

# Student Communication Policy

## Schedule A: SMS for Current Students Guidelines

<b>Approving authority</b>	Deputy Vice Chancellor (Education)
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<b>Advisor</b>	Director, Communications and Engagement
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<b>Document URL</b>	<a href="http://policies.griffith.edu.au/pdf/Student%20Communication%20Policy%20Schedule%20A.pdf">http://policies.griffith.edu.au/pdf/Student Communication Policy Schedule A.pdf</a>
<b>Document No</b>	2023/0000483
<b>Description</b>	This schedule specifies the principles for communicating to current students via SMS.
<b>Related documents</b>	
<a href="#">Student Communication Policy</a> <a href="#">Griffith University Code of Conduct</a> <a href="#">Griffith University Privacy Plan</a> <a href="#">Schedule B: Broadcast Email for Current Students Guidelines</a> <a href="#">Schedule C: myGriffith Guidelines</a> <a href="#">Schedule D: myOrientation Guidelines</a>	
<a href="#">[Principles]</a>	

### 1. PRINCIPLES

SMS is to be used to supplement electronic and paper-based communications in the following ways:

- **Emergency notices** – e.g. notify affected students of an emergency situation on campus, public health outbreaks, or safety risks;
- **Notices of changes and cancellations** – e.g. notify affected students when classes have been moved or cancelled or a change to exam venue/timetable has occurred;
- **Reminders** – e.g. notify students of administrative deadlines including enrolments, graduation, assessment deadlines including submission and collection of assessment items, and matters to which the student needs to attend in relation to enrolment, examination and graduation;
- **Intervention** – e.g. advise students of their failure to attend an appointment with an academic advisor, or other support service, failure to submit assessment.
- **Notices of academic performance** – e.g. notify students of final grades, academic progress status and GPA.
- **Service issues** – e.g. notify affected students of service outages and facility shut downs along with timelines for when the services are likely to return to use.

The University will not use SMS for general advertisement of campus-based services or events.

The use of SMS is to be guided by the following principles:

- **Just in time** – messages are to be sent no more than 48 hours before the action or activity affecting the student.
- **Relevant** – information within the message is to be directly related to the student or their studies.

- **Unambiguous** – the message is to clearly state either the action (if any) that the student is required to undertake or how the information affects the student.
- **Authoritative** – messages are to be sent only by those with the authority to do so (see section 4 of the *Student Communication Policy*) and to contain a University email address for the student to contact relevant personnel for more information.
- **Limited** – the number of messages received by a student within a week should not exceed five and the information able to be conveyed clearly with the 160 character limit of a text message.