed to provide a uniform system of communication with students via email. Use of the GRCC system increases confidentiality, security, and assurance of delivery of email communications between GRCC and its students.

XIII. Next Review/Revision Date

2021-2022