جامعة اليمامة
Al Yamamah University

Policy on Communication Between Faculty and Students (On-Campus and Online)

Policy Owner	University Council
Policy Author	University Council
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Policy on Communication Between Faculty and Students (On-Campus and Online)

Purpose
To establish clear, consistent, and secure channels for two-way communication between faculty members and students enrolled in all delivery modes—traditional on-campus, fully online, and blended courses.

Scope
This policy applies to:

• All registered students (undergraduate & postgraduate) in on-campus, online, and blended programs.

• All teaching faculty (full-time & part-time) on the main campus and remote.

Policy Statement

1. Authorized Channels
• University E-mail (@yu.edu.sa) — Official notices, assessments, feedback, individual advising. (Mandatory)

• Learning Management System (LMS) — Course announcements, resources, grades, discussion forums, assignment submission. (Mandatory)

• University Website / Student Portal — Institutional news, academic calendars, policy updates. (Mandatory for outbound broadcasts)

• On-Campus In-Person Meetings — Office hours, scheduled appointments, academic counseling. (Optional for online-only students; virtual alternative provided).

• Virtual Meeting Tools (LMS-integrated video, MS Teams, Zoom) – Live lectures, consultations, group meetings, one-to-one meeting. (Mandatory for online programs; optional supplement for on-campus)

2. On-Campus Programs

• Students shall check university e-mail and LMS daily.

• Faculty shall maintain office hours (minimum 2 hours/week per course) and respond to e-mails within 48 hours (business days).

3. Online Programs

• Students shall log in to the LMS at least every 48 hours.

• Faculty shall use LMS announcements as the primary broadcast channel, mirror critical items by e-mail, hold live virtual office hours (minimum 2 hours/week), and respond to e-mails/LMS messages within 24 hours (business days).

4. Faculty-Initiated Communication

• Grades and formative feedback must be released through the LMS gradebook or by direct email to each student.

• Sensitive or confidential matters should be communicated via university e-mail or in a private meeting (physical or virtual), not public forums.

5. Student-Initiated Communication

• Questions related to course content, deadlines, and logistics should be posted to the LMS forum when beneficial to peers; personal issues via e-mail or office hours.

• Students must use their official university e-mail accounts; personal accounts will not receive a guaranteed response.

• In the beginning of their emails, students should write their name, the title of the course and the number of the section they are enrolled in.

6. Professional Conduct

All parties must maintain respectful, courteous language in every medium. Harassment, offensive language, or unprofessional tone is subject to disciplinary action under the Student Code of Conduct and Faculty Handbook.

7. Data Security & Privacy

Information shared via authorized channels is protected under university data-protection policies. Recording meetings or lectures requires prior consent and must comply with institutional guidelines.

8. Response-Time Standards

• **Routine queries:** Faculty response within 48 h (on-campus) / 24 h (online); students acknowledge within 48 h.

• **Urgent (clearly marked):** Faculty response within 24 h; students acknowledge within 24 h.

• **Administrative notices:** Students acknowledge within 24 h.

4. Roles & Responsibilities

• **Faculty** – Adhere to response times, maintain up-to-date LMS content, document communications when necessary.

• **Students** – Monitor authorized channels, use proper etiquette, keep contact information current.

• **Department Chairs / Program Directors** – Monitor compliance, address escalations, ensure faculty training.

• **IT Services** – Provide platform reliability, training resources, and incident resolution.

5. Review & Continuous Improvement

This policy should be reviewed every two years or when a need arises.

Exception

The University-Council reserves the right to decide any situation/ circumstances outside the conditions stated in this policy

Authorization

The policy was authorized by:

12-8-2025

University President   Date