Operating Policy and Procedure

SON OP 30.862 - Texting Policy (Traditional BSN)
Refer to SON OP 60.060

PURPOSE
The purpose of the School of Nursing Text message communication Policy and Procedure (SON OP) is to outline parameters for the use of texting between students and faculty within the traditional programs.

REVIEW
The OP will be reviewed biennially by September 1 of each even numbered year (ENY) by the applicable Associate Dean/Department Chair, with recommendations for revisions forwarded to the Dean of the School of Nursing.

POLICY/PROCEDURE

According to SON OP 60.060, “Text messages to or from SON students, faculty and/or staff are not authorized and do not serve as an official form of communication and may not be relied upon by either faculty, staff or students as an official communication. Faculty are required to inform students of this policy.”

The Traditional Program recognizes that text message communication is a convenient and efficient method of communication between faculty/staff and students. Text messaging may be used for non-official communication or to communicate time-sensitive information which then must be followed up through a source of official communication as outlined in SON OP 60.060. Guidelines for the use of text messaging communication are outlined to maintain compliance with SON OP 60.060:

1. Text messaging communication must be respectful and honest at all times. Do not use offensive language (i.e., sarcastic, slang, rude, abrasive verbiage). If it would not be said face-to-face, do not send it in a text message.

2. Parameters for the use of texting with faculty/staff to include:

   a. Students must use an official form of communication within the online learning platform to communicate with didactic faculty and retention counselors to provide written communication regarding any course related questions. If students have a time-sensitive need, they can text or call the didactic faculty. Then, students must follow up with a message within the online learning platform within 24 hours. If the online learning platform is unavailable, students should use the TTUHSC email system.

   b. Students must use an official form of communication within the online learning platform to communicate with clinical faculty. If students have a time-sensitive need, they can text or call the clinical faculty. Then, students must follow up with a message within the online learning platform within 24 hours. If the online learning platform is unavailable, students should use the TTUHSC email system.
c. Faculty must use an official form of communication within the online learning platform to communicate with students. If faculty have a time-sensitive need, they may text or call the students. Then, faculty must follow up with a message within the online learning platform within 24 hours. If the online learning platform is unavailable, faculty should use the TTUHSC email system.

d. If students do not follow up text message communication with written communication through the online learning platform messages or TTUHSC email system within 24 hours, faculty may deduct points within the course. Additionally, student may be referred to program director for disciplinary action due to unprofessional behaviors.

e. During business hours (Monday – Friday, 8:00 am – 5:00 pm), it is anticipated that faculty/staff will reply to students’ text message communication in a timely manner, generally within 2-4 hours. Students should understand that this is a general guideline, and at times faculty/staff may not be able to reply within this time frame due to meetings, travel, vacation, illness, etc. If the student does not receive a reply in a time-sensitive situation, then the student should follow up with local staff/faculty or program director for direction.