



# Elson S. Floyd College of Medicine

WASHINGTON STATE UNIVERSITY

Policy Title: Communication with Medical Students

Policy Number: EC.09.02.170912

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

Date: 9/12/2017

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

## 2.0 Definitions:

*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:* Done, perceived, or existing in open view including communications using university resources including university WiFi even on a personal device.

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

## 3.0 Responsibilities

Director of Communications and Marketing

Associate Dean for Student Affairs

Office of Curriculum

Office of Accreditation, Evaluation and Assessment

## 4.0 Procedures

### **Email:**

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 (#important\_information channel)
- WSU Email - highlighted with urgency designation
- EFloMD

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Therefore, the college 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 directly to WSU addresses ([networkid@wsu.edu](mailto:networkid@wsu.edu)).
- The College also utilizes email list serves to distribute announcements and notifications to students. Only @wsu.edu addresses are allowed 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, and return WSU e-mail address.
- Electronic communication (e.g., e-mail or the World Wide Web) 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. "System 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 through the Office of Accreditation, Assessment and Evaluation.
- The Research Involving Student Access (RISA) Committee, which consists of representatives from the Offices of Research, Student Affairs, and Accreditation, Evaluation and Assessment, and at least one student representative, will regulate survey and research engagement with medical students to avoid student survey fatigue.

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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# Communication with Medical Students Policy 9/12/2017

## 7.0 Revision History

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

**Responsible Office:** Director of Communications and Marketing

**Policy Contact:** Associate Dean for Student Affairs  
Associate Deans for Clinical Education

**Supersedes:** N/A