

ARC 6004P

Email Use ~~Process~~ Procedure - 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.~~

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~~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~~

Commented [RS1]: Removed because the last section highlights who to contact for issues/troubleshooting. Not sure we need to note when an account is "deactivated".

To ~~reactive-reactivate your an existing~~ account(s), please contact the Student Helpdesk at 503-594-63100 or studenthelpdesk@clackamas.edu.

2. 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.~~

Commented [RS2]: Moved this to item 2 instead of 3

2.3. 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~~

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Last reviewed TBD. Maintained by CCC Registrar

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.

6.4. 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.

A secondary email account will make it easier to retrieve or reset your password if you forget. Contact Enrollment Services to update this information.

CCC recommends using Gmail or Outlook.com as your secondary email provider if you need to following reasons:

Gmail: <https://www.google.com/intl/en/mail/help/about.html> and select 'Create an account'.

Outlook: <https://www.microsoft.com/en-us/outlook-com/> and select 'Sign Up'.

This is a good time to create a professional sounding email account outside of your CCC email. Here are a few naming conventions you can use when creating your secondary email account:

- Firstname.lastname
- Firstname_lastname
- Firstinitial.lastname

After you are enrolled in classes for a given term, CCC may use your secondary email address for the following reasons:

- Communicate with you prior to enrollment
- Reactivatee or recover account information
- Faculty correspondence with you
- The Office of Educational Partnerships will use high school students' secondary email addresses for communication
- Follow-up with you after graduation regarding continuing education or employment

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.

8.5. Forwarding Your CCC Email

It is your responsibility as a CCC student to ensure you receive and read communications from the College. 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 CCC emails to a personal email account, please visit the following link: <http://kb.dl.clackamas.edu/student-2/forwarding-student-clackamas-emails-to-a-personal-email/>.

Please note that you will not be able to reply to these ~~forwaded~~forwarded messages from your personal email. You will need to log into your CCC email account in order to respond.

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.

9.6. Acceptable Use of CCC Email

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Commented [RS3]: Noting when CCC will use a student's secondary email address. Exact details still need to be worked out.

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

10.7. 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. [Be specific here about phishing and replying to emails \(as opposed to a best practice about email etiquette\).](#)

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.

11.8. 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-~~63~~100 (~~double check this phone number. Should it be 6100?~~)

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

Commented [RS4]: A request has been sent to Dave Gates and Shawn Swanner in IT for suggested language and edits.