

### Procedure Information

**Number: 5.31.1**

**Name: Official Communication Procedure**

Effective Date: 26 May 2021

Next Review Date: AY 2025–2026

#### Regulatory Authority

- Minnesota State [Board Policy 5.22](#) and [System Procedure 5.22.1](#) – Acceptable Use of Computers and Information Technology Resources
- Minnesota State [Board Policy 5.25](#) – Use of Electronic Signatures
- Minnesota Statutes [43A.38, Subd.4](#) and [43.A39, Subd.2](#) – State Personnel Management

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### Part 1. Implementation of Electronic Communication.

#### Subpart A. Assignment of Email.

North Hennepin Community College (NHCC) email accounts are assigned to all newly hired employees, employees-like, and to all admitted students. All email accounts are distributed through [user.name@minnstate.edu](mailto:user.name@minnstate.edu) for employees and [user.name@go.minnstate.edu](mailto:user.name@go.minnstate.edu) for students. For the purposes of communication, the system and college email accounts are equivalent.

#### Subpart B. Expectations about Use of Electronic Communication.

1. Email: Students and employees are expected to read their email. “I didn’t check my email,” error in forwarding mail, or email returned to the college with “Mailbox Full” or “User Unknown” are not acceptable excuses for missing official college communications. Students who are not enrolled and employees on FMLA; medical, parental, or other leave; or vacation are not expected to check their college assigned email account until returning to campus.
2. Text Messaging: Texting is a supplemental method of communication that authorized NHCC departments may use to communicate with students to relay information in a more expedient and timely manner regarding matters that affect health and safety, academic success, and other matters closely related to NHCC’s mission.
3. Mobile Application (App) Communication: The NHCC app is another supplemental method of communication that faculty, staff, and administrators may post communications regarding events, health, safety, academics, and other matters closely related to NHCC’s mission. Students may post on the app matters related to NHCC and for social networking

purposes related to student success. Individuals are personally responsible for the content they publish on the mobile app. Content and comments violating our Student Code of Conduct will be removed as soon as possible. Students are encouraged but are not required to download the app.

### **Subpart C. NHCC Website**

North Hennepin Community College's official website is [www.nhcc.edu](http://www.nhcc.edu). Its purpose is to provide relevant information to prospective students, current students, faculty, staff, alumni, news media, and the general public.

## **Part 2. Use of Official Email.**

### **Subpart A. Educational Uses of Email.**

Faculty may incorporate electronic forms of communication in their classes and will specify their requirements in the course syllabus. Reading NHCC emails ensures that all students comply with email-based course requirements specified by faculty.

### **Subpart B. College Use of Official Email.**

Official communications sent by the college to employees and students are intended only to meet the academic and administrative needs of the campus community.

### **Subpart C. Redirecting of Email.**

The college's email service allows individuals to choose to have all messages sent to the NHCC email account forwarded to another email account. Any email communication sent by the college to the official NHCC email account is considered delivered. Students who wish to have their official NHCC email forwarded to an alternative personal account (e.g., Yahoo, Hotmail, Gmail, etc.) may do so at their own risk and assume all responsibility for ensuring the forwarding mechanism is accurate and continues to function. NHCC is not responsible for the delivery or delay of delivery to a forwarded email account.

Students will be notified by the college that they must retain all responsibility associated with official communications that are sent to their official NHCC student email account.

The college will not automatically forward employee email messages to another email account. Requests due to extraordinary circumstances must be submitted to the employee's immediate supervisor. The college will not be responsible nor provide Information Technology department support services for email services other than those provided by the college.

## **Part 3. Texting Communication**

### **Subpart A. Educational Uses of Texting**

Texting may/will be used by authorized NHCC departments when appropriate to communicate with students regarding important notices.

### **Subpart B. Categories of text messages**

Texting is reserved for information which is considered critical and/or time sensitive. The categories of permitted mass texts include:

- Crisis and/or emergency, or significant disruptions to college operations;
- Information critical to student academic success including but not limited to critical academic calendar dates, course-related texts from instructors, deadline reminders and academic advising notifications.

### **Subpart C. Opt Out**

- Students are prompted to verify their current contact information in eServices regularly, and are able to opt-out to receive texts at any time.
- When any NHCC community member receives a text message, they have the option to opt out of text messaging. If they opt out, they will no longer receive any future texts from that category of texts.

### **Subpart D. Student Conduct**

Students must keep responses appropriate and in line with the Student Code of Conduct policy and MinnState 1B.1 policy. Inappropriate responses, as deemed by the college employee, will be reported to the Conduct Officer.

## **Part 4. Application (App) Communication**

### **Subpart A. Guidelines for Posting on Mobile app**

All messages posted on the NHCC app must follow the guidelines found in the student code of conduct. Details can be found on the NHCC website. <https://nhcc.edu/student-resources/online-learning-d2l/studentcodeofconduct-nhccapp>

### **Subpart B. Escalate Serious Issues**

If you identify issues related to health, safety, or security while using the NHCC Mobile Apps, bring them to the attention of the appropriate resource within the college immediately. Information security issues should be addressed to the Vice President of Student Success. If you become aware of material online that prompts concerns about student health or safety or that someone in the NHCC community may present a danger to themselves or others, you should contact Public Safety at 763-424-0807.

### **Subpart C. Process for Removing Posts**

NHCC reserves the right to remove inappropriate posts. An individual who posts an inappropriate message will be contacted by a NHCC staff member with rationale on why the posting was removed. The posting will be reviewed and a decision will be rendered regarding whether or not it will be permanently removed. Allow up to 48 hours for responses to all inappropriate messages posted on evenings and weekends.

## Part 5. Compliance with Related Policies.

All messages sent using the NHCC email service, text messaging service, or mobile app must adhere to the college's Computer Usage and Electronic Transmission Policy, available on the college web site, Code of Conduct and Ethics, and Minnesota Statutes 43A.38, Subd. 4 and 43A.39, Subd. 2, and the Family Educational Rights and Privacy Act of 1974, as amended.

## Part 6. Campus Review.

Review Action	Date(s)
Campus Community Review Period:	5 Mar 2021–26 Mar 2021
Diversity, Equity, and Inclusion Committee Review:	3 May 2021
AFSCME Review:	5 Apr 2021–14 May 2021
MAPE Review:	5 Apr 2021–14 May 2021
MMA Review:	5 Apr 2021–14 May 2021
Shared Governance Council Review:	14 May 2021
Student Senate Review:	29 April 2021
President Rolando Garcia Approval:	26 May 2021
Campus Community Dissemination:	14 June 2021

## History

- New procedure, adopted 27-Aug-2012 by John O'Brien
  - Campus Review 21-Mar-2012 through 04-Apr-2012
  - AFSCME Review 26-Apr-2012
  - MAPE Review 05-Apr-2012
  - MMA Review 05-Apr-2012
  - Shared Governance Council Review 25-May-2012
  - Student Senate Review 26-Apr-2012
  - President Approval 04-Jun-2012
  - Campus Community Dissemination Jul-2012
- Revised Fall 2017
- Revised Spring 2020; rejected by MMA due to inaccurate language in procedure.
- Reviewed Spring 2021: new name: Official Communication; updated inaccurate language, added language about the purpose of the website. Approved 26 May 2021 by President Rolando Garcia.