SOUTHWEST TENNESSEE COMMUNITY COLLEGE

SUBJECT: **Student Email**

EFFECTIVE DATE: **January 21, 2010; Revised July 1 , 2024**

*In October of each year, Information Technology related policies are reviewed as required by external regulations.

Purpose

The purpose of this policy is to set forth the correct use of student email at Southwest Tennessee Community College ("Southwest" or "the College").

Policy

Electronic mail ("email") is considered an official method of communication with Southwest students because it delivers information in a convenient, timely, and cost-effective manner.

To assure that all students have access to this important form of communication, Southwest provides a College email account to each enrolled student. The primary purpose of these accounts is to ensure a standardized channel for faculty and staff to communicate with students as needed.

Official College communications sent to all students will include reminders of important dates such as deadlines to pay tuition and fees, apply for graduation, etc. Students are responsible for checking their student email regularly and reading College-related communications.

Pursuant to T.C.A. § 10-7-101 et al, student emails could be subject to public inspection, subpoena, or court order as required by federal, state, or local law, or when authorized by the President of the College.

Appropriate Use of Student Email

All use of email will be consistent with and will not supersede other College policies, including the Southwest Acceptable Usage Policy, 6:00:00:00/5.

Assignment of Student Email Address

Official College accounts will be created automatically for all enrolled students at the time of admission. To determine assigned email addresses, students at log into their student portal on the My.Southwest homepage located at http://my.southwest.tn.edu. Additional assistance is available by calling the Southwest IT Help Desk at (901) 333-4357.

Expectations for Student Use of Email

Email is a mechanism for official College communications. Southwest email communications are intended only to meet the academic and administrative needs of the campus community.

Students are expected to read and respond as appropriate to their official Southwest email messages on a frequent and consistent basis. The College recommends checking email daily because some communication may be time

sensitive. Not checking email messages and not noticing emailing errors are unacceptable reasons for students' lack of email communication.

Faculty Use of Email

Faculty will determine how electronic forms of communication (e.g., email) will be used in their classes and will specify their requirements in the course syllabus. This official student email policy will ensure that all students are able to comply with email-based course requirements specified by faculty members. Faculty can, therefore, make the assumption that students' official email accounts are being accessed and that they can use email for their classes.

If the College's learning management system (LMS) (e.g., PAWS) incorporates an email feature, faculty may choose to use the LMS email rather than, or in addition to, the standard email account provided by the College. If a faculty member chooses to use the LMS email, they must notify students in the course syllabus and students will be expected to check and respond to their LMS messages on a frequent and consistent basis.

Authentication for Confidential Information

It is a violation of College policies, including the Student Code of Conduct, for any user of an official email address to impersonate a College office, faculty member, staff member, or student. To minimize this risk, confidential information will be made available only through my.Southwest Student Self Service, which is password-protected. Confidential information will not be available to students in the email message, and students will not be asked to provide their my.Southwest username or password to the College via email.

Privacy

Email users should exercise extreme caution in using email to communicate confidential or sensitive matters and should not assume that email is private or confidential. As stated above, emails could be subject to public inspection, subpoena, or court order as required by federal, state, or local law, or when authorized by the President of the College.

It is especially important that users be careful to send messages only to the intended recipient(s). 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 a given message.

A. All use of email, including use for sensitive or confidential information, shall be consistent with applicable Tennessee Board of Regents and government regulations.
B. Confidentiality of student records is protected under the Family Educational Rights and Privacy Act of 1974 ("FERPA"). All use of email, including use of sensitive or confidential information, shall be consistent with FERPA.

Email Virus Protection

Student email is protected by antivirus software and hardware provided by the College. It is recommended that students also take appropriate precautions and load antivirus software on their personal computers.

Email Account Retention
Student email accounts that are unused for more than one and a half years will be removed from online access. The account contents will be retained offline, in backup media for the time required by state and local electronic media retention guidelines, policies, and laws.

Should a student return, former email account contents will not be restored and, it is possible that the student will be assigned a new username.

Meta Policy
Policy maintenance, communication, and storage are in accordance with the College's Acceptable Usage Policy 6:00:00:00/5.

All users of Southwest computer, electronic, and telecommunications resources are expected to read and abide by the College's Acceptable Usage Policy, 6:00:00:00/5.

Source of Policy: **Information Services**

Responsible Administrator: **Chief of Administrative Services**

Related Policy: **6:00:00:00/5**

TBR Policy Reference: **1.08.05.00; 1.08.00.00**

Approved: _____
                     President

Date: **July 1, 2024**