

**Meeting Date:** February 27, 2017

ARC Meeting

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| Present: | John Ginsburg – Chair, Ariel Mead, Josh Aman, Dustin Bare, Christina Bruck, Jaime Clarke, Donna Larson, David Miller, Suzanne Munro, John Phelps, Tara Sprehe, Ryan Stewart, Chris Sweet, Max Wedding |
| Recorder: *Guests:* | Laura Lundborg  Dave Gates – IT Operations Director |

**Policy & Procedure Updates**

The group reviewed the Email Use Procedures for both student and employee, the Recording Policy, and the Expressive Conduct Policy.

**Student Email Use Procedure** – Chris reviewed the changes to the procedure based on feedback from College Council. All procedures should be written in third-person point of view.

Tara asked why the third paragraph about active accounts was deleted. The student only needs to know how to access help if unable to log in. It was agreed to remove both paragraphs in Section 1 regarding this since it is discussed later in the procedure.

Dave provided feedback on the procedure from the standpoint of IT.

* Section 2 – the correct title for web access is Microsoft Outlook Web Access.
* Section 4 – this section discusses faculty using secondary email, but previously in the procedure there is instruction not to use secondary email. Faculty should only contact students through school email.
  + Discussion: Suzanne explained that ESL students will struggle with using an email that they must access through a portal.
  + Decision: the group agreed that there will be some exceptions to the rule.

Max requested that we add commencement correspondence to the list of reasons we use secondary email after enrollment.

**Employee Email Use Procedure** – Dave provided feedback on the procedure from the standpoint of IT.

* Section 2, *Replying to students’ email*: advised to clarify or emphasize that emails should never include social security numbers, regardless of email account type. Max suggested that language about not sending a SSN to a non-CCC email be stricken; later in Section 4 it clarifies that SSNs should never be used in email. Josh clarified that we are talking about two different situations, one is replying to a student and one is initiating an email to a student. Both paragraphs should be included, clarifying not to include SSNs or other PII.
  + Discussion: the group discussed students sending their SSNs by email to CCC and employees replying back.
  + Decision: we must delete the SSN in the body of the email when replying. Chris will follow up with Ryan West regarding Finanial Aid’s processes to protect PII.

John asked Dave if his department could look into an easier way for students to auto-forward their CCC emails.

Regarding Section 2, Max asked what it means for the Foundation to have responsibility for oversight of emails to alumni and former students. It just clarifies that the Foundation will most likely be the party sending emails to this group.

Dustin asked if a person opts out of CCC emails, will the request automatically get forwarded to the Foundation. Canned SPAM guidelines cover the issue.

Dave made one final recommendation for all procedures. When you need to include something that is in a similar or related procedure, you should reference the procedure rather than repeating the language.

Chris will clean up the procedures and publish them.

**Recording Policy** – Christina Bruck provided background information about the policy need. ISP reviewed the policy and had minor updates. An attorney is reviewing it now and will get back to Christina by the end of the week. She will bring it back to ARC for a final review before it goes to College Council. It was suggested to store the policy under Student Conduct and Electronic Information Recourses in the student handbook.

**Expressive Conduct Policy** – formerly known as Free Speech. John shared the policy draft for review, which includes suggestions from Jennifer Miller, Facility Reservations.

Josh pointed out that the word policy and guideline are used interchangeably; suggested to use policy only.

Donna asked about the sanction for not following policy. That is not determined yet, but will be included in the policy. Josh shared that PCC’s policy has a blurb about campus safety intervening and that the user may be banned from gathering in the future.

Max suggested that language be stricken that references reservations for interior demonstrations or rallies.

Christina asked if reservations can only be made for regular business hours. John stated that would be best to ensure administrators and safety officers are on site and available as needed. Jaime suggested that we open it to evening hours since we have staff on site for evening classes. Time restraint will be considered further. Donna suggested having Campus Safety review the policy.

Ryan advised that he is not seeing significant difference between the reseved and non-reserved demonstrations.

John will update the policy and send it to David Plotkin for review before it goes to College Council.

**Just-in-Time Issues**

**Right to Learn** **–** an email will be sent from Joanne assuring students that everyone has the right to a high quality education and safe environment. The message will also outline how the college responds to warrants, subpoenas, etc. in response to immigration. This will affect undocumented student issues mainly, but will be applicable to other cases as well.

The information is already in FERPA and we comply; however, this is a good reminder of who to contact when a situation arises.

**Next Meeting –**

March 13, 2017

1:30PM-3:00PM

Room: CC126

**Meeting Handouts –**

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