

COMMUNICATION POLICY

1. **School to Students.** The School communicates with students in the following ways:

Email	The University email is the official means of communication between School and students. The University provides Saint Mail .
Galen	The student's personalised timetable is on Galen, this is usually fixed a few days in advance but changes do occur if, for example, a lecturer is ill or a location is changed
Galen Announcements	Galen announcements should be sent only for matters relating to the delivery or content of the curriculum. Communications on all other matters should be sent as a mass email. Announcements appear on the home page and are sent via email.
Mass email	The admin office can send mass emails to whole modules or to all 3 modules at once via Data Warehouse. This should be used for non-curricular matters.
Text messaging	The School may text students in the event of sudden changes to the programme; for example if the school is to be closed due to adverse weather, the building is closed or a lecture is cancelled at short notice. The School uses texts to collect Quality Assurance feedback on placements and externally delivered lectures.
Digital signage	There are 6 screens in the building, these display the Galen timetable and information on future events.
Website	This School website contains information on news, seminars and events
Handbook	This is the single source for School policy and guidance.
Notices	Some security and safety handbook pages are posted as notices around the building.
Social media	The school does not use social media as an official communication method

2. **Students to School:**

a. **Personal email.** Students should use SaintMail to contact staff. The good communication guide outlines good practice and provides advice on tone and style however the school considers that emails should be polite and courteous and must not contain material that is offensive, slanderous, discriminatory, blasphemous or constitutes harassment. These concepts apply to the recipient's perceptions, this means that an email is offensive if the reader perceives it to be offensive, irrespective of what the writer meant.

b. **Module email.** Module Issues should be directed to; MD2000@st-andrews.ac.uk, MD3000@st-andrews.ac.uk or MD4000@st-andrews.ac.uk

3. **Timescales.** Staff will respond to students in a timely manner, students should note that staff may not read emails over the weekend or after office hours and may be away on business or holiday and unable to respond immediately. Students should reply to or acknowledge emails which require a response within 2 working days.

4. **Student Societies and emails:**

a. **School President.** The Teaching Support Team will release all the '...@st-andrews.ac.uk' emails to the School President at the start of the academic year. An email will be sent to all students¹ indicating that if they do not wish to receive emails from the School President then they should indicate this to the School Administrator. The School President is only to use these email addresses for circulating emails relating to representative business. The School president is not to send emails to those who wish to be removed from the students' mailing list and is not to pass the emails on to 3rd parties.

b. **Bute Society.** The Bute Society is free to gather and hold a database of emails of students who are members and send circular messages about Bute Society business. The School will not pass on bulk email lists to the Bute Society.

¹ The School will release all the students'@st-andrews.ac.uk emails to the President in order to facilitate his or her duties. Any student who does not wish the School President to have their email should contact the Teaching Administrator on medteaching@st-andrews.ac.uk by the end of orientation week, after this date it is assumed that all students are content for their email address to be released. The School President will not pass on the email addresses to 3rd parties or send emails that are unconnected with the role.

University of St Andrews - School of Medicine Handbook

Author:	Executive Administrator (DCM)	Approval Committee:	
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Version Control Record *(expand table as required)*

Date	Revision Description	Major Changes
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