SUNY BROOME

(POLICY)

Policy:	Student Communication Policy	Policy No.:	SA5002
Authority:	SUNY Broome Community College Board of Trustees		
Policy Owner	President	Responsible Party:	VP Student Affairs & CDO
Approved:	May 16, 2013		
Revised:			

REGISTERED STUDENTS

A. Official Means of College-wide Communication

For College-wide communication, the official means of communicating with students will be via the Campus Web Portal (mycollege.sunybroome.edu). The Campus Web Portal is the official location for student self-service access to email, targeting messages, and information about grades, transcripts, financial aid status, registration status, and account balances.

B. Official Means of Email Comm8unication

For individualized communication, students are provided with a College, Google-based, acad.sunybroome.edu email address. For example, email may be used for direct communication with faculty, advisors, and campus departments.

C. Emergency Notification

The College uses NY Alert to communicate immediate notifications regarding weather-related closures, early dismissals, and other urgent messages to the campus community. In order to receive emergency notifications from this service, students are required to sign up for NY Alert via the Campus Web Portal.

D. Expectation Regarding Student Use

Students are expected to check the Campus Web Portal and their official email address, and to sign up for NY Alert for emergency notifications. The college will send official communications to registered students using these outlets, and this information may be time sensitive. Students who fail to check their Campus Web Portal or official email address several times a week are responsible for any resulting consequences.

E. Education Use of Electronic Communication

Faculty will determine the means of electronic communication used in their classes. Faculty may use additional means of communication related to individual courses and will notify students of course communication expectations. Students should refer to course syllabi for particular details.

Questions about Campus Web Portal access, email account access, or emergency alert should be directed to Information Technology Services (ITS).

Action (Created, Reviewed, Retired)	Date	Initials	Position Title
Updated Classification (1.31)	03/30/2020	KP	*Secretary – VP Student Development*