

SECTION: Student Policies

SUBJECT: Electronic Signature and Email Policy

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**Background:** This policy allows students, or faculty, to submit an email to request a process or action in lieu of a required written signature of approval.

**Point of Contact:** Registrar & Records Office

**Other LCSC offices directly involved with implementation of this policy, or significantly affected by the policy:** Any office that requires a student signature to process documents.

**Date of approval by LCSC authority:** October 6, 2008

**Date of State Board Approval:** N/A

**Date of Most Recent Review:** 09/2018

**Summary of Major Changes incorporated in this revision to the policy:** Email policy more clearly defined to meet the Family Educational Rights and Privacy Act (FERPA) regulations and other data security requirements.

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Email is an official means of communication at LCSC. FERPA does not prohibit the use of email for transmitting FERPA protected information to students through LCMail, nor does it prohibit anyone with educational interest (faculty, staff, coaches, administration) from sending emails through lcsc.edu accounts provided that the processes below are followed.

To abide by FERPA regulations and to allow students and faculty to send electronic requests and approvals in lieu of written signatures, the following processes must be adhered to:

1. Prospective Students:
  - A. All campus divisions and offices may correspond with prospective students via ANY email address the prospective student provides.
  - B. Upon application to the college, students are provided with an LCMail email account that is the official method by which the college will begin to communicate with them.
2. Enrolled Students:
  - A. LCMail is the student's official means of communication with the institution. Faculty and staff may use only lcsc.edu or LCMail to send FERPA-approved directory information electronically to students. A username and password for LCMail is created when an applicant applies to LCSC. This username will remain the same during all subsequent enrollments at LCSC, and may be retained for personal use as an LCSC alumnus or alumnae.

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- B. For current students, emails (including requests to change an address) will be accepted from LCMail accounts only, in lieu of a hard-copy signature.
- 1) The email from the student must include the student ID number within the body of the email. Students should never include their ID number in the email subject line.
3. Faculty and Staff:
- A. Student information containing personally identifiable information (PII) may be shared via Microsoft Office 365 email (lcsc.edu) accounts between campus constituencies – with an educational right to know – in lieu of a hard copy signature. This includes Total Withdrawal automatic emails, advisor assignment emails, substitution requests, PIFs, add/drop requests, transfer student reports, and other emailed forms.
  - B. LCSC employees may send attachments containing student information using Microsoft Office 365 email (lcsc.edu) under the following conditions:
    - 1) The recipient must not auto-forward the email or open attachments on their smartphone.
    - 2) PII such as student ID must be removed from the attachment.
  - C. Student ID numbers should **never be included in the email subject line** using Microsoft Office 365 email (lcsc.edu or student’s lmail.lcsc.edu account), but may be included in the body of the email.
  - D. Students should never send PII or PII documentation (e.g. copy of social security numbers) through LCMail; however, they may use Google Drive to upload requested documents to office LCMail accounts/Google Drive.
5. Adding Classes via Email:
- A. Students who want to add a regular or online course that has a restriction or requires a faculty signature must send an email from their *lmail.lcsc.edu* account to the instructor with their request.
  - B. The instructor granting enrollment will respond with their approval email and cc registrar@lcsc.edu. The student’s original email must be forwarded with the instructor’s response.
  - C. The Registrar’s Office staff will make the change for the student and send the student a confirmation email to his/her LCMail account.
6. EXEMPTIONS TO THIS POLICY:
- A. Email requests will NEVER be accepted for transcript order requests.

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- B. The Financial Aid Office will ONLY accept LCMail in lieu of a hardcopy signature for requesting forms, work-study, loan changes, aid cancellations or other limited information requests.
- C. Name change requests must be submitted by hardcopy form with supporting documentation. No email requests for a name change will be accepted.
- D. Social security numbers or copies of the social security card should never be sent via email.