

Robert Gordon University: A Whole Institution Approach

Robert Gordon University has set up an institution-wide group to take forward Compassionate Communication. The group will establish:

1. what is meant at RGU by compassionate and clear communications;
2. a set of institutional guiding principles based on the Compassionate Communication statement;
3. a list of the processes that result in communications going to students from academic departments and professional services teams; and
4. existing templates to be reviewed.

The group will include membership from the Academic Quality & Learning Enhancement Team, the Inclusion Team, an Associate Dean, a School Operations Manager, a student representative and a representative from the new referral pathway framework

The guidance and templates developed by the group will be fully integrated into RGU's standard regulations.