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Email Use Process - Student

1. Assigned College Email Account

You are automatically given a College-designated email account once you have applied for admission or enrolled in a course at Clackamas Community College (CCC) and are expected to use it for communication with CCC.

CCC utilizes a standardized format when creating and assigning college email accounts that ends in @student.clackamas.edu.

Your College email account will remain active as long as it is accessed at least once every two (2) years. Your student accounts, email and myClackamas, will become inactive after two (2) years of inactivity or if you do not register for a class in six (6) consecutive terms.

If an error occurred in the assignment of your CCC email account or your name changes, please submit a request to update your email address to Enrollment Services by calling 503-594-6100 or emailing registration@clackamas.edu

To reactive your account(s), please contact the Student Helpdesk at 503-594-3100 or studenthelpdesk@clackamas.edu.

2. Student Expectations of Email Communication

Email is the official method of communication between you and Clackamas Community College, including your instructors. While you are enrolled at CCC, the College will only send official communication to your College-issued email account which may include information such as, but not limited to: course registration; required financial aid documentation; important deadline and event reminders; tuition and billing information, etc.

The College expects you to check your CCC email account at least weekly to stay current with information sent by the College. "I didn't check my email", an error in forwarding email to a personal account or email returned to the College with "Mailbox Full" or "User Unknown" are not acceptable excuses for missing official College communications via email.

3. Accessing CCC Email

To access your College-issued email, you will need to log into your myClackamas account, by going to www.my.clackamas.edu.

Once logged into your myClackamas account, sometimes referred to as "The Student Portal", follow the mail icon near the center of the page to open your email. CCC uses Microsoft's Outlook Web Application.

4. Secondary Email Address

CCC requires all actively enrolled students to have a secondary email address, such as a Gmail account, on file with the College. Typically, you provide this information when completing the online version of CCC's application for admissions. Contact Enrollment Services to update this information.

By having a secondary email address on file with the College, it is easier for you to recover information, such as resetting your myClackamas password, if and when needed. It is also possible

that the College will occasionally send important information to both your CCC and personal email addresses if appropriate.

5. Forwarding Your CCC Email

If you wish to forward your CCC email to a personal account, you are welcome to do so. Forwarding your CCC email to an outside provider does not absolve you from the responsibilities associated with official communication sent to your College-issued email address.

For instructions on how to forward your email, please visit the following link:

<http://kb.dl.clackamas.edu/student-2/forwarding-student-clackamas-emails-to-a-personal-email/>.

It is your responsibility as a CCC student to ensure you receive and read communications from the College. The College shall not be held responsible for errors that may arise from your opting out of using your college issued email account as your primary means of communication with the College.

6. Acceptable Use of CCC Email

It is a violation of college policies, including the Electronic Communication Systems Policy (<http://policy.osba.org/clackcc/I/IIBGA%20R%20D1.PDF>), for any user of official email addresses to impersonate a college department/office, faculty/staff member, or student.

7. Privacy

You should exercise caution when using email to communicate confidential or sensitive matters. While CCC values and protects your right to privacy, it is possible that email may not be private or confidential due to outside influences such as network intrusions. CCC takes matters of privacy and confidentiality very seriously and if an issues arises, the College's Information Technology Team works diligently to resolve any problems that may come about.

It is especially important that you are careful to send messages only to the intended recipient(s). Particular care should be taken when using the "reply" command during email correspondence.

Some confidential information may only be made available through your myClackamas account which is password protected. In these cases, you will receive email correspondence directing you to your myClackamas account where you can access the confidential information.

Please note that the College will never ask you for your passwords or direct you to a third party site that would request your Clackamas log in information.

8. Troubleshooting and Additional Resources

If you experience any issues with your CCC email or myClackamas account, please feel free to contact the following for assistance:

Enrollment Services: registration@clackamas.edu

Student Helpdesk: studenthelpdesk@clackamas.edu or 503-594-3100

Flash Alert: You can use your CCC email account when you sign up through Flash Alert for campus emergencies such as college closures. Flash Alert system does not automatically link to your CCC email account. Set-up your Flash Alert here: <https://www.flashalert.net/signup.html>.