

Policy Title	Student Communication
Policy Number:	ADM 1.12
Department:	SCHS
Functional Area:	Administration
Contributing Department	
Approved by:	RHEI Leadership Team
Effective Date:	8/1/2026
Version:	1
Status:	Approved
Manual	To be entered by Compliance360 System administrators or N/A if not in C360
Section	ADM 1

I. Mission, Vision and Values

This policy reflects our commitment to human dignity, integrity, compassion, stewardship, and service by guiding decisions and actions that uphold respect for all individuals and promote excellence in our work.

This policy aligns with our mission of extending the compassionate ministry of Jesus by improving the health and well-being of our communities and providing good help to those in need, especially the poor, dying, and underserved by ensuring that our practices support ethical, effective, and accountable service across all areas of the organization.

II. Policy

Southside College of Health Sciences (SCHS) strives to provide clear, accurate, and timely information to its students about all aspects of their educational experiences at SCHS.

III. Purpose

To provide details as it relates to expectations for student communications at SCHS.

IV. Scope

This policy applies to all SCHS students and associates.

V. Policy Details

SCHS email address assigned to all students is the primary means of communication between SCHS personnel and students. SCHS expects that students will maintain regular and frequent email contact by reading and, if requested, responding to any emails sent by SCHS in a timely manner. Messages sent to the SCHS assigned email address include but are not limited to notification of official College- related

actions such as financial aid and fiscal communications and notifications, academic or disciplinary actions, emergency notifications, and correspondence from College departments.

Faculty may determine how email is used in their courses, and they will make appropriate notations regarding email requirements in the course syllabi. Faculty may not transmit grades or any other information that may violate FERPA through email. Additionally, due to email account size limits, email correspondence between faculty and students should be limited to text only, and students and faculty should exchange files only through the Learning Management System.

Personnel and students are expected to take into consideration the sensitive and/or confidential nature of any information they want to transmit, as email may not be an appropriate means of communication in some circumstances. SCHS does not allow students to transmit any patient information outside the Bon Secours Health system as it would result in a HIPAA violation. Any communication should comply with all Bon Secours Health System, local, state, and federal regulations, including the Family Education Rights and Privacy Act of 1974 (FERPA).

SCHS uses its Student Information System (Anthology Student) and Learning Management System (Blackboard) for both individual and group communication. Neither personnel nor student may use these systems to transmit unsolicited email that violates the general principles of conduct outlined in the SCHS Catalog and/or other policies.

VI. Definitions

None

VII. Attachments

N/A

VIII. Related Policies and Procedures

ADM 3.04 Media Policy News Outlets and Social Media Platforms

IX. Regulatory Notices

Nothing in this policy creates a contractual relationship between Bon Secours Southside College of Health Sciences (SCHS), a department owned and controlled by Bon Secours Mercy Health Petersburg, LLC, (d/b/a Southside Medical Center), and any party. SCHS, in its sole discretion, reserves the right to amend, terminate or discontinue this policy at any time, with or without advance notice.

X. Version Control

Version	Effective Date	Next Review Date	Description	Supersedes, if applicable	Prepared By
1.0	2/10/2021	N/A	New template	N/A	P Roberson

2.0	5/24/2021	N/A	Removed IT specifics (formerly ADM 10.01 Communications)	1.0	Dean of Administration
2.1	5/2/2023	5/2/2026	Minor Changes	2.0	Dean of Administration
1	3/15/2026	3/15/2029	Reviewed/Version Changed – BSMH Template Adopted	2.1	Dean of Administration

This policy/procedure/guideline is not intended to establish a standard of clinical or non-clinical care or practice. Rather, this policy/procedure/guideline creates a general tool to help guide decision-making with the understanding that different action(s) may be necessary in response to the totality of the circumstances presented.

Sites revised 05/06/2025- Bon Secours Mercy Health adopts the above policy, procedure, policy & procedure, guideline, manual / reference guide / instructions, or principle / standard / guidance document for all Bon Secours Mercy Health entities including, but not limited to, facilities doing business as Mercy Health – St. Vincent Medical Center, St. Vincent – St. Charles Hospital, St. Vincent – St. Anne Hospital, Mercy Health – Perrysburg Medical Center, Mercy Health – Tiffin Hospital, Mercy Health – Willard Hospital, Mercy Health – Defiance Hospital, Mercy Health Allen Hospital LLC, Mercy Health - Lorain Hospital, Mercy Health St. Elizabeth Youngstown Hospital, Mercy Health St. Joseph Warren Hospital, Mercy Health - St. Elizabeth Boardman Hospital, Mercy Health - St. Rita's Medical Center, Mercy Health – Springfield Regional Medical Center, Mercy Health - Urbana Hospital, Mercy Health - Anderson Hospital, Mercy Health - Clermont Hospital, Mercy Health – Fairfield Hospital, Mercy Health - West Hospital, The Jewish Hospital – Mercy Health, Mercy Health – Kings Mills Hospital, LLC, Mercy Health - Lourdes Hospital LLC, Mercy Health – Marcum and Wallace Hospital, Chesapeake Hospital Corporation DBA Rappahannock General, Maryview Hospital, Bon Secours Richmond Community, Bon Secours Memorial Regional Medical Center, Bon Secours – St. Mary's Hospital, Bon Secours St. Francis Health System, Bon Secours St. Francis Medical Center, Bon Secours Mary Immaculate Hospital, Bon Secours - Southside Medical Center, Bon Secours Mercy Health Franklin, LLC, Southern Virginia Medical Center, and Bon Secours Harbour View Medical Center. This also may apply to Bon Secours Mercy Health Medical Group LLC and its medical group affiliates.