



SUNYADIRONDACK

Policy Title: Student Email Accounts
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Category: Technology
Responsible Office: Information Technology Services

This policy applies to: Students

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Summary:

SUNY Adirondack supports the use of technology to provide timely and relevant communication with students. In recognition of the prevalence of email as a means of communication, the SUNY Adirondack Board of Trustees has approved the use of College email (electronic mail) as an official means of communication for employees of the College. Email messages should be used for communications that serve legitimate College academic and business needs and must meet professional standards of conduct.

Policy:

SUNY Adirondack recognizes email as the preferred means of communication for students. In support of this objective, the College provides an email account to all students upon acceptance or registration with the College. The College considers students duly informed and in receipt of notifications and correspondence sent by any College administrator, faculty or staff member when sent to a student's College email account.

Students are encouraged to use the College's email in the performance of their academic responsibilities and for College-related purposes. All emails created and/or maintained using the College's email are considered College records and shall be the property of the College. In addition, as a College record, any email communication is subject to disclosure to law enforcement or government officials or to other third parties through requests under the NYS Freedom of Information Law or other legal processes.

All students who have been provided with a College email account will be issued an official email address (formatted as: accountname@wolfmail.sunyacc.edu.) All official College email



communications will be sent to the assigned College email address. This address will also be listed in College directories, rosters and other appropriate college documentation.

Email must not be used as the sole method of communication in regard to any legal action or labor agreement.

Students may redirect their official College email address to another address at their own risk. This action does not absolve students of the responsibilities associated with official communications sent to the student's College email address. The College is not responsible for delivery problems to non-official email accounts.

All email communications created and/or maintained on the College's email are neither private nor confidential. Students have no right or expectation of privacy in any email communications.

Improper use of computing systems, including email, as described in the Acceptable Use of Information Technology Resources policy #6000, is prohibited and may result in disciplinary action.

Definitions:

College. Use of this term explicitly refers to Adirondack Community College and/or the College's legal acceptable short name, SUNY Adirondack.

Other Related Information:

SUNY Adirondack Board of Trustees Use of Campus Email as a Means of Official Communication Policy

[N:\Policies, Processes, Procedures and Guidelines\Board of Trustees\Section 8 General Policies\8.14 Use of Campus Email as a Means of Official Communication](#)

FOIL Requests - Compliance with Freedom of Information Law Policy #3012

[N:\Policies, Processes, and Procedures\Legal and Compliance\3012 FOIL Requests.pdf](#)

Acceptable Use of Information Technology Resources Policy #6000

[N:\Policies, Processes, and Procedures\Technology\6000 Acceptable Use of Information Technology Resources.pdf](#)

Student Handbook

<https://sunyacc.smartcatalogiq.com/en/24-25/student-handbook-2024-2025/>

Processes and Procedures:

1. Assignment of Email Accounts

Student email accounts are created by the Information Technology Services (ITS) department in accordance with internal ITS account provisioning guidelines when a student is accepted or is registered at the College. Email accounts issued to students are for College use only and may be audited for misuse.



2. Termination of Email Accounts

Student email accounts will be terminated in accordance with the ITS Department's account provisioning guidelines. The College reserves the right to terminate a student's email account at any time.

3. Expectations of Students with College Email Accounts

Students are expected to act with honesty, integrity and respect for the rights, privileges and privacy of the College community in their email communications. Students are also expected to abide by all applicable federal and state laws, and rules including College policies and SUNY policies.

Students are responsible for the use and security of their email accounts. Passwords should not be shared with anyone. Students are also expected to set up multi-factor authentication on their College mail accounts in accordance with ITS guidelines. The ITS staff will never ask anyone for their email password. If an email account is suspected of being compromised, it must be reported immediately to the ITS Department.

All students are expected to check their College email on a frequent and consistent basis to ensure that they are staying current with all College-related communications, some of which may be time sensitive. The College expects that students will receive and read email in a timely manner. Failure to do so does not absolve students from knowing and complying with the content of such email communications.

Students should exercise extreme caution in using email to communicate confidential or sensitive matters and should not assume that emails are private and confidential. The utmost care must be taken to ensure emails are only sent to the intended recipient(s).

4. Use of Email

College email is intended to be used for College-related business: instruction, instructional support, advising, research, and college-related correspondence. Access to email is an essential tool that imposes certain accompanying responsibilities. The same standards of conduct that are expected of students regarding the use of the College facilities, services, and resources apply to use of email.

a. Mass Email Messages to Students by the College

Authorized personnel of the College may send mass email messages to students to communicate College announcements, emergency situations and other communications. The Information Technology Services (ITS) Department provisions mass email access to specific positions, roles and individuals as approved by the President of the College. Authorized personnel currently include the President, the Vice President of Enrollment and Student Affairs, the Chief Information Officer, the Director of Public Safety and the Director of Facilities or their designees. The access to send mass communications to all students is also granted to individuals upon approval by the President.



In accordance with College policies, all mass communications to students must be timely, relevant and selective.

The College employs the same professionalism, discretion, and standards that are generally used in written business communications in mass email communications.

b. Prohibited uses of email:

- Illegal/unlawful activities that include but are not limited to: obscenity; pornography; threats, harassment; theft; attempting unauthorized access or attempting to breach any security measures; attempting to intercept any electronic communication without proper authority; and violation of copyright, trademark or defamation law.
- Entry, examination, use, transfer and tampering with the accounts and files of others, without proper authority.
- Altering email system software or hardware configurations.
- Non-college commercial activities, personal financial gain, non-approved charitable activities or for the advance of any political agenda.
- Representing, giving opinions or otherwise making statements on behalf of the College or any unit of the College unless expressly authorized to do so
- Sending unauthorized mass email messages;
- Distributing viruses, worms, defects, Trojan horses, or any other item of a destructive or deceptive nature.

5. Email Ownership/Administration

The College respects the privacy of its users. It does not routinely inspect, monitor or disclose electronic messages without the user's consent. However, as authorized by the President, the Chief Information Officer or designee may review certain transactional information to ensure proper functioning of the system, to maintain security, to prevent unauthorized access, to protect the environment from viruses and other risks or for any other purpose deemed appropriate by the President. This may result in inadvertent viewing of contents of email communications. Contents of emails either sent or received, may be inspected and/or disclosed without prior consent of the user, if there is reason to believe the student has violated College policies, SUNY policies, any regulations or laws.

6. Violations

Students are encouraged to report potential email abuses. Reports may be made to the Enrollment and Student Affairs Department, the ITS Department, Compliance and Risk Management or Public Safety. Reported incidents will be investigated.

A student found to be in violation of this policy may be subject to loss or limitation of email use, removal of email communications and attachments from the College's computing and networking resources, financial liability for the cost of such use and/or abuse, and/or formal disciplinary actions in accordance with the Student Code of Conduct provided in the Student Handbook.



Retaliation against a person who files a complaint, serves as a witness, or assists or participates in any manner in this procedure, is unlawful, is strictly prohibited and may result in disciplinary action. Retaliation is an adverse action taken against an individual as a result of complaining about or providing information regarding a policy violation and/or participating in a complaint investigation as a third-party witness. Adverse action includes being harassed, intimidated, discharged, disciplined, or discriminated against. Students who experience retaliation should contact the Director of Compliance and Risk Management to file a report.

Forms:

There are no related forms relevant to this policy.

Authority:

Authority to Approve: President
Responsible for Oversight: Chief Information Officer

History:

This is the first college-wide email policy for students. This policy was approved by the President on 10/24/24.

Review:

Annually in August.

Appendices:

None.
