



UNIVERSITY OF SANTO TOMAS  
OFFICE OF THE SECRETARY-GENERAL

UST: S006-00-CI35  
AY 2019-2020

**TO: DEANS, REGENTS, DIRECTORS, PRINCIPALS,  
AND HEADS OF DEPARTMENTS**

**RE: COMMUNICATION PROTOCOL ON COVID-19-RELATED  
INFORMATION**

**FROM: OFFICE OF THE SECRETARY-GENERAL**

**DATE: 28 APRIL 2020**

In view of the COVID-19 crisis that has put the University in a period of disruption and change, the Office of the Acting Rector formed a Task Force to a) *respond to the queries of stakeholders, especially academic concerns of students and b) propose plans for the upcoming academic year in the delivery of educational services in the context of a "new normal."*

In its meeting on 23 April 2020, the Task Force identified the need to sort information to be communicated to stakeholders, and recommended the establishment of a regular communication (on updates or relevant information) with immediate stakeholders (admin, faculty, support staff, students) to keep members of the UST community constantly in the loop, and consequently approved by the Office of the Acting Rector, as follows:

Focus Area: Communication		
Concerns/Issues	Recommended action(s) to be taken	Responsible unit/ timeline
Internal Communication	Official documents and other policy-related communications are to be disseminated through internal communication platforms, i.e. <i>email blast and group chats</i> .  Academic heads shall maintain direct communication with students to provide regular avenues for information and clarification on concerns/issues. This is to provide clearer context for discussions.	OSG/Central offices/Academic units  Effective immediately
External communication	External communications for public presence purposes may be best released through the <i>use of</i>	OSG/COMSBU/ OPA

	<i>infographics</i> c/o the COMSBU as well as via <i>media partners</i> through the Office of Public Affairs.	Effective immediately
	<b>All public announcements shall pass through the OSG, which in turn will share it with the Task Force for feedback, prior to submission to the Acting Rector for approval.</b>	OSG/TF/Rector's Office Within 24 hours

Please be guided accordingly. Thank you.

Sincerely,

**Rev. Fr. Jesus M. Miranda, Jr., O.P.**  
*Secretary-General*