



# 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.

<b>Functional category</b>	Operations
<b>Approval date</b>	April 16, 2025
<b>Effective date</b>	April 16, 2025
<b>Policy owner</b>	Vice President, Enrolment & Communications
<b>Policy administrator</b>	Manager, Registrar

## Objective

To define the use of electronic communication while ensuring compliance with policies and government legislation, safeguarding the security of our systems and maintaining institutional brand standards.

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 uses multiple forms of electronic communication, originating from institutional systems and accounts, to transmit information between staff and students. The College will maintain security standards to safeguard information. It is the student's responsibility to keep their communication private.

Electronic communication should adhere to the Freedom of Information and Protection of Privacy (FOIP) Act requirements.

## 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. This consists of information communicated by email, text or direct messaging or via the learning management system, 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 information

### NorQuest College

- [Acceptable Use Standard](#)
- [College Marketing and Communications Policy](#)
- [Digital Security Policy](#)
- [Electronic Communication With Students Procedure](#)

- [External College Communications Procedure](#)

## External

- [Freedom of Information and Protection of Privacy Act](#)
- [Protection of Privacy Act - Bill 33](#)
- [Access to Information Act - Bill 34](#)

## Next review date

April 2029

## Revision history

Date	Version Number	Action
June 2014	V1	New (replaces Standard Practice 2.24 – Electronic Communication with Students)
November 2014	V2	Update for document links
May 2017	V3	Scheduled review and update policy requirements
August 2019	V4 (published as V3-C)	Compliance Office template & reorganization update
April 2025	V5	Updated policy and legislative requirements