



ROCKY
MOUNTAIN
COLLEGE

Office of Student Records Electronic Communication Policy

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Purpose

The electronic communication services of Rocky Mountain College Office of Student Records are vital to the support of the educational, administrative, and public service activities of the College. The purpose of this policy is to ensure that these critical services remain available and reliable and are used for purposes appropriate to the mission of Rocky Mountain College.

Policy

Email as a Formal Mode of Communication

Recognizing the increasing need for electronic communication with students, the Office of Student Records at Rocky Mountain College recognizes and utilizes email as an official means of communication with students.

The Office of Student Records will routinely send official communications to students' official College email address (@rocky.edu). Because email is a primary mechanism for sending official communications to students at RMC, students must check email regularly. Those who choose to use another email system are responsible for any redirection and for ensuring accurate receipt of such messages. Certain communications may be time-sensitive. Failure to read official College communications sent to the students' official RMC email addresses does not absolve students from knowing and complying with the content of said communications. It is the students' responsibility to maintain their inbox in order to ensure that all messages are received accordingly.

All use of RMC email should be consistent with all Rocky Mountain College's policy and procedures.

Regulations

Rocky Mountain College Office of Student Records hereby authorizes the use of electronic communication services for official communication between students, staff, faculty, administrative users, and the public. While the College will make reasonable efforts to maintain the integrity and effective operation of its electronic communication services, users are advised that those systems should in no way be regarded as a secure medium for the communication of sensitive or confidential information. However, misdirected email(s) may result in exposure of student personally identifiable information to those without a legitimate educational interest in the information. Federal regulations require we establish "reasonable methods" to ensure that school officials only obtain records in which they have a legitimate educational interest. To obviate the potential FERPA violation caused by a misdirected email, the Office of Student Records guidelines as follows are established:

- Do not include personally identifiable FERPA data in totality in an email: no full name and full-generated student ID.
- Do not list name and ID in the subject line.
- Communicate using either the student ID with the full initials of the student [999999999 (ANW)] or use the full name with the last four of the ID [Alice N. Wonderland (1234)].

- Do not attach spreadsheets or scanned documents with full identifiers or non-directory information via email. Communicate spreadsheets or scanned documents via a secure link or SCHOLAR or shared electronic files requiring a log in.
- Do not store FERPA data on a flash drive.
- Include: Academic Record Disclosure- *You are receiving this information as determined by the educational right to know disclosure guidelines of the Family Educational Rights and Privacy Act (FERPA). If you are not the intended recipient, please do not disclose, copy, or distribute this information. Please notify the sender immediately by return electronic email or by telephone. Thank you*

Supplemental Regulations and Standards

Family Educational Rights and Privacy Act (FERPA): (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records.