
TITLE:	Email: Use for Official College Communication
NUMBER	717
APPROVED BY	President
DATE	09/04/2012, Revised 11/04/2014, Revised 08/20/2024

Purpose

The College must be able to communicate quickly and efficiently with employees and enrolled students to conduct official college business. Email is an available and appropriate medium for such communication; therefore, emails from whatcom.edu accounts are considered official communications.

Procedure

Unless otherwise prohibited by law, the College may send official communications to employees by email to an account assigned by the College with the full expectation that such emails will be read by the recipient in a timely fashion.

1. Assignment of Email Accounts

Employees are assigned an email account in the whatcom.edu domain. The account will be designated as their official college email account. The email account is generated by the Information Technology Department. College communications that are sent by email will be sent to the official Whatcom Community College (WCC) email account.

2. Responsibilities

Employees are responsible for reviewing messages received through their WCC email account on a frequent and consistent basis and responding as appropriate. Individuals must ensure that there is sufficient space in their accounts to allow for email to be delivered. Communications may be time critical. WCC email accounts are for college business-related communications only.

3. Forwarding of Email

Individuals who choose to forward select emails received on a WCC email account to a different email address do so at their own risk. The College is not responsible for email, including attachments, forwarded to any non-college email address. Auto forwarding ALL email to a non-college address is prohibited. Individuals must ensure that there is sufficient space in their WCC college accounts to allow for email to be delivered and forwarded.

4. Non-Disclosure of Sensitive/Protected Information

Sensitive or protected information shall not be disclosed by email. Email is inherently a non-secure medium of transmission and is easily intercepted or redirected. Information such as Social Security Number (SSN), bank routing and account numbers, Primary Account Number (PAN), credit card number, bank debit card number, Electronic Bank Transfer (EBT) information, or any charge card account numbers including associated expiration dates and CVV Number (Card Verification Value) shall not be transmitted nor may be requested via email. All other information that requires protection by federal or state regulations shall not be transmitted by electronic mail, which may include FERPA and HIPAA requirements.

5. Mass Email Communications

Please refer to the Mass Email Communications Procedure 716 for requirements and process to send mass electronic mailings. Replies/Responses to mass email communications should be directed to the originator and not the entire mass email group.