

# ELECTRONIC MAIL PROCEDURES

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*Related Board of Trustees Policy: BP 8.4*

*Approval: August 2012*

*Revision:*

*NC Statewide Technology Standards: 030303 and 030304*

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**Purpose:** Provide overview of electronic mail usage.

## **Electronic Mail**

E-mail is considered an official means of communication at Craven Community College.

All Faculty and staff receive a GroupWise e-mail account. This is the official college e-mail address and should be used for all correspondence. Faculty will also receive a login to Gmail and the Google suite of tools. Those with both a GroupWise and a Gmail account will need to forward e-mail from the Gmail account to the GroupWise account. Gmail accounts for faculty are not published on any documentation and are not used in the college's Learning Management System.

GroupWise – Primary e-mail account for communication between all college employees and students. To access and activate a faculty GroupWise account, go to <https://mail.cravencc.edu>.

- Click on the GroupWise Web Access link.
- Username – New Accounts – Entire last name and first initial.
- Password – will be provided by the Department Chair or Program Director.

Gmail - All employees have Gmail accounts, but only for use with the Google suite of tools. Correspondence between faculty and students should occur with the faculty's GroupWise account.

All students are given a Gmail account. To access and activate Gmail accounts, go to <http://www.cravencc.edu/gmail/index.cfm> for login instructions.

E-mail is subject to the following assumptions and constraints:

1. E-mail is an official means for communication at Craven Community College. Faculty and staff will send communications to students via GroupWise e-mail to student Gmail accounts and expect that those communications will be read in a timely fashion. The College will send communications to faculty and staff via GroupWise and expect that those communications will be read in a timely fashion.
2. Information Technology Services (ITS) will assign each student and College employee an official College e-mail address. The official GroupWise address for full time employees will be listed in Craven Community College's online directory.
3. E-mail may be electronically redirected from an official College address to another e-mail address (AOL, Hotmail, roadrunner accounts, etc.) at a student or employee's own risk. The College will not be responsible for the handling of e-mail by outside vendors or by e-mail redirected to another account. Having e-mail redirected does not absolve a student or employee of the responsibilities associated with communications sent to the official College e-mail address.

4. Educational uses of e-mail: Faculty may expect students to access their official e-mail addresses, and faculty may use e-mail for their courses accordingly. Faculty may determine how e-mail will be used in their classes. E-mail requirements and expectations for a course must be specified in the course syllabus.
5. Appropriate use of e-mail: E-mail is not appropriate for transmitting sensitive or confidential information unless its use for such purposes is matched by an appropriate level of security.
6. Student records are subject to the Family Educational Rights and Privacy Act of 1974 (FERPA). All use of e-mail, including use for sensitive or confidential information, must be consistent with FERPA.
7. Mass e-mails and unsolicited e-mails: Electronic mail users may **NOT** use the “all users” feature in GroupWise unless **on official College or College Foundation business**.

### **Electronic Mail Retention & Recovery**

All GroupWise electronic mail messages, appointments, tasks, or other items not purposefully deleted by the user within 30 calendar days will be automatically moved to archived storage on the user’s computer with the client application.

Craven Community College does not currently have any regulations regarding e-mail retention or deletion.

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