

Student E-Mail Policy

Purpose

Clovis Community College (CCC) has designated the college-issued email account as the official method of communication with students regarding topics of academic, student service or administrative nature. The College may still disseminate official notices via other methods also. This policy outlines the acceptable use of email services provided by CCC and establishes guidelines to ensure effective communication and compliance with applicable laws and the protection of user privacy and sensitive information.

Email Assignment and Maintenance

1. Within 24 hours of initial registration, all students shall be assigned an official CCC student email address in the format of [userid@st.clovis.edu]. This email will be the official student email, will serve as the primary means of communication for CCC correspondence, and will be listed in college directories.
2. CCC student email accounts will remain active approximately 1 year after last semester of registration. Inactive student email accounts will be reactivated once the student re-registers for courses.
3. CCC reserves the right to access email accounts for legitimate college business, including but not limited to cybersecurity investigations and troubleshooting.

Student Obligations

1. Students are expected to check their email on a frequent and consistent basis to stay current with college-related communications.
2. Students bear the responsibility to read and respond to official college notices.
3. Students bear the responsibility to comply with appropriate use of email in accordance with local, state, and federal privacy laws, as well as College Student Policies and Student Code of Conduct as outlined in the Student Handbook.
4. Students who engage in misuse or improper targeting of emails may be subject to disciplinary action up to expulsion from the college in accordance with the Student Code of Conduct located in the Student Handbook.
5. College-provided email accounts are to be used solely for official college business and not as a substitute for personal email.
6. Students have the responsibility to recognize that certain communications may be time critical. "I didn't check my email", error in forwarding mail, or email returned to the college with "mailbox full" or "User Unknown" are not acceptable excuses for missing official College communications via email.
7. Students should be aware that emails passing through the email firewall are subject to scanning and filtering for security purposes. Students should exercise caution when interacting with emails flagged by the email firewall and promptly report any suspicious emails to the Help Desk.
8. Upon registration, students will be provided information on how to access their CCC student email. This communication will go to the personal email account provided at the time of application and is also available at clovis.edu/webmail.

College Obligations

1. The College shall use only the college-issued e-mail account to communicate with students.
2. The College shall provide access to computers with internet capabilities on campus.
3. The College shall not lease or sell student email addresses.
4. The College shall take a pro-active approach to block unsolicited-bulk email messages that could clutter college-issued email accounts.

Inappropriate use of Email Communication

1. Students should exercise discretion in email communication, avoiding policy violations, chain mail, unauthorized surveys, and inappropriate announcements.
2. Spam and phishing emails must be handled with caution, and users should not click on suspicious links or open attachments.
3. Students who engage in misuse or improper targeting of emails may be subject to disciplinary action up to expulsion from the college in accordance with the Student Code of Conduct located in the Student Handbook.

Forwarding Email

1. Students are not permitted to auto forward their CCC student email to a personal email address.
2. Forwarding email and subsequently losing or missing email messages does not relieve students from the obligation to respond to college-initiated messages or notices. The College is not responsible for handling email from outside vendors.
3. Privacy: Messages and notices sent via the student email system are subject to applicable privacy laws and policies, including, but not limited to the Federal Family Educational Rights and Privacy Act (FERPA). Users of the student email system should exercise caution when communicating confidential or sensitive information.

Email Firewall Security

1. All Email Traffic:
 - All incoming and outgoing email traffic at Clovis Community College will pass through the college's email firewall.
 - The email firewall is implemented to enhance security measures, protect against malicious emails, and ensure the integrity of communication.
2. Virus Scanning and Filtering:
 - The email firewall includes virus scanning and filtering capabilities to detect and block potential threats, such as malware and viruses, in email attachments and content.
3. Phishing Protection:
 - The email firewall is equipped with phishing protection features to identify and prevent phishing attempts, safeguarding users from potential security risks.
4. Spam Prevention:
 - Spam prevention mechanisms are implemented through the email firewall to reduce the influx of unsolicited and unwanted emails to user inboxes.

Designated Communicators:

Emails sent on a student-wide basis will be limited to official College business. Our goal is to have designated communicators who serve as a clearinghouse to assure all student-wide communication is meaningful and official in nature. Faculty and staff wishing to broadcast a message intended for student-wide distribution shall send an electronic request to a designated communicator or designee at least two (2) business days in advance of the desired broadcast date. Designated communicators include the following:

Executive Vice President
Dean of Student Services
Help Desk Personnel

Examples of Appropriate Student-Wide Distribution

- Deadline notices (registration, tuition payment, financial aid, graduation, etc.)
- Class or registration cancellation notices
- CCC sanctioned events/invitations
- Campus crime and security notices
- New policy, policy change or service notices
- Surveys sanctioned by CCC
- Student Organization participation notices

Items that do not fall into these categories will not be sent out on a student-wide basis.

Examples of Inappropriate Student-Wide Distribution

- Information unrelated to CCC business
- Solicitations
- Promotion of political viewpoints
- Personal information
- Surveys not sanctioned by CCC
- Messages containing confidential information such as course grades, financial aid award amounts, or tuition/fee payment amounts
- Messages that violate CCC policy or state or federal laws