



## POLICY AND PROCEDURE MANUAL

<b>Policy Title:</b>	<b>STUDENT EMAIL POLICY</b>	<b>Area of Responsibility:</b> <b>VICE PRESIDENT, COLLEGE COMMUNICATIONS &amp; COMMUNITY RELATIONS, EXECUTIVE DIRECTOR, FOUNDATION</b>  <b>Policy No: 6.4</b>  <b>Page: 1 of 2</b>  <b>Last Review Date: 2021 06 17</b>
<b>Policy Section:</b>	<b>INFORMATION TECHNOLOGY</b>	
<b>Effective Date:</b>	<b>2021 06 17</b>	
<b>Supersedes:</b>	<b>2016 07 19</b>	
<b>Mandatory Review Date:</b>	<b>2026 06 17</b>	

### 6.4 STUDENT EMAIL POLICY

#### Introduction

The College has adopted a new policy concerning the “use of Email as an Official Means of Electronic Communication with Students.” In the past, there have been two channels for electronically communicating with students, one being through a student’s personal/home email address and the other through the St. Clair system. Because of this, there was confusion about which email address to use to send email to students, and where students should expect email to be delivered. The new policy clearly establishes that the channel for email communication will be through the St. Clair system.

When the College originally used the preferred email address, electronic communication was not as prevalent as it is now. A number of conditions have changed over the last few years, which have necessitated the need to implement this policy. The protection of a student’s identity when communicating electronically with faculty and staff as well as the desire to maximize the privacy that a student can expect when communicating with College personnel were major factors in the decision.

With the implementation of the policy, IT Services understands that it has a responsibility to provide students with a secure, managed, highly available email system with appropriate disk space and response time for them to carry out their electronic correspondence.

Students will also have responsibilities with the new policy. Its implementation will have the following implications for students:

- **Sending Email to the College Community** – Students are expected to use their St. Clair address when communicating electronically with the College, including communicating with faculty. Email messages received from students using the St. Clair system will be treated as legitimate.

- **Acceptable Use and Confidentiality of Passwords** – Students must treat passwords with the security and respect that they require. Students are expected to follow the Campus Acceptable Use Policy <http://www.stclaircollege.ca/stclairspace>, which they accept when activating their St. Clair ID. It is recommended that students do not use automatic login features at any PC that they use.
- **Consequences of Not Using the St. Clair Account** - Students may miss key information or possible deadlines if they do not read their email from the College. Students who do not use their St. Clair account for corresponding with the College will be deemed to have not responded.

### **What is the College’s Mass Email Policy?**

College electronic mailing lists have been set up to provide College-wide communication with all or a substantial subgroup of the campus such as all staff, all faculty, and all students. College electronic mailing lists for these subgroups are restricted for use by authorized persons to conduct College business only.

### **Exceptions**

The College reserves the right to use personal/home email addresses to conduct certain College business (i.e. Account Management or certain Registration Information).

Due to CASL (Canadian Anti-Spam Legislation), the use of personal/home emails by any College employee must be authorized by the AVP, Communications and IT.