

**Arab Open University – Kingdom of Saudi Arabia**

**GUIDE TO THE POLICY ON COMMUNICATION BETWEEN  
LEARNERS AND FACULTY MEMBERS  
AND THE MECHANISM FOR PROVIDING FEEDBACK ON  
COMPLETED TASKS**

**February 2025**

## Policy Overview

This policy aims to regulate the communication process between learners and faculty members at the Arab Open University, and to outline the mechanism for providing timely and constructive feedback on completed tasks. The objective is to enhance the quality of the learning experience and to ensure effective interaction between students and teaching staff.

## Communication Guidelines

- Faculty members are required to provide clear channels of communication with students through official University platforms.
- Responses to students' inquiries must be provided within a reasonable timeframe as determined by the University's academic guidelines.
- All communication must adhere to the standards of professionalism and respect.

## Feedback Mechanism

- Faculty members are responsible for providing constructive feedback on learners' submitted tasks and assignments.
- Feedback should highlight strengths, identify areas for improvement, and provide guidance for future performance.
- Feedback must be delivered within the timeframe specified in the course requirements.

## Responsibilities of Learners

- Learners are expected to use official University platforms when communicating with faculty members.
- Students must respect deadlines for submitting tasks and assignments in order to receive timely feedback.
- Students should engage with feedback constructively and apply it to improve their future work.

### **Responsibilities of Faculty Members**

- Faculty members must ensure timely responses to students' academic inquiries.
- They must maintain confidentiality and professionalism in all communication.
- They are required to provide fair, unbiased, and comprehensive feedback on learners' submitted tasks.

### **Monitoring and Reporting**

- The University reserves the right to monitor communication between students and faculty to ensure compliance with this policy.
- Any violations of the communication or feedback procedures must be reported to the appropriate University authority for review and action.