

Introduction

There is an increasing need for efficient communication with and among faculty, staff, and students in order to conduct official business at ACOM. All faculty, staff, and students are issued an ACOM User ID and an e-mail account for use throughout the time they are a student or an employee. The definition of an official ACOM e-mail address is UserID@acomedu.org or UserID@acom.edu. Although e-mail is not the only form of formal communication, e-mail is an appropriate mechanism for formal communication by the College with faculty, staff and students. If faculty, staff, or students choose to forward their mail to another e-mail address (AOL, Hotmail, departmental server, etc.), their primary campus e-mail address remains the official destination for official college correspondence.

Policy

E-mail shall be considered an appropriate mechanism for official communication by ACOM with faculty, staff, and students. E-mail shall also be considered an appropriate mechanism for official communication by faculty with students. The College has the right to send official communications via e-mail to faculty, staff, and students with the full expectation that those communications will be received and read in a timely fashion. The same expectation may be held for faculty communicating via e-mail with students.

Official communications will be sent to the recipients' official College e-mail addresses. Faculty, staff, and students are expected to check their e-mail on a frequent and consistent basis in order to stay current with University and/or faculty-student related communications.

Faculty, staff and students receiving official e-mail communication must insure that there is sufficient space in their accounts to allow for e-mail to be delivered. It should be recognized that certain communications may be time-critical. Faculty, staff, and students will not be held responsible for an interruption in their ability to access an e-mail message due to a system-related problem that may prevent the timely delivery or access to the message (power outages, system viruses, etc.).

Forwarding of E-mail

Faculty, staff, and students who choose to have their e-mail forwarded to a private, unofficial e-mail address (e.g., aol.com, yahoo.com, hotmail.com, gmail.com) outside the official college network address (acomedu.org) do so at their own risk. The College is not responsible for any difficulties that may occur in the proper or timely transmission or access of e-mail forwarded to any unofficial e-mail address.

Communicating Confidential Information

Users of electronic mail systems should be aware that, in addition to being subject to authorized access, electronic mail in its present form is not secure and is, therefore, vulnerable to unauthorized access and modification by third parties. Confidential information, such as student grades, should not be sent to a student with a private, unofficial, non-ACOM email account (i.e., aol.com, yahoo.com, hotmail.com, gmail.com, etc.). Faculty may require students to provide their official ACOM e-mail address (UserID@acom.edu) to receive a reply. A recommended step is to provide generic replies only, directing students to College tools that require authentication, such as ACOM Portal and SEAMED (LMS).

Questions

Questions regarding this policy should be sent to the Director of Information Systems – ACOM at support@acom.edu.