

**SOUTHERN WEST VIRGINIA COMMUNITY AND TECHNICAL COLLEGE  
BOARD OF GOVERNORS  
SCP-7000**

**SUBJECT:** E-mail Established as an Official Form of Communication

**REFERENCE:** SIP-7000.A, *E-mail Procedures and Guideline Governing Distribution Lists*

**ORIGINATION:** February 3, 2012

**EFFECTIVE:** September 21, 2018

**REVIEWED:** April 12, 2024

**SECTION 1. PURPOSE**

1.1 To establish that Southern West Virginia Community and Technical College (Southern or College) e-mail is an official method of communication between, faculty, staff, and students, and to ensure that e-mail messages from the College directed to faculty, staff, and students are delivered and accessible to the intended recipient.

**SECTION 2. SCOPE AND APPLICABILITY**

2.1 This policy applies to all students, staff, faculty, and administrators of Southern for whom the College provides a campus e-mail account.

**SECTION 3. DEFINITIONS**

3.1 Campus E-mail Account – an e-mail account provided by the College (associated with a domain name owned and managed by the institution, e.g., @southernwv.edu) and assigned for the exclusive use of one individual.

3.2 Campus Directory – the address book associated with the faculty and staff e-mail system.

**SECTION 4. POLICY**

4.1 Southern will utilize college-issued e-mail accounts to convey College-related, critical, and/or time-sensitive information to faculty, staff, and students. In some instances, e-mail communication may be the only means by which particular information is conveyed. Examples include, but are not limited to:

- 4.1.1 Announcement of policy or regulatory changes;
- 4.1.2 Human Resources or employment-related notifications/deadlines;
- 4.1.3 Financial Aid or registration notifications/deadlines;
- 4.1.4 Class or work schedule changes;
- 4.1.5 Inclement weather advisories/instructions;
- 4.1.6 Mandatory meeting notifications; and
- 4.1.7 Any other information deemed relevant or necessary to the Southern community members.

- 4.2 E-mail messages originating from the College or via automated campus or student information system processes will be sent exclusively to the campus e-mail address.
- 4.3 Faculty, staff, and students shall ONLY use the College e-mail distribution lists to disseminate information directly related to the business of the College.
- 4.4 Students may configure their campus e-mail accounts to forward College e-mail to a preferred e-mail address. Faculty and staff must use the College-provided e-mail account and are prohibited from automatically forwarding e-mail to an external e-mail account. All messages contained within the College's e-mail system are the property of the institution, and employees have no expectation of privacy in such messages.
- 4.5 The College shall maintain all official faculty and staff campus accounts in the campus directory.
- 4.6 E-mail communication from Southern faculty/staff to students must originate from an official campus account.
- 4.7 Authority to post messages to the e-mail distribution lists is limited to selected individuals in the President's Office, President's Cabinet, Information Technology, Human Resources, or their designees. These individuals and the guidelines for submitting e-mails to a college distribution list are outlined in the e-mail procedure, SIP-7000.A, *E-mail Procedures and Guideline Governing Distribution Lists*, located on Southern's web page.
- 4.8 Individuals may not use or build their own lists encompassing entire sectors of the campus community, (e.g., "all students", "all faculty", "all staff", etc.).

## **SECTION 5. BACKGROUND OR EXCLUSIONS**

- 5.1 None.

## **SECTION 6. GENERAL PROVISIONS**

- 6.1 None.

## **SECTION 7. RESPONSIBILITIES**

- 7.1 Technology Services is responsible for the maintenance of the campus directory and campus e-mail system, including the creation of accounts.
- 7.2 College business units must ensure that messages are appropriately addressed to campus e-mail addresses.
- 7.3 Faculty, staff, and students must maintain their campus e-mail address to ensure that they receive their mail. If a student forwards his or her campus email to a preferred email address in accordance with subsection 4.4 above and fails to maintain such email address, any failure to receive information from the College is the student's sole responsibility.
- 7.4 Faculty, staff, and students are responsible for responding to e-mails sent to their official e-mail accounts in a timely manner if response is warranted. A "Reply All" response to campus-wide or other mass email notifications is usually not warranted, and excessive use of such response may result in disciplinary action for misuse of the College's email system. The College will not excuse missed deadlines or other repercussions resulting from failed e-mail forwarding or poor mailbox maintenance.

## **SECTION 8. CANCELLATION**

- 8.1 None.

**SECTION 9. REVIEW STATEMENT**

9.1 This policy shall be reviewed on a regular basis with a time frame for review to be determined by the President or the President’s designee. Upon such review, the President or President’s designee may recommend to the Board that the policy be amended or repealed.

**SECTION 10. SIGNATURES**

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**President** **Date**

**Attachments:** None.

**Distribution:** Board of Governors (12 members)  
www.southernwv.edu

**Revision Notes:** February 3, 2012 – Policy originated.

March 2017 – Policy reviewed with no recommended changes at this time.

April 27, 2018 – Revisions include the addition of Sections 4.7 and 4.8 pertaining to e-mail distribution lists and authorization to post messages.

April 12, 2024 – Most revisions are grammatical in nature; included provisions for limited use of “reply-all” and student responsibility in forwarding their email to another account not controlled by the college in Section 7.3 and 7.4.