

ELECTRONIC COMMUNICATION WITH STUDENTS POLICY

This document is the parent policy for any college or divisional procedures. Questions regarding this policy are to be directed to the identified Policy Administrator.

Functional Category:	Operations
Approval Date:	June 29, 2017
Effective Date:	July 1, 2017
Policy Owner:	Chief, Customer Experience Officer
Policy Administrator:	Senior Manager, Registrar

Objective:

NorQuest College (college) is committed to using technology to communicate among members of the college community. The college will ensure the proper use of electronic communications between academic or administrative staff and applicants, students, former students, and graduates.

Authority to establish this policy is derived from the [NorQuest College Board of Governors Policy No. 5](#), which delegates authority to the President and CEO to establish policies and procedures for the college's management and operation.

Policy:

The college issues a college email address to all applicants which is used as the primary communication vehicle between employees of the college, applicants, and registered students.

All electronic communications related to a student's current academic activities will be directed to the college email account. This secure form of communication is in keeping with security standards. As such, it is the responsibility of the student to keep login information confidential and to read their email.

Communications may be directed to a personal email address provided by the student after graduation and in other situations described in the Electronic Communications with Students Procedure.

Definitions:

Applicant: an individual who has submitted an application for admission to a NorQuest College program.

Electronic communication: anything that is created, recorded, transmitted or stored in digital form or in any other intangible form by electronic, magnetic or optical means or by any equivalent means. Currently, this most often consists of information communicated by email and via a website or portal.

Graduate: a student who has successfully completed all course requirements in a certificate or diploma credit program and is issued a parchment.

Student: any individual admitted to, and enrolled in, any college course(s) or program(s).

Related NorQuest College Information:

- Academic Calendar
- [College Communications Policy](#)
- [Digital Security Policy](#)
- [External College Communications Procedure](#)
- [Electronic Communications with Students Procedure](#)

Related External Information:
Next Review Date:
Revision History:

- [Freedom of Information and Protection of Privacy Act](#)

May 2021

June 2014: new (replaces Standard Practice 2.24 - Electronic Communication with Students)

November 2014: update for document links

May 2017: scheduled review and update policy requirements

August 2019: Compliance Office template & reorganization update