



Center for Teaching and Learning
Office of Distance Learning
 Best Practice Manual

Section Title: Email and Communication Policy for Online Courses	Last Approved/Updated: 05/04/2011
Related Procedures: General College E-mail Procedures (rev. 8/1/07)	

All students enrolled at FCC and taking courses for credit are required to maintain a 'myfcc.frederick.edu' email account. For details and assistance go to <http://frederick.edu/Myfccsupport/index.htm>
 Email is an essential tool for the student to communicate with the instructor and other students in the same course. Therefore all email addresses are available to all students and the instructor(s) in this course. FCC policy states that students may use email addresses of other students in this class ONLY for the duration of and for purposes related to the course. If you have reason to believe that your e-mail address has been misused by another FCC student, please contact the Office of Distance Learning.

Students are responsible for keeping their email address current in their Blackboard account. Students are required to put their name and course ID (Miller; CIS101net-1) into the subject line of every email communication with the instructor.

The **instructor will normally respond to student email inquiries within the following timeframes**

- For 9 to 15 week course formats within 24 to 36 hours.
- For 5 to 8 week course formats within 18 to 24 hours.
- For J-Term to 3 week course formats within 12-14 hours

Instructors will notify students of any arrangements specific for weekends. Instructors will notify students if the normal response time has to be modified temporarily because of illness or other unforeseen circumstances.

The **instructor will inform students of a general timeframe for grading tests and assignments.**

General College E-mail Procedures (rev. 8/1/07)

A. General E-mail Procedures

1. Users shall utilize e-mail in a responsible and lawful manner in compliance with Frederick Community College policy and procedures and all applicable state and federal laws. Users are advised that e-mail messages are no more confidential than a postcard and may be monitored without prior notification. It is therefore important that users are aware of the legal risks of e-mail. If any user sends or forwards e-mails with libelous, defamatory, offensive, racist, or obscene remarks, the user can be held liable. If any user unlawfully forwards or copies messages without permission, the user can be held liable for copyright infringement.

2. FCC email accounts are intended to serve as the official means of electronic communication at the college.

B. The following procedures are intended to promote e-mail as an efficient tool for all academic and administrative operations and to minimize the legal risks involved in the use of e-mail. Violators of the procedures are subject to disciplinary action as outlined in Procedure 6.26z -, "Violations of Acceptable Use of Information Technology Resources".

1. E-mail on college servers is the property of Frederick Community College, and the disposition of such is at the discretion of the administration. There are times when the college may need access to a user's e-mail.
 3. E-mail is used to facilitate the exchange of information in support of the learning mission of the college. Although incidental use of e-mail for personal use is permitted when it does not interfere with work, this does not include using e-mail for personal profit or conducting a personal business.
 4. Users should not transmit confidential information or files to a third party not expressly entitled to such information. If confidential information must be transmitted by e-mail, it should be encrypted or password protected.
 5. E-mail is intended for communication between individuals and clearly designated groups of individuals and should not be used for mass broadcasting or the wide distribution of large attachments.
 6. Only authorized users (e.g., the President, Safety & Security) may send e-mail to "All Faculty/Staff." General announcements intended for the campus community should be posted on Communication Central.
 7. E-mail may not be used for spamming (i.e., sending unsolicited e-mail messages).
 8. E-mail may not be used for virus alerts, chain letters, or junk mail.
 9. E-mail may not be used to harass or intimidate another person, e.g., by broadcasting unsolicited messages, by repeatedly sending unwanted mail, or by using someone else's name or user ID. Harassment of any kind should be reported to Campus Security.
 10. E-mail use for internal and external marketing
 - a. Initial requests for use of the e-mail system for marketing prospective or current students should be sent to the Executive Director of Marketing and Public Relations. Requests should include information on the target market, reasons for the use of e-mail, timelines for use, and the text of the message.
 - b. The Executive director of Marketing and Public Relations and the Associate Vice President for Enrollment Management will review the request and make recommendations, if necessary, for adjustment of text, timeline, and/or target market.
 - c. Approved messages will be returned to the sender with guidelines for e-mailing (e.g., template, etc.).
- C. Violations of this procedure will be investigated under the procedure 6.26z -, "Violations of Acceptable Use of Information Technology Resources".