

Approved By: President

Date Approved: August 20, 2025

Effective Date: August 20, 2025

1. **Summary:** This policy provides guidelines for the use of College-issued email accounts for official communication. It applies to all students, faculty, and staff, with specific provisions for communication with students who are considered “enrolled” at the time of communication.
2. **Rationale:** This policy is necessary to protect the confidentiality of student and College information, ensure compliance with applicable laws, and promote professional, secure, and mission-aligned communication.
3. **Entities Affected:** Students, faculty, staff, and others issued a Criswell College email account.
4. **Definitions:** not applicable
5. **Policy:**

Criswell College has established email as a primary means of official communication. Each registered student is assigned an official Criswell College email account, with addresses determined according to a standardized naming system based on student UIDs (unique identification numbers). All official College email communications to enrolled students will be sent exclusively to their institutional email accounts. Exceptions to this rule are limited to communications regarding financial requirements, admission, alumni relations, or emergencies, which may be sent to a personal email address.

Faculty and staff are required to use their College-issued email accounts for all official College business. The use of personal accounts for College business is discouraged and should occur only in exceptional circumstances.

Students and employees are expected to check their College email accounts regularly and to respond in an appropriate and timely manner to all official communications. Students may set up automatic forwarding to personal accounts, but they remain fully responsible for timely receipt and response to all official communications. The College does not accept responsibility for problems that result from forwarded email.

All email communications must be conducted in a professional and respectful manner consistent with the College’s mission and Professional Standards and Workplace Expectations policy . Email users must comply with applicable laws, including the Family Educational Rights and Privacy Act (FERPA), anti-discrimination laws, and harassment policies. Communications must not include personal commercial activity, political campaigning, chain letters, spam, harassing content, obscene material, or unauthorized sharing of copyrighted or confidential information.

Users must protect their account credentials, refrain from sharing passwords, and report any suspected compromise or phishing attempt immediately to the IT Department. All email content and attachments should be verified as safe before opening in order to avoid malware or other security threats.

College email systems are the property of Criswell College, and users should have no expectation of privacy. The College reserves the right to access or disclose email communications as needed for operational, legal, or compliance purposes. Email communications that constitute official College records must be retained in accordance with the College’s records retention policy.

6. Procedure:

- a. Implementation:** not applicable
- b. Responsibility for Compliance:** Vice President of Finance and Advancement
- c. Notification:** This policy will be posted on the College’s website.
- d. Policy Review:** This policy will be regularly reviewed according to the College’s policy review procedure.

For the Office of the President only:

Policy version: 2.0	Policy number: 2.014
Related policies:	

Policy History

Version 1.0	January 24, 2013
Version 2.0	August 20, 2025