

Best Practices for Faculty/Student Communication

As faculty members in the 21st century, we are faced with a multitude of options for communicating with our students. To assist you with navigating these various media, please find below some best practices to guide you.

- 1) Never assume that any written or recorded form of communication may be considered private and confidential. Georgia is an open records state. (This includes e-mails, letters, texts, social media posts, interviews, recorded conversations, etc.).
- 2) Assume a very public audience for any written documents or recorded interviews. If you have an opinion or idea that you would not want to share in public, do not offer it in writing or in a recorded interview.
- 3) Use official KSU e-mail addresses to communicate with students. If a student sends an e-mail from another address, please respond, indicating that the student should use his/her official KSU e-mail address to communicate with you. Remember, this is the only way you can ensure that you are communicating directly with the student, following FERPA regulations.
- 4) Remember that any e-mail you send to a student or colleague may be forwarded on to someone else. In all your written communication with students and colleagues, please maintain professionalism and courtesy.
- 5) Faculty should not provide personal cell phone numbers to students. (See items #1 and #3 above.) Only KSU office phone numbers should be listed on course syllabi. KSU office phone messages are delivered directly to the associated faculty e-mail accounts, allowing receipt of messages even after regular office hours.