ARIZONA WESTERN COLLEGE

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Last Revision Date:	11-22-2010
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Section:	Administration	**Subject:**	Student Email Communication

PURPOSE

Arizona Western College, officials, departments, student government, and other interested organizations/groups are committed to disseminating information to students in an effective fashion that gives all students equal knowledge and opportunity to be active members of the college through the use of mass student email communication. AWC has implemented student email as an official form of communication; so that these recognized members are provided with services to appropriately communicate with their students.

The procedure has been developed to strike a balance between the speed and ease of use (for the sender) of email messages, the impact on each student receiving unwanted and unrequested email messages, and the interest of fairness as well as respect for personal time and AWC resources. Use of the AWC student email system will be in accordance with the AWC Technologically Transmitted Communication and Technology Utilization Policies.

PROCEDURE

1. College Use of Student Email
   1.1 Email is a mechanism for official communication within Arizona Western College.
   1.2 An official AWC email address is required for all students.
   1.3 The college has the right to send official communications to AWC student email accounts.
   1.4 The college has the right to expect that such communications will be received and read in a timely fashion.
   1.5 Official email communications are intended only to meet the academic and administrative needs of the campus community.
   1.6 Email shall not be the sole method for any legal notification, action, or correspondence. As steward of this process, the Office of Admissions/Registration is responsible for directing the use of official student email.
   1.7 See Procedure 275.2, Student Email Distribution List for details.
   1.8 The College reserves the right to initiate registration holds for students who do not activate their AWC student email account.

2. Assignment of Student Email
   2.1 Official college student email accounts, also known as a TOROmail, are available for all students admitted to AWC.
   2.2 Student email addresses are all of the form [NetID]@toro.azwestern.edu, where [NetID] is the username assigned to the student.

PROCEDURE MANUAL

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    2.3   The student email account must be activated at the AWC Self Service Account Management site – https://accounts.azwestern.edu - before the college can correspond with students using the official student email accounts.

    2.4   Students who do not activate their AWC account will not be able to access WebAdvisor, Blackboard, or other AWC systems and services.

    2.5   A student's official student email address will be directory information under FERPA. As with other directory information, any student may request that his or her official email address be restricted in its access.

3.   Expectations for Student Use of Email

    3.1   Students are expected to check their student email account on a frequent and consistent basis in order to stay current with college-related communications.

    3.2   Students have the responsibility to recognize that certain communications may be time-critical.

    3.3   A student's failure to receive and read official college email communications in a timely manner does not absolve that student from knowing and complying with the content of such communications.

4.   Privacy and Confidentiality

    4.1   Users should exercise extreme caution in using email to communicate confidential or sensitive matters, and should not assume that email is private and confidential. It is especially important that users are careful to send messages only to the intended recipient(s).

    4.2   Particular care should be taken when using the "reply" command during email correspondence, because many mailing lists are configured to deliver replies to the entire list, not just the author of the message.

    4.3   All use of AWC student email will be consistent with applicable college policies, local, state and federal law including the confidentiality of student records protected under the Family Educational Rights and Privacy Act of 1974 (FERPA).

5.   Instructional Uses of Student Email

    5.1   Faculty will determine how email will be used in their classes. It is highly recommended that if faculty has email requirements and expectations that they specify these requirements in the course syllabus.

    5.2   This procedure will ensure that all students will be able to comply with email-based course requirements specified by faculty.

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5.3 Faculty can therefore make the assumption that students' official AWC student email accounts are being accessed, and faculty can use email for their classes accordingly.

6. General Guidelines When Sending to All AWC Student Email Accounts
   6.1 Keep messages simple and direct.
   6.2 Use plain text in messages--do not include HTML or formatted content. When possible, send email messages only to the specific group of students for whom the message is pertinent.
   6.3 When a message is to be sent to many recipients, place the addresses in the "Bcc:" field instead of "To:"to prevent list members from seeing the addresses of the other recipients.
   6.4 Do not send attachments when sending messages to groups of students. Even small attachments can cause a tremendous burden on the AWC student email system when sent to a group of addresses. Additionally, attachments can spread viruses, or the recipient may not have the application needed to open the file.
   6.5 A "From:" or "Reply-to:" name and email address of the sender is required.
   6.6 Encourage students to check their AWC student email account accounts via the TOROmail site at https://toromail.azwestern.edu regularly.
   6.7 Ensure that any non-directory information (see FERPA for definition of directory information) is sent only to the student.

7. Examples of Appropriate Use
   7.1 Communicating commencement and convocation information
   7.2 Degree check information
   7.3 Notification concerning students' change of course schedules (drop/adds), general petitions, withdrawals, and residency
   7.4 Notification of cancellation of registration
   7.5 Student aid processing issues and deadlines
   7.6 Academic departmental information such as class changes, registration issues, new courses, job-opening lists, and events
   7.7 Math and English placement information
   7.8 New student information about academic support services and academic policies
   7.9 Advising appointments
   7.10 Notices about student internships and workshops
   7.11 Payment deadlines and other Bursar information
   7.12 General Education Program information

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8.   Examples of Inappropriate Use
    8.1   Information unrelated to college business
    8.2   Solicitation
    8.3   Promoting political viewpoints
    8.4   Personal information
    8.5   Messages containing confidential information such as course grades, financial aid award amounts, or tuition/fee payment amounts
    8.6   Emails that violate the AWC Acceptable Use of Technology Policy.

9.   Complaint Resolution
    9.1   Any complaints regarding student email communications should be addressed using existing AWC reporting and disciplinary systems.
    9.2   Failure to abide by the terms of this policy and its procedures may result in the withdrawal of access to these services or disciplinary action.