

College of Education & Human Development

Faculty/Student Communication

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Created: Fall 2021

Next Scheduled Review: Fall 2024

Guideline Statement

This document outlines the main channels available to communicate with students and how the College of Education & Human Development attempts to ensure that all students benefit from an excellent student experience where they feel part of a supportive community.

Reason for Guideline

As the number of communication tools continues to increase, so does the challenge to effectively monitor and manage how we effectively communicate with students. This guideline will provide clear guidance to all faculty, staff, and students enabling the College of Education and Human Development to ensure the right messages are being communicated to students at the right time and in the right way.

This Guideline supplements System Policy XX.XX *Title of the System Policy*.

Guideline

1. Email is the official means for communication between students and the College of Education and Human Development.
 - 1.1 It is imperative that stakeholders understand that college information will be communicated to them via their university-assigned email account and that they will be held responsible for the information in the email. However, the college retains the right to send official communication via other traditional methods.
 - 1.2 While the college, faculty and staff may share official information with students via a learning management system (Blackboard, etc,) or some other electronic format, any official content found in these forms of communication should match information included in emails sent to students as the email is considered the official information.
 - 1.3 Faculty/Staff Responsibilities

- 1.3.1 When using email, all college related correspondence with students should be sent to their university email account (unless this is unavailable) and only from a university email account.
- 1.3.2 Faculty/Staff are not to collect and/or use other personal email accounts for official or ordinary correspondence.
- 1.3.3 Communicate information to students via email with sufficient time for the student to act upon/respond to the information included in the message.
- 1.3.4 All email communication from students requiring a response should be actioned within five working days. During absence or when staff will not be able to respond in a reasonable time, staff should provide an autoreply to their emails with details of an alternative contact.
- 1.3.5 During absence or when faculty/staff will not be able to respond in a reasonable time, staff should provide an autoreply to their emails with details of an alternative contact.
- 1.3.6 Faculty may determine how students will use email in their classes. Faculty may expect students to use their official College email address for instructional purposes.

1.4 Student Responsibilities

- 1.4.1 Students are expected to check their email regularly and are responsible for all information sent to them via their university email address. Students must recognize that certain communications may be time-sensitive, and they may be required to monitor email on a more frequent basis than determined by instructional needs.
- 1.4.2 While students have the technical ability to electronically redirect their college email to a private email account (e.g., @yahoo.com, @gmail.com, etc.) redirection is at the student's risk, and the college is not responsible for the privacy and security practices in handling email by outside vendors that are not college contractors. Students who elect to redirect their email remain responsible for the content of any information sent to their official college email address.

Definitions (if needed)

Related Statutes, Policies, or Requirements (if applicable)

Appendices (if applicable)
