

Student E-mail

Introduction:

E-mail is considered an official method for communicating with Fox Valley Technical College students because it delivers information in a convenient, timely, cost effective, and environmentally aware manner. FVTC expects that e-mail communications will be received and read by students in a timely fashion.

All FVTC students receive a Fox Valley Technical College (fvtc.edu domain) e-mail address. The FVTC e-mail address is designated as the official communication vehicle to provide information to students regarding registration for classes, business transactions, advising, campus activities and other information which is needed to enhance the college experience.

This policy establishes the college's expectation that faculty and staff may routinely communicate important information to students using the college's established e-mail system. It further establishes the college policy for use of e-mail distribution to All Students by faculty and staff.

Student E-mail Accounts:

FVTC students who are provided a college e-mail account need to be aware of the following:

- A user guide will be provided for basic e-mail accounts.
- E-mail message filtering support will be available, either automatically or user-selectable.
- Accounts will automatically be removed after 3 (three) consecutive terms of no class activity.
- Account properties are as follows:
 - E-mail addresses are generated using the following algorithm:
 - E-mail address cannot be less than three characters.
 - Last name using up to 8 characters + last 4 digits of student id.
 - If last name is equal to or over 8 characters or last name and first name have reached 8 characters, then last name is decremented and first name is used up to 8 characters + last 4 digits of student id.
 - Mailbox contains 50 MB of storage.
 - Students receive a "mailbox full" warning at 49 MB.
 - Students are prohibited from sending e-mail when e-mail is at 49.5 MB.
 - Students are prohibited from sending and receiving e-mail when mailbox is full.
 - Automatic clean-up of the following folders occurs:
 - Junk e-mail (30 days)
 - Deleted items (30 days)

Student e-mail accounts may not use college-wide distribution lists including the *All Students* e-mail list.

Students are responsible for the consequences of not reading in a timely fashion college-related communications sent to their official FVTC student e-mail account.

College Use of Student E-mail and *All Students* E-mail Distribution List:

Fox Valley Technical College will use electronic mail to communicate official college information of many kinds to students. Examples include, but are not limited to, financial aid announcements, registration or enrollment information, college and student sponsored activities and events, and emergency procedures and closings.

Student e-mail accounts may not use college-wide distribution lists, including the All Students e-mail list.

Students are responsible for the consequences of not reading in a timely fashion college-related communications sent to their official FVTC student e-mail account.

Policy for Use of *All Students* E-mail Distribution List:

The use of the *All Students* e-mail distribution list will be limited to the following:

- Student Life (including Student Employment Services, Minority Services, student clubs and student related events/activities)
- Enrollment Services (including registration, billing, financial aid, and “administrative” functions)
- Counseling Services
- Vice President of Student Services
- Information Technology
- President’s Office
- Executive Vice-President and Chief Academic Officer
- FVTC Foundation
- Designees of the above-named

Any faculty, staff, or student requesting an e-mail be sent to the *All Students* distribution list should contact the appropriate list owner and submit the e-mail text along with the request. Whenever possible, the request will be combined with other similar-themed announcements in order to prevent unintentional “spamming” of the student population. If the information meets the appropriate criteria, the designated contact will then forward the information to all students. A list of list owners will be established and made available through Information Technology.

It is highly recommended that communication from each area be coordinated so that students receive a maximum of 1-2 e-mails weekly. Special circumstances may arise that will require more than this per week. E-mails will contain no graphics or large attachments, with links to web information preferred. *All Student* e-mail will not include commercial e-mails or e-mails from outside third parties. A college

partner may request a message through the appropriate list of owners to *All Student* mail.

Expectations Regarding Student Use of E-mail:

Students are expected to check their FVTC official e-mail account on a frequent and consistent basis in order to remain informed of college-related communications. The college recommends checking e-mail at least twice per week. "I didn't check my e-mail," errors in forwarding e-mail, or e-mail returned to the college with "mailbox full" or "user unknown" are not acceptable reasons for missing official college communications via e mail. Since faculty and instructional academic staff determine how e-mail is used in their classes, they can require students to check their e-mail on a specific or more frequent basis. Faculty and instructional academic staff messages sent to class e-mail lists are also considered official communication

Unopened e-mail remaining in a student account/mailbox for 60 days will be automatically deleted.

Appropriate Use of Student E-mail:

In general, e-mail is not appropriate for transmitting sensitive or confidential information unless it is matched by an appropriate level of security or permission.

All use of e-mail will be consistent with other college policies including the FVTC administrative policy, VI.B, Computing Resources, Acceptable Use of. All use of e-mail will also be consistent with local, state, and federal law, including the Family Educational Rights and Privacy Act (FERPA).

Redirecting E-mail:

Students may elect to redirect (auto forward) messages sent to their FVTC official student e-mail account to a non-college account. Students who redirect e-mail from their official account to a non-college account (such as AOL, Yahoo, Hotmail), however, do so at their own risk. Having e-mail lost as a result of redirection does not absolve a student from the responsibilities associated with communication sent to her or his official e-mail account. The college is not responsible for the handling of e-mail by outside vendors or unofficial servers.

The college provides a WebMail system (internet/Intranet accessible) through which students from off campus can access their official FVTC email account.