

Student Email, Google G Suite & Office 365

Introduction

The ability to access Student Email, Google G Suite, and Office 365 is a privilege only for *actively* enrolled students. The information below outlines the guidelines that govern these services.

Student Guidelines for Email

Email is considered an official method of communication to students at Southwestern Community College District (SWCCD) because it delivers information in a convenient, timely, and cost-effective manner. To assure all students access to this important form of communication, SWCCD will provide a college email account to each enrolled student. The primary purpose of these accounts is to ensure a standardized channel for the District to communicate with students as needed.

- Students are responsible for all communication sent to them via their college-assigned email account. If a student chooses to forward their college email account, they are responsible for all information, including attachments, sent to any other email account.
- Official college communications sent to students will include reminders of important dates such as deadlines to pay fees, apply for graduation, etc. Students are responsible for checking their official student email regularly and reading college-related communications.
- SWCCD will only respond to student emails originating from the assigned student e-mail address. Please Note: No confidential information will be sent to students via email. Students may be directed to the MySWC Portal, via email, with issues regarding any actions (notification of probation, financial aid, enrollment, etc.). Please also refer to the Privacy section of this document.
- Students shall adhere to proper and appropriate use of email in accordance with these guidelines.
- Students shall responsibly manage their email account on a frequent and consistent basis (i.e. archiving attachments, deleting old messages, etc.).
- Students understand that under some circumstances, the college will supplement electronic communication with traditional mail.
- This student email guideline places some obligations on the District and its employees. The District will never lease or sell a student email address to any advertiser. The college will provide access to computers with internet capabilities on campus (e.g. open computer labs). Email shall not be the sole method for notification of any legal action.
- Official college email accounts will be created automatically for all enrolled students at the time of registration. Official email addresses will be provided as directory information unless the student has opted to be removed.
- If a student has not been enrolled for two consecutive primary terms (i.e. Fall, Spring), the email account and connected student applications will be deactivated (see Google G Suite and Office 365 below).
- Redirecting of student email: The assigned email address will be the address used by SWCCD staff/faculty to communicate with students. Students who redirect (auto forward) messages to another email address do so at their own risk. Having email lost as a result of redirection does not

relieve the student from responsibilities associated with communication sent to their official SWCCD email address. The college is not responsible for the handling of email by outside vendors.

- Authentication for confidential information: It is a violation of District policy, including the Student Code of Conduct, for any user of official college email to impersonate a college office, faculty/staff member, or student. To minimize this risk, some confidential information may be made available only through MySWC, which is password protected. In these cases, students will receive email correspondence directing them to MySWC, where the student can access the confidential information by supplying their username and password. The confidential information will not be available in the email message(s).
- Privacy: Email 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). 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.
- For new/returning students, continue to check your existing email account until you receive notification of your new email address.
- Confidentiality of student records is protected under the Family Educational Rights and Privacy Act of 1974 (FERPA). All use of email, including use for sensitive or confidential information, will be used with FERPA.

Student Guidelines for Google G Suite & Office 365

Southwestern College provides access to Google G Suite applications and Office 365 as a benefit to students to help minimize costs associated with being successful in college.

- Student Google G Suite Apps and Office 365 accounts are active as long as the student is registered for courses. Access is deactivated after registration/enrollment is missed for two consecutive primary semesters (i.e. Fall, Spring).
- If a student is not actively enrolled, documents or any other data contained within student Google G Suite Apps and Office 365 will not be accessible by anyone (including College staff). These accounts are automatically reinstated and documents/data are accessible again when the student reenrolls to Southwestern College.
- Southwestern College is not responsible for any data contained within student Google G Suite Apps (i.e. Google Drive) and Office 365 (i.e. OneDrive).