# AGC Decision Form

## Policy 8.7- Student Email Policy
### Approved by AGC Executive Committee April 14, 2022

## Decision
On March 15, 2022, the AGC membership voted to approve changes to the Student Email Policy as follows:

Approved New "*Policy Statement*"
Grand Rapids Community College (GRCC) provides an email service for all students to use. This email account will be used for official notification by the College related to matters such as, but not limited to, academic assignments, financial aid, registration, payments, and communications from faculty. Upon enrollment, GRCC students are required to use this college issued account for all GRCC email correspondences (sending and receiving) and to check their email accounts daily for important, time-sensitive communications from faculty and student services. The College will not provide student-specific information directly to emails that are sent from a current student's personal email account. Consequently, use of non-GRCC email accounts could impact timely responses to student inquiries.

Approved New "*Reason for Policy*"
The College wishes to ensure that all current students have timely, secure, and assured access to communication sent by GRCC on a regular basis. Utilizing the College issued, authenticated email account system is a FERPA best practice, as doing so provides higher levels of delivery, receipt of delivery, and confidentiality. It also reduces the possibility of unintentionally disclosing non-directory information to someone other than the student, which would violate the college's FERPA policy.

Approved New "*Related Documents*"
A. Computer and Network Acceptable Use Agreement
B. Privacy and Access to Student Records (FERPA)

Approved New "*Contacts*"
Policy Owner: Dean of Student Success

Approved New "*Definitions*"
Part A. Official notification: refers to all communications issued from GRCC. Official notifications include (but are not limited to) communications regarding a student's academic status, admissions status, financial status, and communications specific to a student's course enrollment (e.g., class announcements, changes to assignments, etc.).
Part C. Enrollment: for the purpose of this policy, enrollment is defined as the start of a student's initial semester for those in credit hour programs or the program start date for those in Job Training/Clock Hour programs.
Part D (New Addition) Student-specific information: information that should only be communicated to currently enrolled students through their GRCC email account. Examples include, but are not limited to, information pertaining to student identification numbers; passwords; class schedules, assignments, and announcements; grades; academic status; financial aid eligibility and awards; and billing.

Approved New "*Procedures*"
A. ISSUANCE OF EMAIL - Grand Rapids Community College (GRCC) provides an email service for all students to use. Students are eligible to use their account once admitted to GRCC. GRCC email accounts must be used in compliance of the GRCC Computer and Network Acceptable Use Agreement.

B. USE OF EMAIL
1. Upon enrollment, GRCC students are required to begin using their account for all GRCC email correspondences (sending and receiving). This email account will be used for official notification by the College related to matters such as, but not limited to, academic assignments, financial aid, registration, payments, and communications from faculty.

2. The College will not respond with student-specific information to current students' personal email accounts (Yahoo, Hotmail, Gmail, etc.). If an email is received from a student's personal email while they are currently taking classes, the College will make an effort to reply and alert the student of the policy. Requested information then will be sent to that student's GRCC email account.

(New Addition)
3. Students are required to check their GRCC email accounts daily during their enrollment.

C. REMOVAL OF ACCESS
1. Students have access to their GRCC email account for 2 years and 60 days after their last course was completed, unless they are guest or dual enrolled high school students.

2. Access for guest and dual enrolled high school students is removed 60 days after completion of their last course.

3. Access may also be terminated early as the result of violation of the GRCC Computer and Network Acceptable Use Agreement.

Approved New "*Policy History Statement*"
This policy was developed to provide a uniform system of communication with students via email. In keeping with the GRCC Computer and Network Acceptable Use Agreement and FERPA policy, use of the GRCC system increases confidentiality and assurance of delivery of email communications between GRCC and its students. The policy was last revised in March 2022.

## Sponsor/Champion of Proposed Policy
Co-Chairs: Ann Isackson (Student Affairs), Robin Pegg (Occupational Therapy)

Team members: Kelly Webber (IT), Andrew Masters (Financial Aid), Kate Christian (Arts & Sciences), Ryan Nausieda (Admissions), Lori Cook (Admissions), Amanda Kruzona (Student Records), Daniel Walsh (Student Affairs), Jennifer Kowalski (Student Financial Services).

## Rationale
This action was part of a regularly scheduled review of the Student Email Policy. This review considered changes in communication trends since the last update of this policy as well as comparing how communication differs on the academic and service sides of the college. Links and references to updated policy statements were added as well as diction and syntax changes to clarify the intent of the policy components.

## Supporting Data
The team reviewing this policy reviewed the various modes of communication utilized on campus and sought to develop a comprehensive and contemporary policy that would address both the academic and service side of the campus.

As part of benchmarking and data collection, the team reviewed the policies of 28 Michigan community colleges and found that only three (GRCC, Ford & Jackson) had policies specifically relating to email. The remaining campuses incorporated email guidelines as part of some other acceptable use policy.

The team solicited input from AGC during three presentations and received and responded to input from all stakeholders such as the various academic departments and programs as well as individual faculty members.

## Implications for Action
Reference and links to this updated policy should be brought to the attention of students, faculty and staff and referenced in the college's acceptable use agreements.

## Date of Decision by AGC
Date:  March 15, 2022
Vote: 95% approved,  0% not approved, 5% abstained
Policy approved or not approved.

# Section to be Completed by the Provost

## Evaluation Plan
N/A

## Response from Provost
Approved to begin immediate implementation.

5/10/22