

### **What is In Touch?**

In Touch is a unique communication system that is designed to make it as convenient as possible for you to send your concerns, questions, and comments directly to Doane University administration staff on a confidential basis.

### **How is In Touch convenient?**

In Touch is convenient because to send a message, all you need to do is make a toll-free call or send an email. You can use this service 24 hours a day, 7 days a week.

### **How is In Touch comfortable?**

In Touch is designed to eliminate any concerns you might have about saying what's really on your mind. Doane University has signed a contract that states unless there is a threat or an illegal act, we will not ask the independent company providing In Touch to trace any messages. Unless you choose to identify yourself, there is no way for Doane University to know who left a message. This arrangement assures that anything you say can be completely confidential and anonymous.

### **When should you use In Touch?**

We always prefer that you address any questions, concerns, or issues directly with your manager or a member of the Human Resources or Student Affairs staff. However, if you're not comfortable doing so, or you are not satisfied with the response you've received, then you should consider using In Touch.

### **What should In Touch NOT be used for?**

In Touch is not intended to replace existing compliance policies, established grievance procedures, or safety or emergency protocols (call 911 for emergencies).

### **How do you use In Touch?**

Dial toll-free **1-833-32-DOANE** (833-323-6263) and write down the case number you are given. The operator answering your call will guide you through a series of questions to help you communicate your ideas, concerns, feedback, or questions.

A written summary of your call will be sent to Doane University. No one at Doane University will hear your voice. Leave your name and telephone number if you prefer someone from Doane University to contact you directly.

To receive a response from Administration, call back after five business days and have your case number ready.

You may also contact In Touch via email or web:

**TellDoane@GetInTouch.com**  
**www.InTouchWebsite.com/TellDoane**

Unless you indicate otherwise, your name and email address will be removed from the message before it is sent to university administration staff.

In Touch is operated by a company independent from Doane University and is available 24 hours a day, 7 days a week.

### **Tips for using In Touch:**

**Important Notice:** Sending a message via In Touch does not constitute "legal notice" to Doane University.

Pause to consider: is this matter a broad issue or should you be talking to your manager?

Jot down the major point you would like to make before you call.

If your concern requires immediate attention, say so at the start of your call.

If you want your question or concern directed to a specific individual, you should indicate as such.

Decide whether or not you want to identify yourself. And if you want to be contacted, indicate the best way to reach you.

To assist with follow-up, provide as much information as possible. It would be particularly helpful to identify your department and/or location.

Remember that it will take at least one business day for your question or concern to be forwarded to the university. It may take additional time to route, research, and respond to your question or concern.