

JWU Communications with Students

Johnson & Wales University is committed to providing communications to students that are timely and relevant.

All enrolled students are required to monitor their **Wildcat Email Inbox** — at email.jwu.edu or by using the Microsoft Outlook app — on a frequent basis (we recommend daily). Any correspondence sent by JWU email is deemed to be an official notification. All emails are sent with the full expectation that students will receive and read them in a timely manner.

In addition, all students are expected to open the **jwuLink Engagement Portal** — at link.jwu.edu or by using the jwuLink app — on a frequent basis (we recommend daily) and keep updated on all activities and notifications. As the university's primary community and interactions hub, jwuLink connects students to university resources and systems; provides an activity feed of the latest updates and things to know; notifications; tasks (actionable to-do items or requirements assigned by the university); announcements (official alerts or notices from the university); events; and much more. Learn how to use and customize jwuLink.

Furthermore, the university will send periodic text messages throughout the year to all undergraduate students via the **Wildcat Willie Chatbot**. It's a way for JWU to communicate important information, check in with students to see how they're doing, collect feedback, answer questions and more. All students are strongly encouraged to reply to chatbot text messages when received. New students will automatically begin receiving SMS texts during New Student Orientation or shortly before the start of classes. All students have the option to opt out. Learn more about the university's chatbot.

During emergencies or unforeseen events, the university will utilize the **Emergency Notification System** (Blackboard Connect) to quickly provide text and/or voice message alerts, accurate information, and instructions to the entire university community. As such, all students are required to supply the university with a valid phone number, preferably a mobile phone number.

Note: Students experiencing technical difficulties when accessing their university email or jwuLink accounts must contact JWU's IT Service Desk.

Contact Information Requirements

Students are expected to update their address, phone and emergency contacts so that this information is current at all times of enrollment. Access the Personal Information Dashboard in jwuLink to review and update your contact information. Things that are required:

1. A valid phone number, preferably a cell phone number
2. A Permanent Home Address type (this is where you normally reside when not taking classes)
3. A Local Address type (this is where you live while enrolled in classes; n/a to online program students)
4. Emergency Contacts (this is who the university will reasonably contact in the event of serious illness or the need for hospitalization and/or surgery)

Select correspondence is mailed to a student's physical address. There are multiple address types, described below.

- **Permanent Home Address (Required):** This is classified as the student's home address (JWU records the original address at the time of application as the permanent address.) If no address is supplied during the enrollment period, a Schedule Hold (which prevents course registration) will be placed on the student's account.
- **Local Address (Required):** This is classified as the address of residence during enrollment. Post office box addresses will not be accepted for this address. If no address is supplied during the enrollment period, a Schedule Hold (which prevents course registration) will be placed on the student's account.
- **Mailing Address:** This is classified as the preferred mailing address during enrollment. Most correspondence from the university will be sent to this address. If no mailing address exists on file, the permanent address will be used.

Special Notes

1. Students who are employed by the university must also notify Student Employment of any change in address.
2. For international students, the United States Citizenship and Immigration Services (USCIS) requires that all aliens residing in the United States

report all changes of address to the USCIS within 10 days of any move that takes place within the United States by completing form AR-11 (available in the International Center). Post office box addresses will not be accepted in any address for international students.

3. Any student participating in an internship or internship abroad must provide Experiential Education & Career Services with any change(s) in contact information.