

JWU Communications with Students

Johnson & Wales University is committed to providing timely and relevant communication to our students. The university sends communications by regular mail and/or via the university email system, with the full expectation that students will receive and read them in a timely manner. Any correspondence sent by mail or university email is deemed to be an official notification.

Email

The university email system is considered to be the primary medium of formal communication with students. Accordingly, **each enrolled student is required to activate and then monitor his or her university email account on a frequent and consistent basis.**

Students experiencing technical difficulties when accessing their university email account must contact the JWU IT Service Desk for assistance at 866-JWU-HELP (866-598-4357) or via email (helpdesk@jwu.edu).

Student Contact Information

The university may also correspond with students by regular mail. For the university to communicate effectively and in a timely manner, including in emergency situations, all students are required to manage and update, via jwuLink, their permanent address and telephone contact information (including cellphone numbers) so that they are current at all times. Students may also supply a mailing address if they wish their correspondence to be sent to an address other than their permanent address. A Schedule Hold will be assigned to students who fail to maintain a valid permanent address during the enrollment period.

Depending upon the type of correspondence, individual university offices may choose to use any one of the student's listed addresses (preference is documented in each department's procedures). Upon graduation, a student's diploma will be mailed to the address provided by the student on the graduation application. If no graduation application was submitted, diplomas will be mailed to the student's permanent address.

Emergency Information

The JWU email accounts are one way the university communicates with students in times of an emergency. In addition, the campus has implemented an emergency notification system, called Blackboard Connect, that can send notices via voice messages to students' cell or home phone numbers. By default, online program students do not receive emergency notifications. Online students who wish to receive emergency notifications for a particular campus on a regular basis should contact their online academic advisor.

Mailing Address

A student's mailing address 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.

Permanent Home Address (Required)

A permanent home address is classified as the student's "home" address. If no address is supplied during the enrollment period, a Schedule Hold will be placed on the student's account. Students are required to update their permanent home address so that the information is correct and current at all times of enrollment. Note: JWU records the original address at the time of application as the permanent address.