

Student Communication Channels

Interim Policy and Guidance on the use of approved channels when communicating with students 2022/23

To help enhance communication and collaboration with all students across our campuses, staff must use approved Heriot-Watt University internal channels / tools (e.g. official Heriot-Watt email and telephone, MS Teams, Collaborate Ultra and the VLE (Canvas)).when sharing learning and teaching advice, information and guidance or offering pastoral support.

Staff must not use their personal social media profile (e.g. Facebook, Instagram, Twitter etc.) or personal channels / tools for any communications with students (e.g. personal mobile use for calls, text / WhatsApp, personal emails etc.).

Heriot-Watt University's official social media channels including Facebook, Instagram, Twitter, YouTube and LinkedIn are outward facing and used to showcase the University to external parties. Their use is aligned with our goals, for example, around enhancing research reputation and in connection with student recruitment.

Discussed by L+T Academic Year Group, June 2022.

APPROVED BY SCIBE, 13 July 2022