Monroe Community College
STATE UNIVERSITY OF NEW YORK

Student Email Account
An Official Mode of Communication

Monroe Community College considers MCC's student email system (Microsoft Office365) as an official means of communications. MCC will use the system to conduct and notify students of college-related business and to share general information of importance to students. To ensure the effectiveness of the system, the following conditions are set forth:

- The College will consider students to be informed and in receipt of correspondence sent to their MCC email account.
- MCC will direct official communications to students' MCC email accounts. Students are responsible for reading their college email on a regular basis and for recognizing that certain communications are time sensitive.
- Students who choose to have the MCC email forwarded to a personal account, do so at their own risk. The College is not responsible for any difficulties that may occur in the proper or timely transmission of, or access to, MCC email forwarded to a personal email account. Any such problems will not absolve a student of their responsibilities to know and comply with the content of official email communications sent to the student's MCC email account.
- Access to and use of the MCC student email system is considered a critical service at the College. The MCC Code of Conduct for Users of College Computer Systems applies to the student email system. The College reserves the right to immediately withdraw access and use of student email when there is reason to believe that violations of the Code of Conduct have occurred. In such cases, the alleged violation will be referred to the Vice President of Student Services for further investigation and adjudication under the College's Conduct Regulation procedures.
- Students with a disability who are unable to access their email account may request support from the Office for Students with Disabilities.
- Communication via MCC student email system is subject to the same public information, privacy and records retention laws as other forms of communication. Redirecting MCC email by students to outside accounts and the sharing of messages with third parties may negate the privacy protection rights afforded to the College.

Frequently Asked Questions

What does this policy mean to you?

The college administrative offices, staff, and faculty will be using the student MCC email system as an official means of communication with you. This will allow campus offices to share important information more quickly and directly. As such, it will be to your benefit, as well as your responsibility, to check your MCC email account regularly.

Are there advantages to using my MCC email account rather than an outside account?

Absolutely. Your MCC email account offers you more storage space than most commercial accounts. As well as, identifying you as a member of this academic community; this is especially useful as you apply for internships, communicate with outside agencies, and search to further your education.

How long do I have my student email account?

Accepted and current students of MCC have access to a student email account. The account will be deleted and purged 240 days after the last semester attended. Students are responsible for forwarding any messages and contacts they want to keep to a personal email account.

Can I forward my MCC email account to my preferred email account?

Yes. You may forward your assigned MCC email account to any email account that you prefer (e.g. Yahoo, Gmail, Hotmail, etc.). It is easy to do – just follow the directions provided at the end of this document. However, be sure that you forward your MCC email account to an email address that you regularly check, and be sure that you enter the correct forwarding email address: the College will not contact you if mail cannot be delivered to your preferred address. Also note: if you forward your MCC email account, you are responsible for managing the disk quota on your preferred email account so that there is room for new mail to arrive.

Can I forward my MCC email to a preferred account anytime?

Yes. You can choose to forward your MCC email account now or at any time in the future. However, MCC is not responsible for email that has been forwarded to any other address.

What happens if I don't read my MCC email or my preferred email?

You risk the consequences of missing important deadlines and information about registration, financial aid, etc. College offices will hold you responsible for all email communications/notifications sent to you. Student passwords expire every 180 days. MCC will send you a notification email prior to expiration. If you do not change your password, you will not be able to access MCC systems, including email.

Is email the only form of communication there will be between College offices and students?

No, select information will continue to be sent via regular mail. However, college offices will be using email frequently as a means of communication, so it is to your benefit to check your email.

What are examples of official College communications?

Official college communications are defined as any administrative correspondence that either requires a response from the student or are required notifications by the College to the student. There are numerous documents that you may have received that are considered official college communications. Here are a few examples of documents that may be delivered to your student e-mail account:

- Office of Student Accounts
  - Financial Aid Disbursement Notices
  - Title IV Authorization and Refund Notices
  - Student Billing Statements
- Financial Aid Offices
  - Reminders to Accept Aid
  - Financial Aid Award Letters
  - Financial Aid Outstanding Requirement Notices
    - Registration and Records
      - Student Schedules
  - Classroom Location Changes
  - Information on Course Prerequisite
  - Class Cancellations
- Educational Technology Services
  - Password Expiration Notice
  - Account Deletion Notice

Will I get spammed with numerous emails from the College because of MCC student email?

No, MCC student email is for official communications from administrative offices that require a student to take action or to notify a student of important information. MCC student email is not a public list for promoting events or services. Email will not be used to announce parties, receptions, dances, sales, club events, and other information that is of an unofficial nature.

What are a student's responsibilities when they receive MCC student email?

Students are responsible for:

1. Checking your college email on a regular basis for any new official communications. As most correspondence identified to be sent may vary in purpose, either initiated by the student (like Title IV authorizations and refund notices) or sent on a pre-determined schedule (like Enrollment notices and bills), the frequency for checking your campus email account for official communications may differ from student to student. Please keep in mind that you will need to monitor your college email account to ensure it does not go over quota. The College is not responsible for official communications that cannot be delivered to you because your account is over quota.
2. If you use a non-MCC email software program instead of the MCC system, then you must ensure that your MCC student email is considered a trusted address so it will not be filtered out as spam by your email software. Depending on what software you are using, the College's Student Technology Help Desk may be able to assist you. Please keep in mind that the College is not responsible for official communications that cannot be delivered because the MCC email was blocked by commercial or personal spam filters.
3. If a communication indicates that you need to take action, you should do so within any deadlines indicated. If you have a question about any specific communication, contact the appropriate sending office for assistance.

If I do not own a computer, how can I receive email?

Every student enrolled at MCC receives a college email account. This account is accessible via the World Wide Web from anywhere in the world where you have Internet access, including public libraries and many other public places. You may also access your college email account from any computer on an MCC campus, facility, or library.

How can I direct incoming messages to another email account?

Instructions for Students to Automatically Redirect Incoming Messages to a Personal Email Account

1. Log into your student email account
2. Click on the Cog icon in the upper right-hand corner of the screen
3. Click "Options" (located in the drop-down list)
4. Locate "Shortcuts to other things you can do"
5. Click "Forward your email"
6. Below "forwarding" enter the full personal email address (e.g. user@gmail.com)
7. Click the "Start Forwarding" button

Questions?

Students with questions can go to the Student Technology Help Desk B (Building 11 room 106B on the Brighton campus and Learning Commons 4th floor at the Downtown Campus) to ask for assistance. Students can also email their questions to technologyhelp@student.monroecc.edu or call (585) 292-8324 Option 1.