

# STUDENT LINES OF COMMUNICATION

Policy Number: 5.1.110

Email is the official form of communication between students and MTSA. This is how a student will be updated on policies, procedures, and items related to degree requirements.

Students are issued an MTSA email address and are expected to check their email on a routine basis. No other email account may be used for official communication with the school.

**Failure to respond to emails from MTSA faculty and staff within two MTSA business days is considered unprofessional conduct, which is addressed in the [Standards of Conduct](#).**

In emergency situations only, text messages will be sent from the school's emergency management software to students' cellphones to keep them informed of the situation.

There are times when the students may not be able to talk directly with the Program Administrator as quickly as they may wish or may be uncomfortable talking to specific administrators. The following is an attempt to assure that students continue to have open lines of communication for issues they may perceive as problematic.

Should students find there are School-related issues they wish to address, the Program Administrator is the first person to whom students should address these issues. If the Program Administrator is unavailable, the following faculty members are able to address these concerns: the Faculty Mentor/Advisor to whom the student is assigned, the Assistant Program Administrator, or the Executive Vice President. If the issue involves an area other than academic, or students do not feel comfortable or it is not convenient to approach any of these faculty members, then it is entirely appropriate and even encouraged for students to address their concerns and/or issues with any of the MTSA administrators.

Students are encouraged to submit feedback via evaluations. Evaluations provide a method of constructive, confidential feedback.

Student Microsoft Office accounts will be changed to limited access accounts after program completion. At this point, students will no longer have full access to many Microsoft 365 applications (e.g., Word, PowerPoint, etc.).

MTSA email addresses will be deactivated one year after program completion. Students will receive an email before their accounts are changed and deactivated.

Text messages may be sent as an additional line of communication. For example, text messages may be used to communicate some deadlines and reminders. However, email is the primary and official form of communication.

Students must opt-in to receive text messages from MTSA. Applicants may opt-in on the application or inquiry form on the MTSA website.

You may opt-out anytime by texting STOP, via the student portal, or by emailing [registrar@mtsa.edu](mailto:registrar@mtsa.edu). Please note that opting out will remove you from all future text communications.

Standard messages and data rates from your wireless carrier may apply. MTSA will not ask you for, nor should you provide, personally identifiable information, passwords, or any other confidential or sensitive information in SMS messages.

Each PD cohort selects several student representatives to join the [School Life and Wellness Committee](#). These students assist with communication between students, staff, and faculty. Click the following link for a detailed description of each class representative position: [Class Representatives](#)