



HE STUDENT COMMUNICATION POLICY

This policy is of relevance to students / staff / alumni

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| Version No. | 1 |
| Approved on | June 2018 |
| Approved by | Operations Board |
| Written by | Registry |
| Last Reviewed | April 2021 (SB) |
| Last Amendment | clarification to the number of times a student is expected to check their School email account Publication of results letters amended as only final year students automatically receive a hard-copy results letter. |
| Date of last amendment | May 2019 |

1. Background

This policy covers how the School will contact students during term time and out of term time and how the School informs students of news and general information.

The School will normally contact students as follows:

Start of academic year:

- Student School email
- A copy to personal email (new students only)

Term-time:

- Student School email
- Student Pigeonholes (Music students only)
- Contact term-time address (if posted)

Out of term-time:

- Student School email
- Permanent home address (if posted)
- Personal email address (only if absolutely necessary)

2. Maintaining contact details

It is very important that the School maintains accurate contact details for all students including their current term-time (ie contact address) and permanent home address, mobile phone and/or other contact details. Students are responsible for maintaining their own contact details via eGo.

Students who are resident in Sundial Court are not permitted to update that address on eGo – they can only update their phone and email details. The Facilities Department are responsible for updating the Sundial Court address and will remove it once a student has moved out.

All students will be reminded each term to check that their contact details are accurate.

Once a student leaves the School they should keep the Alumni Office updated with any changes of contact details (alumni@gsmd.ac.uk). This will enable the School to contact them regarding events and to ensure a good response rate for the HESA Graduate Outcomes survey which takes place after graduation.

3. Term-time and permanent home addresses

The School needs to adhere to the HESA postcode and domicile rules which require that:

- all students with UK domicile have a UK postcode in the home address field on eGo
- no postcode is recorded in the home address field for students whose domicile is recorded as non-UK

4. School Email

Once a student has been issued with their School email account, this will be the primary email address used for all School communication. A personal email address will only be used if absolutely necessary (emails which are issued directly via automated processes will be sent to both personal and School addresses irrespective of when this takes place during the academic year).

School email accounts should be checked on a daily basis and emails responded to promptly. Students should communicate with the School using their School email account, not their personal one. Should a student send an email from their personal email address, the School will only respond to their School email address.

New students should attend an IT Induction at the beginning of the academic year at which the functions of the School email account will be covered. **Failure to check a School email account regularly will not be accepted as a reason for failing to observe an instruction sent by email.** Students should contact the IT Department immediately if they experience any problems accessing their School email account.

5. Student Pigeonholes (Music students only)

Students with an individual pigeon hole should ensure that they are checked regularly.

6. Mobile calls

The School may contact students by mobile if necessary.

7. Text messaging by mobile (SMS)

Text messaging (SMS) will only be used by the School where a message or announcement is essential and/or urgent. Text messaging will not be used for:

- communicating personal information
- repeat reminders of messages already circulated
- personal matters, eg items for sale, farewell messages

The departmental administrator may be notified automatically when a mobile number is changed on eGo.

8. Other forms of communication

General information about events, student life and opportunities and School news are posted on screens around the School and included in the monthly Student News (emailed to the School email address). The Students' Union may also communicate with students by email regarding news and events and other opportunities.

9. Publication of Assessment Results:

All students will receive an email from Registry containing their results at the end of the academic year. For continuing students this letter can be printed or a hard copy can be requested from Registry. Students in their final year of study who receive an award will automatically be sent a hard copy of their results letter to their home address. These letters will also include information about Graduation Day.

10. Data Protection

Your contact details are used and shared according to the School's overarching and Higher Education Privacy Notices found on our [website](#).

If you have previously given consent for your contact details to be used by the School to contact you about events and offers specific to your area of interest then you can update this at any time on the Accounts page of eGo, or by using the unsubscribe link included in such correspondence.

The Guildhall School is a department of the City of London Corporation ("the City of London") and the City of London is the data controller. The City of London's privacy notice which explains how the City uses your data can be found on the [City of London website](#).