

CAROLINAS COLLEGE OF HEALTH SCIENCES POLICY AND PROCEDURE

Section II - Academic/Student

SUBJECT: STUDENT *ELECTRONIC ACCESS* (formerly Student E-Mail Accounts)

REVIEWER(S): Provost*
Instructional Technology Manager (ITM)
Director of Recruitment and Retention
Director of Student Records and Information Management

I. POLICY

To facilitate ease of communication *of information* with students, CCHS *provides students access to various electronic communication systems, which include: electronic mail (email; Google Mail), learning management (Moodle), and student information systems (SonisWeb)*. User accounts are assigned and communicated to all students enrolled in for-credit courses. These accounts are the primary vehicle of communication between students and faculty/staff.

II. PROCEDURE

- A. *Student information is entered into SonisWeb by student services staff or online by prospective students during the application process.*
- B. *Student services staff add the student status to applicants in SonisWeb upon admissions confirmation.*
- C. *The ITM runs the applicant disposition report weekly to identify new students admitted to the college. Once new students are identified, the new student(s) accounts are created in Moodle. Once Moodle accounts are created, student Gmail accounts are created with their new CCHS email address. CCHS e-mail addresses are entered in the student address area of SonisWeb.*
- D. *Student user IDs for email and Moodle accounts are created using the naming convention – “first name” “last name.” If duplicate student names are identified, the ITM assigns a unique user ID for the new student in SONIS, avoiding any duplication of student IDs. The ITM notifies student services staff of any instances of duplicate student names that have been identified. Student services staff will mark the academic folders with a “duplicate name” notation and notify students’ program administrators, staff assistant(s), advisor(s) and other impacted faculty.*
- E. *In the case of duplicate student/faculty names, student services staff monitor names of new students and notify the ITM of any potential name duplications. If this situation is identified upfront and the student’s email has not yet been assigned, the ITM assigns a unique user ID (different from firstname.lastname@cchsmail.org), creates the ID in Moodle, and updates address information in SonisWeb. If the student’s email has already been assigned as firstname.lastname@cchsmail.org, the ITM contacts the student, explains the situation, and gives the student the option of choosing their own unique user ID. The ITM then creates that new email in Moodle and updates it in SonisWeb. The ITM communicates with college faculty and staff regarding the duplication. If the student is in a clinical program, the ITM also notifies the student’s program chair so that those assigning Canopy access can be notified, if it is required.*
- F. *Students receive account log in information from the ITM following the creation of student accounts. This initial communication provides instructions for accessing the various systems, as well as orientation and training resources. Additional support information is provided throughout the new student onboarding process (e.g., advising, orientation).*

- G. Reset of lost or forgotten passwords will be conducted by the *Learning Technology Specialist* (LTS) or the ITM.
- H. Faculty and staff will use college e-mail accounts as the main contact and only use alternative accounts proposed by the students as a secondary email.
- I. Students are expected to check their college e-mail accounts regularly. Failure to check accounts will not excuse students from any information conveyed by email including assignments, deadlines, test dates, or changes in class schedules.
- J. Students are expected *to maintain current and accurate contact information, including emergency contact information, in the learning management and student information systems. The Director of Student Records and Information Management notifies the LTS when a student name change occurs. The LTS updates the student email address in the email system, SONISWeb and Moodle. The LTS also updates corresponding usernames with the new last name.*
- K. *When a confirmed student declines an admissions offer prior to the start of or during the first week of classes, student services staff notifies the ITM of the change in student status. The ITM deletes any accounts within one week. Student services staff deletes the student status with SONISWeb.*
- L. *When a student withdraws from the college, student services staff changes the student status in SONISWeb to withdrawn. Upon notification, the LTS suspends the student email and Moodle accounts within one week.*
- M. *When a student graduates from the college, student services staff change the student status to alumni in SONISWeb. The ITM deletes the student email account not less than 90 days after the student ends enrollment at the college.*
- N. *When a student status changes due to withdrawal, dismissal, or graduation, the Director of Student Records and Information Management notifies the ITM and LTS of changes.*
- O. All use of electronic resources will conform to the Carolinas Healthcare System Communications Acceptable Use Policy.
- P. The Student *Electronic Access* policy and procedure will be reviewed bi-annually.

III. APPROVAL

Name: _____ Title: President Date: _____