



# University of Missouri

Date: February 17, 2017

To: Ben Trachtenberg, Chair  
Faculty Council

From: Academic Affairs Committee  
Trent Guess, Art Jago (chair), Leslie Lyons, Rebecca Scott, Anne Stanton, Mary Stegmaier

Re: Texting Policy

## Background:

Currently many students and their families, as well as faculty and staff, expect to have texting as an option to receive updates about university transactions. However, this is not a universal expectation as some do not have unlimited data access from their provider and would therefore have to pay additional charges for receiving texts. Additionally, some simply do not want to interact with the University in this manner. Some information, due to privacy or sensitivity reasons, is not appropriate for sharing via texts. Currently the University has no formal policy that addresses the use of texting. The Faculty Handbook is silent on the issue.

An ad hoc group of affected administrative offices met under the direction of Registrar Brenda Selman to craft a texting policy to fill this void. That draft came to the Academic Affairs committee of Faculty Council who considered its adoption and modified/edited that proposal.

The proposed policy requires neither students nor faculty to use texting as a communication option. If used, it is not considered an official communication and must be supplemented with an email or physical document.

The following is presented to Faculty Council as a resolution from the Academic Affairs committee:

## Proposed Amended Policy:

<http://facultycouncil.missouri.edu/handbook/article-11.html>

3. At the beginning of each term, students must provide the Office of the Registrar with their current local and permanent home addresses. They must keep that office informed of any change(s) in either address.
  - a. The University will also issue official electronic mail ("email") accounts to all incoming students. For any official mailings the latest postal address or University electronic mail address will be used, thereby fulfilling the University's obligation of notification.
  - b. In addition to communications by email, students must be able to opt in to receive telephonic/electronic text messages ("texts") from various departments, including individual faculty. If the student has not opted in to receive texts, they

are not to be notified by texts. Students cannot be required to text with departments or faculty. Faculty cannot be required to communicate with students via text messaging. Any communication provided via texts must also be provided via an additional method to ensure that all potentially impacted students or their designees receive the information. All texts must reflect university values and adhere to federal laws as well as all other university policies related to communication with students and/or between faculty and staff.

- c. Texts from personal phones require that the phones be password protected. The devices and the software systems generating texts must adhere to current policies and procedures of the MU Division of Information Technology. (Updated ~~6-27-01~~ 02-XX-17)