



## Communication Plan for Students and Instructors

### During COVID-19

- **How will the instructor communicate with students?**  
(D2L, email)
- **How will the instructor accept communication from students?**  
(Email, D2L message, phone call, Zoom/Skype for Business/Teams, text, etc.)
- **When and how often will the instructor communicate to students?**  
(Weekly, daily)
- **What kind of response time should students expect from instructor?**  
(24 hours, no weekends)

### Example for Alternative Instruction (narrative):

Hello and welcome back after our long absence. In these rapidly changing times and national and local directions for social distancing, we have needed to change the delivery format for our class for the rest of the semester. This is a huge change for me and likely a huge change for you too. Please know that we are in this together. We will extend grace and assume good will of one another as we navigate to end of the semester.

I want to offer clarity around how are class will convene and how I will communicate with you and rest of the class during this Covid-19 crisis. Email is still the best way to reach me. As a reminder, here is my email address: [XXX@XXX.edu](mailto:XXX@XXX.edu). I'll still be holding online drop-in hours (office-hours) on Mondays and Wednesdays 1:00 pm – 2:30 pm. I'll be hanging out in a Zoom meeting room during these times, please stop in even if it is to just check out and say "hi". You can access this by clicking on this link: <https://minnstate.zoom.us/j/XXXXXXXXXX>. Here is a link to a student "Getting Started with Zoom" quick start if you need some assistance. I plan to send out a weekly email to the class that previews what will be covering, when we'll be meeting (if a zoom meeting is schedule), and any assignments that are due.

To get in contact with me, I prefer that you email me or leave me a message on my office phone (I will be sent a link to the voicemail you leave). If you would like a phone call reply, please be sure to leave your phone number in your voice mail message. I will **NOT** be checking instant messages in D2L. I will reply to you within 24 hours (if not sooner) Monday – Friday.

Although I will likely be checking email on the weekend, my response time may be extended up to 48 hours beginning Friday at 5 pm.

### **Example for Alternative Instruction (list):**

#### **How will the instructor communicate with students?**

I will plan to communicate with you using email. I may also use the D2L announcement tool, but my primary mode of communication will be email.

#### **How will the instructor accept communication from students?**

You can communicate with me using email or phone. My office phone has been forwarded to my home, so that I can still answer my phone.

#### **When and how often will the instructor communicate to students?**

I will communicate with you at least weekly on Monday mornings. I may connect with you more frequently, but you can minimally expect a weekly communication.

#### **What kind of response time should students expect from instructor?**

You can expect to receive a response from me within 24 hours (Monday – Friday). I do not log into my email on the weekends beginning Friday at 5 pm.

