

TITLE: STUDENT E-MAIL

POLICY NO: 1-8

EFFECTIVE DATE: 01/22/13

VCCS POLICY NO: [6.0.10](#)

REVISED DATE: N/A

I. Purpose:

To describe how communication with students will be conducted via electronic mail (e-mail) by faculty and staff.

II. Definitions:

Alternate e-mail: an e-mail account through a non-VCCS service provider, such as Hotmail, AOL, etc.

College-assigned e-mail: an individual e-mail account with a unique username@email.vccs.edu designation, which is assigned to each student upon acceptance to JSRCC.

III. Policy:

Electronic mail or e-mail is one of the official methods for communication with students at JSRCC. All official e-mail communication will be distributed to college-assigned e-mail accounts only. Mail sent to a college-assigned e-mail address may include notification of official college-related actions, including disciplinary action, and admissions and financial aid information.

A. Assignment of student e-mail

A college-assigned e-mail account is available for each admitted student. Students can access their e-mail account and change their password through the MyJSRCC portal.

B. Expectations about student use of e-mail

Students are expected to check their e-mail on a frequent and consistent basis, in order to stay current with college-related communications and communications from course instructors. Students have the responsibility to recognize that certain communications may be time-critical. "I didn't check my e-mail," an error in forwarding mail, or e-mail returned to the college with "mailbox full" or "user unknown" are not acceptable excuses for missing official college or instructor communications sent via e-mail. Students are responsible for the consequences of not reading in a timely manner college-related communications sent to their official college-assigned student e-mail account.

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If a query to JSRCC administrative offices or faculty from an alternate e-mail account is made, students may be asked to resubmit their query using their official college-assigned e-mail account.

C. Redirecting e-mail

Once e-mail has been delivered to a college-assigned e-mail account, students may forward messages to outside or alternate accounts at their own risk. The college strongly discourages this as a routine practice, because the college cannot guarantee delivery of mail to accounts outside of the @email.vccs.edu domain.

E-mail lost or not delivered because of redirection or forwarding does not absolve a student from the responsibilities associated with communication sent to his or her college-assigned e-mail address. The college is not responsible for and will not investigate problems with e-mail delivery to outside redirected or forwarded accounts.

D. Educational uses of e-mail

All official e-mail course communications between faculty and students must be sent via a college-assigned e-mail account.

E. Privacy of e-mail

JSRCC and the VCCS use various methods to protect the security of their computer and network resources and of users' accounts. Any electronic communications and data utilizing college-owned computer and network resources potentially may be disclosed under the provisions of the Virginia Freedom of Information Act and other college, state, and federal laws and regulations, or for appropriate college business needs.

E-mail users should exercise extreme caution in using e-mail to communicate confidential or sensitive matters, and should not assume that e-mail is private and confidential. Users should be careful to send messages only to the intended recipient(s). Particular care should be taken when using the "reply" command during e-mail correspondence, because many mailing lists are configured to deliver replies to the entire list, not just the author of a given message.

It is a violation of JSRCC and VCCS policy for any user of a college-assigned e-mail address to impersonate a college office, faculty/staff member, or student

IV. Procedures:

College-assigned e-mail accounts will be created automatically for all admitted students. Students are notified via U.S. mail of their college-assigned e-mail account.

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V. Other Information:

[JSRCC Policy No. 1-26](#), Student Privacy and Release of Student Information

[JSRCC Policy No. 1-35](#), Student Conduct