



Policy Title: Communication with Medical Students

Policy Number: EC.09.02.170912

Applies to: Elson S. Floyd College of Medicine Medical Students

Date: 1/17/2020

1.0 Policy Statement:

It is the Elson S. Floyd College of Medicine (ESFCOM) policy to communicate with students in a timely and consistent manner and expect students to read those communications in a timely manner.

2.0 Definitions:

Discovery: Any communication transmitted using University resources, including University Wi-Fi, is subject to discovery in legal matters and is available to the general public.

Electronic Communication: Refers to the transfer of writing, signals, data, sounds, images, signs or intelligence sent via an electronic device.

Email: Messages distributed by electronic means from one computer or electronic device user to one or more recipients via a network.

Public: Executed, perceived, or existing in open view including communications using university resources, including university Wi Fi, even on a personal device.

Private: Personal, own, individual, special, exclusive.

3.0 Responsibilities:

Office of Admissions, Student Affairs, and Inclusion

4.0 Procedures:

ESFCOM faculty and administrators rely heavily on electronic channels, especially e-mail, to disseminate information to and communicate with students. This information may be important and/or time sensitive. Students should stay engaged with ESFCOM communications channels to receive relevant messages and engage with faculty and staff.

Official channels of communications for important information include:

- Slack
- WSU Email - highlighted with an urgency designation
- EFloMD

Therefore, ESFCOM has created these expectations:

- All medical students must be connected to WSU e-mail and check it frequently (at least once daily Monday through Friday).

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- Each medical student must maintain a WSU e-mail account. All e-mail from the ESFCOM to students will be sent to directly to WSU addresses (networkid@wsu.edu).
- ESFCOM also utilizes email list serves and third-party email services like Constant Contact to distribute announcements and notifications to students. Only @wsu.edu addresses are permitted to send to these lists.
- E-mail communications from students to ESFCOM faculty or staff should bear a signature line at the end of the message giving the student's full name MS year, and return WSU e-mail address.
- Students are expected to conduct themselves in a professional manner when using e-mail and other forms of communication with faculty, staff, and administration.
- Electronic communication (e.g., e-mail or the internet) may be required as part of courses and rotations. The requirements are to be specified in the course syllabus. If these requirements pose a problem for a student, the student must contact the instructor/ coordinator to work out a solution. "Network problems" are not the responsibility of the student.
- E-mail communications from ESFCOM faculty or staff to students should include a concise description of the content of the e-mail in the subject line so that students can gauge the urgency and importance of the message. Faculty and staff are expected to provide communications to students in a timely manner that will allow students adequate notice and opportunity to read and/or respond.
- Students are expected to complete course evaluations and ESFCOM quality improvement surveys disseminated electronically through the Office of Accreditation, Assessment and Evaluation in a timely fashion as specified when distributed.
- Email and other forms of communication for the purpose of research where students are potential research participants is not permitted without prior approval of the [Research Involving Student Access \(RISA\) Committee](#).

Students may contact WSU Tech Support, or access the Tech Support [web page](#), for instructions on how to obtain a WSU e-mail account and how to check WSU mail accounts via the internet.

5.0 Related Policies:

[WSU EP #4](#) – Electronic Communication Policy

[WSU EP #36](#) – Text Messaging Policy

6.0 Key Search Words

Communications, electronic, e-mail, online, technology, consequences
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7.0 Revision/Review History

Original Approval	Policy number	Revision Date Approved
9/12/2017	EC.09.01.170912	1/17/2020

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Responsible Office: Office of Admissions, Student Affairs, and Inclusion

Policy Contact: Assistant Dean for Student Affairs

Supersedes: 9/12/2017