

Faculty-Student Communication

Milano School of International Affairs, Management and Urban Policy

The New School

2015

Faculty and students have a mutual responsibility to maintain regular communication in regard to course information, academic issues and queries, course registration, advice about final projects, and other scholarly matters. In order to eliminate communication barriers between faculty and students, it is recommended that Milano faculty and students follow a set of basic rules.

Office Hours

Students are encouraged, moreover expected, to visit professors' office hours to discuss course-related matters. Milano faculty office hours and appointment calendars are available on the Milano Central website (<http://milanoschool.org/resources/resources-for-current-students/milano-faculty-office-hours-and-appointments/>). Faculty should also include their office hours, locations, and a method for making an appointment—phone, email, etc.—in course syllabi.

Advising

Students are expected to keep track of their progress and meet with their advisors regularly. Even though students' registration process no longer requires an advisor's formal approval or permission to enroll in courses, meeting with an advisor prior to registration is a must. During registration periods in November and April, faculty hold extended advising hours that students are obliged to sign up for and attend.

Course Information

Faculty: Course requirements should be clearly stated in course syllabi at the beginning of each semester. A set of expectations that students are obligated to meet should also be clearly presented orally and/or in writing. Each course syllabus should be distributed to students before/during the first class and/or posted on Canvas, The New School's "digital classroom" (<http://www.newschool.edu/information-technology/online-learning/canvas/>). It is understood that the class schedule, including course requirements, may be modified during a semester, but students need to be notified about any changes as soon as possible.

Students: It is expected that students attend class regularly. Students need to inform instructors of any absence in advance. Missed classes (more than two) may negatively influence a student's grade. Students who miss more than three classes (unless there is a very serious reason, which is disclosed and documented in advance) will be automatically reported to the Dean's office.

Assignments and Paper/Project Submission and Feedback

Faculty: Faculty should clearly specify methods and deadlines for paper and project submissions. They should provide a timeframe for feedback and explain the parameters for evaluation at the beginning of each semester. If any changes are made to the process students should be immediately informed. Faculty should be very clear about the procedure for grading and returning written assignments and/or individual and group projects. Faculty are expected to include all relevant information in the course syllabi.

Students: Students may request more detailed feedback and comments on their assignments, presentations, and individual and group projects. Meeting a deadline for all assignments and projects is an absolute requirement, unless the instructor grants an extension in advance. Late assignments are accepted only with prior arrangements and a valid reason. All arrangements for late submissions, extensions, etc. should be made in writing, by email. Please note, Milano School does not provide individual mailboxes to students, therefore it is students' responsibility to collect written assignments (unless they are given out in class) during faculty office hours (or at other times arranged individually).

Email Communication

Email communication is vitally important in the education process, and emails should receive timely responses by both faculty and students. When email relates to an urgent or time-sensitive issue, responses must occur as soon as possible. It is recommended that emails contain a clear and informative subject line. Faculty who are out of office or on leave should consider turning on the automated reply system that notifies students and others of a possible delay in responding.