

**WALLA WALLA COMMUNITY COLLEGE
REAL-TIME MESSAGING BETWEEN EMPLOYEES AND STUDENTS
ADMINISTRATIVE PROCEDURE 8220**

I. STUDENT CONSENT

- A. Student consent (opt-in) may occur when a student:
 - 1. Logs into or downloads an approved application or platform, e.g., Canvas, MS Teams.
 - 2. Responds affirmatively to an opt-in prompt, e.g., “START”, or selecting consent within an app.
- B. Revoking consent:
 - 1. Opt-out options should be clearly communicated in the initial message and must be honored, e.g., “STOP”.
 - 2. Consent (opt-out) may be revoked by discontinuing use of the app.

II. COMMUNICATION, ACCESSIBILITY, AND EQUITY GUIDELINES

- A. In addition to adhering to the corresponding administrative policy requirements, messages must adhere to the following guidelines:
 - 1. Be brief and time-sensitive.
 - 2. Use plain, concise language.
 - 3. Be respectful of student privacy.
 - 4. Avoid sending sensitive information related to academic performance, conduct, or disability status.
 - 5. Consider assistive technologies and screen readers.
 - 6. Avoid assumptions that all students have mobile access.
 - 7. Utilize translation tools when communicating with multilingual students.
 - 8. Delivered between 7:30 AM and 9:00 PM (student’s local time).
 - 9. Real-time messaging should not be used for primary instructional communication.

<p>Policy Contact: <u>Vice President, Administrative Services</u></p> <p>Approved by (Department/Body): <u>Dr. Chad Hickox, President</u></p> <p>Date Originally Approved: <u>August 19, 2025</u></p> <p>Last Reviewed/Revised on: _____</p>
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