



EL PASO COMMUNITY COLLEGE PROCEDURE

For information, contact Institutional
Effectiveness: (915) 831-6740

CR-5 Use of EPCC E-mail as Official Mode of Communication for Students **APPROVED:** January 10, 2014 **REVISED:** February 1, 2019
Year of last review: 2021
AUTHORIZING BOARD POLICY: CR

Classification: Administrative

Responsible Vice President or Associate Vice President: Vice President of Information Technology/Chief Information Officer

Designated Contact: Vice President of Information Technology/Chief Information Officer

OBJECTIVE: El Paso Community College (EPCC) is committed to using its resources efficiently. Electronic mail (EPCC e-mail) allows the College to distribute timely information to the District community with efficiency and economy.

DEFINITIONS:

Electronic Mail System: A computer software application that conveys electronic messages from one system to another.

Electronic Mail (E-mail): Any message, form, attachment, or other communication sent, received, or stored within an electronic mail system.

EPCC Student E-mail Account: The official email account is username@my.epcc.edu.

Official Communication: Communication that supports the academic or administrative needs of EPCC.

PROCEDURE:

I. Responsibilities:

- A. The Vice President of Information Technology/Chief Information Officer (CIO) is responsible for clarification, review and updating of this procedure.
- B. The Vice President of Student and Enrollment Services, the Vice President of Instruction and Workforce Education, and the Associate Vice President of Employee Relations are responsible for enforcement of this procedure for students.

II. Official Mode of Communication

- A. This procedure establishes EPCC e-mail as EPCC's official means of communication to enrolled students and sets forth the responsibility which members of the EPCC community have regarding e-mail use. EPCC will use e-mail to conduct and notify students of EPCC related business, District emergencies and general information of importance to the EPCC community.
- B. Official communications sent by EPCC are intended to meet the academic and administrative needs of the College District. EPCC will consider students to have received correspondence sent to their official EPCC e-mail account. The provisions of College Procedure CR-1 *Electronic Mail Services, Personal and Broadcast E-mail, and E-mail Restrictions*, apply to both students and employees.
- C. E-mail that resides on EPCC's electronic mail system and/or devices owned by EPCC are the property of EPCC. E-mail is a communication tool used to facilitate business and academic communications. The use of any EPCC resources for electronic mail must meet the academic and administrative needs of EPCC.

III. Student E-mail

- A. EPCC will direct official communication to students' official EPCC e-mail account.

- B. Students are responsible for reading their EPCC e-mail account on a regular basis and for recognizing that certain communications are time-sensitive. Students will retain all responsibility associated with official communications.
- C. Communication via the EPCC student e-mail system is subject to the same public information, privacy and records retention laws as other forms of communication.
- D. EPCC's student e-mail system is considered a critical service. College Procedure CR-2 *Acceptable Use of Information Technology Resources* and College Procedure CS-2 *Computer System Security*, apply to the student e-mail system.
- E. EPCC reserves the right to immediately deny use of student e-mail when there is reason to believe that violations of the procedures in Section III.D, above, have occurred. In such cases, the alleged violation will be referred to the Vice President of Student Services in a timely manner for further investigation and adjudication under EPCC's student conduct procedures.
- F. Students who choose to have the EPCC e-mail forwarded to a non-EPCC account do so at their own risk and assume all responsibility for ensuring the forwarding mechanism is accurate and continues to function. EPCC is not responsible for any difficulties that may occur in the unsuccessful or less than timely transmission of, or access to, e-mail forwarded to a non-EPCC e-mail account. Any such problems will not absolve a student of his or her responsibilities to know and comply with the content of official e-mail communications sent to the student's EPCC e-mail account.
- G. Students who have difficulty accessing their e-mail account may request support from the Academic Computer Services Labs or the IT Service Desk at 915-831-6440. Students with a disability who are unable to access their e-mail account may request specialized support from the EPCC Center for Students with Disabilities.

IV. CONFIDENTIALITY AND SECURITY

- A. Official communication to registered students will only be sent to an official EPCC student email account.
- B. Faculty and staff must only use their official EPCC e-mail account for official e-mail correspondence. The use of an EPCC e-mail account is required to meet the academic and administrative needs of EPCC.
- C. All EPCC e-mail accounts are subject to the *Freedom of Information Act*.

V. Compliance with Related Procedures

All messages sent using the El Paso Community College e-mail system must adhere to EPCC's procedures. College Procedure CR-2 *Acceptable Use of Information Technology Resources*, Procedure CS-2 *Computer System Security*, and Procedure CR-1 *Electronic Mail Services, Personal and Broadcast E-mail, and E-mail Restrictions*, are available on the EPCC website.