STARDOM UNIVERSITY

Policies, Regulations, and Instructions for Student-Faculty Communication Policy Guide

Issued pursuant to Article (16) of the Academic Policies, Systems, and Regulations for the year 2024

Approval of the University Board of Directors No 65 2024/07

policy

Communication between learner and faculty member

Stardom University

the introduction

The student-faculty communication policy is an important element and cornerstone of the educational process at Stardom University. It establishes clear and specific mechanisms for effective academic communication, ensuring that students receive the necessary support and guidance to achieve academic success.

Mechanism for answering students' inquiries

1. **Set office hours**Faculty members must set office hours to respond to student inquiries.
2. **Urgent inquiries**Students are informed that urgent inquiries will be responded to immediately.
3. **Respecting times**Students must respect non-response times such as weekends and late nights.
4. **Response time**It is recommended to respond to student inquiries within two days.
5. **Communication tools**Approved communication tools are specified for urgent inquiries only.

Tools for responding to learner inquiries in e-learning

Stardom University's electronic systems allow for a high degree of flexibility in communication between students and faculty members in various ways that ensure a smooth educational process, including:

1. **Official email**The student and faculty member can communicate via the official email at any time.
2. **Private messages in the learning management system**:**(LMS)**Student can send private messages to a member Faculty through the system.
3. **Open discussion forums in the learning management system**:**(LMS)**Students can ask questions. Questions are submitted through public discussion groups, allowing other students to view and benefit from the responses of a faculty member.

Mechanism for providing feedback to students on all assignments

Stardom University's feedback policy relies on a variety of tools to accommodate student differences, including:

1. **Text messages**Provide immediate feedback through instant writing.
2. **Emails**Providing electronic feedback to the student on the system after he has completed any course requirement.
3. **Virtual Classrooms**Allocate a few minutes at the beginning of virtual lectures to answer students' questions and discuss any misunderstandings.

Etiquette of communication between learner and faculty member

1. **Use proper language**Proper language must be used during online conversation to avoid linguistic, grammatical, and spelling errors.
2. **clear style**Avoid using an unclear style that may lead to misunderstanding, and commit to using a clear style to avoid confusion.
3. **Useful shortcut**It is preferable to summarize the topic in a comprehensive manner.
4. **Respect different opinions**Respect different opinions and refrain from any form of abuse, as online dialogue encompasses a wide variety of personalities and opinions.