

COMMUNICATION POLICY

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

Email	Email is the official means of communication between School and students. Microsoft 365 is the University's email system.
Galen/Solas	The student's personalised timetable is on Galen (Bsc/ScotCOM programmes) and Solas (ScotGEM programme), 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 /Solas Announcements	Galen / Solas 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	Professional Services Staff can send mass emails to whole modules or to all modules at once via Datawarehouse. 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. .
Website	The School website contains information on news, seminars and events
Handbook	The School Handbook 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 email 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 queries should be directed to; md2000@st-andrews.ac.uk, Year1@scotgem.ac.uk, md3001@st-andrews.ac.uk, md3002@st-andrews.ac.uk, Year2@scotgem.ac.uk, md4001@st-andrews.ac.uk or md4002@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 Students Association will give the School President access to the University messaging portal which they use to send out school wide emails in relation to their role. The School President is only to use these email addresses for circulating emails relating to representative business.

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.

Author:	Executive Administrator (DCM)	Approval Committee:	
Consultees:			
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University of St Andrews - School of Medicine Handbook

Version Control Record *(expand table as required)*

Date	Revision Description	Major Changes
18/07/2017	Published version	
01/09/21	Email address updated	
04/07/2024	1 to include Solas, remove display screens, 2 updated email addresses, 4a update School president communication method	