

## University of New England

# COMMUNICATION POLICY

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<b>Related policies or other documents:</b>	Nil

### Change History

Revision	Date	Description of Changes	Author
Original	22 November 2005	Approved	
Review	March 2009	Review for currency and modify to comply with the approved format.	AH/ ITD
Review	September 2009	Clarify the use of the UNE email account as the primary communication channel for students. Change review period	AH/ITD

## 1. Rationale and Scope

- 1.1 This policy applies to all staff, students and affiliates of UNE.
- 1.2 UNE is in the process of transferring from paper-based and postal communication processes towards electronic communications to conduct its business with staff members and students.
- 1.3 This policy outlines the official communications<sup>1</sup> mechanisms used by UNE to communicate official notices and correspondence: it covers printed communications (postal mailouts) as well as electronic communications through email, a web portal or UNE's website.
- 1.4 Depending on the nature of the notice and at the discretion of the originator of the communication, printed and/or electronic communications may be used but, whenever possible, preference will be given to electronic communications.

## 2. Procedures: Electronic Communications

- 2.1 All current staff members and enrolled students are provided with a UNE email account, which must be activated as soon as possible after the beginning of employment (staff) or enrolment (students).
- 2.2 Students and staff members must check their UNE email account at least once weekly.
- 2.3 Students may elect to forward their UNE email to another email account. However, UNE is not responsible for email that is lost or misdirected (or for outcomes deriving from lost or misdirected email).

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<sup>1</sup> **Official Communication** – Any communication between the University and its staff or students on matters relating to the relationship between the University and its staff members or students. Examples include but are not limited to correspondence regarding admissions, enrolment, examinations, fees, financial matters, results or timetabling for students, or policy matters or employment conditions for staff.

- 2.4 UNE will provide students with instructions on how to activate the email forwarding function.
- 2.5 When communicating electronically official notices UNE will use the UNE email address [@une.edu.au].
- 2.6 When communicating electronically with UNE students are encouraged to use his/her UNE email address. UNE will use, as a default, the student's UNE email address in subsequent correspondence. If the student's alternative email address is used, UNE will not be responsible for lost or non-arrived email at the alternative email address.

### **3. Procedures: Printed Mail**

- 3.1 When communicating with staff members by postal mail, the University will use either the internal department address or the current personal postal address provided by the staff member to Human Resource Services.
- 3.2 When communicating with students by printed mail, the University will use the current postal address recorded by the student in the student database.
- 3.3 It is the responsibility of staff and students to keep their mailing address details up to date.

### **4. Exemptions**

- 4.1 Under special circumstances alternative communication mechanisms may be arranged where student or staff are unable to receive or read either electronic and/or printed communications.
- 4.2 Students wishing to arrange alternative communication mechanisms must notify the Student Centre or Research Services.
- 4.3 Staff members wishing to arrange alternative contact mechanisms must notify Human Resources.