



Policy for Responding to Inquiries

Policy Text:

The course instructor participating in teaching distance education courses through the e-Learning System (Blackboard) is required to respond to learners' academic inquiries related to the course they teach within **48 hours** of receiving the inquiry through one of the official communication tools recognized in the system, such as **course messages or email**, while maintaining the privacy of learners.

The instructor is not permitted to use any website or inquiry platform beyond their area of responsibility, nor to request the learner's personal data outside the university system or the student's official email registered for academic communication.