



INTERNAL QUALITY ASSURANCE CELL

CODE OF CONTACT POLICY

A **Code of Contact Policy** for **Jaya Engineering College** should emphasize professional communication, respect, inclusivity, and academic integrity. It will cover interactions between students, faculty, staff, and external stakeholders like industry partners.

Code of Contact Policy for Jaya Engineering College

Purpose: The purpose of this Code of Contact Policy is to define the standards for respectful, effective, and ethical communication within the college environment. This policy aims to ensure a productive academic and professional atmosphere for students, faculty, staff, and external collaborators.

1. Respectful Communication

- **Respect for Individuals:** All communication should be respectful, inclusive, and free from discrimination, harassment, or offensive language. This includes verbal, written, and digital interactions.
- **Active Listening:** Engage in active listening during discussions, lectures, and meetings. Ensure that every individual has the opportunity to contribute and be heard.
- **Conflict Resolution:** Handle disagreements professionally. In case of academic or personal conflicts, students and staff are encouraged to seek resolution through open, constructive dialogue or through the guidance of relevant authorities (faculty or counselors).

2. Appropriate Channels of Communication

- **Formal Communication:** Use official channels such as university email for formal communication with faculty, staff, or administration. This includes academic queries, official requests, and correspondence with industry partners.
- **Informal Communication:** Students and faculty may use academic forums, discussion boards, or other designated platforms for informal communication, ensuring that all content remains relevant and professional.

- **Social Media:** Personal social media accounts should not be used for academic purposes. If faculty or staff members communicate with students through social media, professional conduct should be maintained.

3. Response Time and Availability

- **Faculty Response:** Faculty members are expected to respond to academic-related queries via email within 48 hours, except for weekends or holidays. Non-academic queries or informal communication may take longer to address.
- **Student Response:** Students should respond to emails or communication from faculty and staff in a timely manner, ideally within 48 hours, except for holidays or weekends.
- **Office Hours:** Faculty should provide clear office hours when students can reach them for in-person or virtual consultations. Students should make appointments during these hours whenever possible.

4. Professionalism in Academic Communications

- **Email Etiquette:** Use formal language and proper greetings in all emails. Avoid using casual language or emoticons. Subject lines should be clear and reflect the content of the message
- **Written Work:** Ensure that all academic submissions are original and properly cited. Plagiarism or dishonesty in communication will lead to academic penalties.
- **Language:** All academic or professional communications should be in clear, concise, and grammatically correct language. Avoid slang or informal terms.

5. Confidentiality and Privacy

- **Student Records:** Personal and academic information related to students, including grades and disciplinary actions, should be kept confidential and shared only with authorized individuals.
- **Sensitive Research:** Any research findings or ongoing projects should be communicated appropriately, especially when dealing with proprietary or unpublished information. Non-disclosure agreements (NDAs) may be used when sharing sensitive research with external collaborators.

6. Inclusivity and Diversity

- **Respect for Diversity:** All communication should acknowledge and respect cultural, social, and personal differences. Harassment or discriminatory behavior based on race, gender, religion, or other factors will not be tolerated.

- **Accessible Communication:** Information should be made accessible to all students, including those with disabilities. This may include providing materials in alternate formats (audio, visual) or offering assistance with communication barriers.

7. Academic Integrity and Collaboration

- **Collaboration:** Group projects and teamwork should be approached with respect for each team member's contribution. All members should be involved and fairly share the work. Unauthorized collaboration or sharing of work is prohibited.
- **Plagiarism:** Students must submit original work, and all sources must be appropriately cited. Any form of academic dishonesty will be treated seriously and may result in disciplinary action.
- **Exams and Assessments:** Communication regarding exams should remain professional and free of attempts to cheat or bypass academic integrity protocols.

8. Digital Etiquette

- **Online Learning:** Maintain professionalism in virtual settings, such as online lectures or forums. Mute microphones when not speaking and use appropriate backgrounds during video calls.
- **Digital Tools:** When using digital tools for academic purposes (learning management systems, email), ensure that all communication remains relevant and appropriate.
- **Cyber bullying:** Any form of cyber bullying, harassment, or inappropriate online behavior, including in academic forums, social media, or during online classes, is strictly prohibited.

9. Industry and External Communication

- **Representing the College:** When interacting with industry partners, potential employers, or external collaborators, students, and staff are expected to represent the institution with professionalism, honesty, and integrity.
- **Internships and Placement:** Communication during internships, placements, and industry projects must adhere to both professional standards and the ethical guidelines of the college. All agreements should be documented and followed.

10. Handling Disagreements and Complaints

- **Grievance Procedures:** If a student or staff member feels that they have been treated unfairly, they should follow the college's grievance procedure, starting with the department head or relevant authority.
- **Reporting Issues:** Students or faculty who witness violations of this policy (harassment, bullying, academic dishonesty) are encouraged to report the issue to the relevant authorities without fear of retaliation.

- **Mediation:** The College provides mediation services for resolving conflicts between students, faculty, and staff, ensuring that both sides are heard and a fair resolution is reached.

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