Staff and Student Communication Policy

Expectations of Staff

Staff will

1. Include clear contact details in all communications with students. This should include use of:
    *   a staff contact area in all blackboard sites informing students of their email address, office location, phone number and normal working hours i.e. full time/part time
    *   an email signature containing full contact details and any unusual working patterns

2. Acknowledge all emails within three working days and deal with them fully as soon as possible.

3. Use the email out of office assistant for times they are not at UWE. This should be used for any absence which may result in a delay to replies beyond one working day or more and in the case of extended absences, for example during periods of annual or sick leave.   This should include suggested alternative contacts especially if assignments have been set over the absence period.

4. Provide details of availability for student consultations in their email signature and in the Blackboard contact information for their modules.

5. Utilise voicemail and email voicemail alerts and respond to phone messages within three working days. The voicemail message should be altered to indicate long periods of absence such as annual leave.

6. Check email and voicemail where possible when working away from UWE.

Expectations of Students

As a student it is expected you will:

1. Use professional email etiquette (as you would in professional employment) in all communications with staff. This must include use of:
    *   your UWE email account to send messages to staff
    *   a clear subject line to indicate the subject of your message including module/programme name or code
    *   appropriate language and grammatically correct English as emails may otherwise be lost as spam

2. Respond to emails from staff within three working days and allow staff a reasonable period of time to answer queries within normal working hours.

3. Attend all taught sessions punctually and monitor all University communications (including electronic ones). Contact your module leader(s) and / or Programme Leader if you are absent for any period of time.

4. Raise queries promptly and in person and be prepared to book an appointment to talk through more complex issues or queries in person.

5. Check myUWE, Blackboard announcements and UWE emails daily during term time and regularly at other times.

6. Take responsibility for your own learning experience by trying to resolve   questions before contacting staff. Email should not be used to make good any learning missed by not attending sessions.