



5.22.3 Student Email Policy

Purpose

Central Lakes College has designated the college-issued email account as the official method of communication with students regarding topics of academic, student service, or administrative nature. The College may still disseminate official notices via other methods. This policy is not intended to prohibit students from communicating with CLC via any other email accounts.

Email Assignment and Maintenance

1. Upon initial registration, all students shall be assigned an official CLC email address within the Minnesota State email system. If the student is registered for classes at another Minnesota State campus, the account may have multiple email addresses, one for each campus.
2. The Minnesota State email account will remain active as long as the student remains enrolled in classes at any Minnesota State campus.

Student Obligations

1. Students are responsible for reading and responding to official college notices.
2. Students bear the responsibility to comply with the appropriate use of email in accordance with Minnesota State Board Policy 5.22.1, Acceptable Use of Computers and Information Technology Resources, and Central Lakes College Student Conduct Code.
3. Students are expected to check their email regularly to stay up to date on college-related communications.
4. Students are responsible for recognizing that certain communications may be time-critical. “I didn’t check my email”, error in forwarding mail, or email returned to the College with “mailbox full” or “User Unknown” are not acceptable excuses for missing official College communications via email.
5. Upon registration, students will receive instructions on how to access their CLC email.

College Obligations

1. The College shall use only the college-issued email account to communicate with students. Faculty are strongly encouraged to include this information in the course syllabus.
2. The College shall specify the requirements for online learning in the course syllabus.
3. The College shall provide on-campus access to computers with internet connectivity.
4. The College shall not lease or sell student email addresses.

5. The College shall take a proactive approach to block unsolicited bulk email messages that could clutter college-issued email accounts.

Redirecting Email

1. Students may redirect or forward their CLC-assigned email address to a personal email address, but do so at their own risk.
2. Redirecting email and subsequently losing or missing email messages does not relieve students from the obligation to respond to college-initiated messages or notices. The College is not responsible for handling email from outside vendors.
3. **IMPORTANT:** When setting up email forwarding, it is highly recommended that CLC students select the option that keeps a copy of the forwarded email in their email accounts. For assistance in setting up email forwarding, students should contact the CLC Helpdesk at 218.855.8200.
4. **Privacy:** Messages and notices sent via the student email system are subject to applicable privacy laws and policies, including, but not limited to, the Minnesota Government Data Practices Act (MGDPA) and the Federal Family Educational Rights and Privacy Act (FERPA). Users of the student email system should exercise caution when communicating confidential or sensitive information.

Designated Communicators:

The intent is to limit the types of emails the College sends on a student-wide basis to official business. Our goal is to have designated communicators who serve as a clearinghouse to ensure all student-wide communication is meaningful and official. Faculty, staff, and students wishing to broadcast a message intended for student-wide distribution shall send an electronic request to a designated communicator or designee at least two (2) business days in advance of the desired broadcast date. Designated communicators include the following:

- College President or Designee
- Vice Presidents
- Deans of Educational Services
- Director of Business Services
- Director of Financial Aid
- Director of Marketing and Public Relations
- Director of Technology
- Director of Safety, Compliance, and Security
- Student Activities Director
- Physical Plant Director
- It is understood that other CLC personnel will use email to conduct official business with students individually.

Examples of Appropriate Student-Wide Distribution

- Deadline notices (registration, tuition payment, financial aid, graduation, etc.)

- Class or registration cancellation notices
- CLC-sanctioned events/invitations
- Campus crime and security notices
- New policy, policy change, or service notices
- Surveys sanctioned by CLC
- Student Government participation notices

Items that do not fall into these categories will not be sent out on a student-wide basis.

Examples of Inappropriate Student-Wide Distribution

- Information unrelated to CLC business
- Solicitations
- Promotion of political viewpoints
- Personal information
- Surveys not sanctioned by CLC
- Messages containing confidential information such as course grades, financial aid award amounts, or tuition/fee payment amounts
- Messages that violate CLC policy or state or federal laws

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