
TITLE:	Email: Use for Official College Communication
NUMBER	717 (formerly 492)
APPROVED BY	President
DATE	09/04/2012, Revised 04/03/2018

Purpose

The College must be able to communicate quickly and efficiently with employees and enrolled students in order to conduct official college business. Email is an available and appropriate medium for such communication.

Procedure

Unless otherwise prohibited by law, the College may send official communications to employees by email to an account assigned by the College with the full expectation that such emails will be read by the recipient in a timely fashion.

1) Assignment of Email Accounts

Employees are assigned an email account in the whatcom.ctc.edu domain. The account will be designated as their official college email account. The email account is generated by the Information Technology Department. College communications that are sent by email will be sent to the official Whatcom Community College (WCC) email account.

2) Responsibilities

Employees are responsible for reviewing messages received through their WCC email account on a frequent and consistent basis and responding as appropriate. Individuals must ensure that there is sufficient space in their accounts to allow for email to be delivered. Communications may be time-critical. WCC email accounts are for college business-related communications only.

3) Forwarding of Email

Individuals who choose to forward email received on a WCC email account to a different email address do so at their own risk. The College is not responsible for email, including attachments, forwarded to any non-college email address. Individuals must ensure that there is sufficient space in their WCC college accounts to allow for email to be delivered and forwarded.

4) Non-Disclosure of Sensitive/Protected Information

Sensitive or protected information shall not be disclosed by email. Email is inherently a non-secure medium of transmission and is easily captured or redirected. Information such as Social Security Number (SSN), bank routing and account numbers, Primary Account Number (PAN), credit card number, bank debit card number, Electronic Bank Transfer (EBT) information, or any charge card account numbers including their associated expiration dates and CVV Number (Card Verification Value) shall not be transmitted nor may be requested via email. All other information that requires protection by federal or state regulations shall not be transmitted by electronic mail, which may include FERPA and HIPPA requirements.

5) Mass Email Communications

Please refer to the Mass Email Communications Procedure 716 (formerly 491) for requirements and process to send mass electronic mailings. Replies/Responses to mass email communications should be directed to the originator and not the entire mass email group.