

# JWU Communications with Students

Johnson & Wales University is committed to providing communications that are timely and relevant to students. Furthermore, 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 during emergencies or unforeseen events. As such, all students are required to supply the university with a valid phone number, preferably a mobile phone number.

## Wildcat Email

JWU email is the university's primary medium of formal communication. 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. Accordingly, all enrolled students are required to monitor their university email inbox — at email.jwu.edu or by using the Microsoft Outlook app on a mobile phone or the "Your JWU Email" widget in jwuLink — on a frequent and consistent basis (we recommend at least daily). Students experiencing technical difficulties when accessing their university email account must contact the IT Service Desk.

## jwuLink

The jwuLink engagement hub is one of the primary ways we stay connected as a community, get information, and access resources. All students, staff and faculty are expected to open jwuLink regularly (we recommend at least daily). Review jwuLink 101.

## 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)

## Address Types

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.