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).
• 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

7.0 Revision/Review History

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<th>Policy number</th>
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