



MADANAPALLE INSTITUTE OF TECHNOLOGY & SCIENCE

SOP FOR WHATSAPP GROUP

Issue No : 01

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Doc. No: EOMS-MITS/SOP/22

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Madanapalle Institute of Technology & Science (MITS) has created WhatsApp Group. WhatsApp group will provide a platform to connect and scope of networking among stakeholders. People in the group will stay updated about college happenings.

Each MITS WhatsApp Group is created for the following purpose:

- Knowledge sharing and collaboration with other members.
- Handholding, mentorship, advisory and guidance through quick communication to the members.
- Connecting the members of the group to create cohesiveness among them.

Following protocol that all member need to follow:

- Respect the purpose and objective of each group.
- Don't use groups just to send memes, videos, pictures and news, without reading and reacting to the content shared by others. The purpose of WhatsApp groups is to establish collective conversations with others.
- Never send content, information or "news" that HASN'T been verified.
- If you feel uncomfortable in a group for any reason, feel free to leave or "mute" the notifications. It's better to be criticized for leaving than for always complaining.
- Before sending a complaint to a group, identify the "administrator" and share your thoughts with him/her.
- Don't get angry if someone doesn't respond to your messages in a group. No one is obliged to do so. Better send him/her a direct message.
- Before sending a video, picture, meme or any content, analyze if such material will be in the interest of the majority of the members of the group.
- When forwarding a message, picture or video and you're choosing multiple recipients, avoid sending it to all your groups, since hardly the same content will be suitable or of interest to all.
- Avoid sending any content that is violent.
- Avoid unnecessary debates.
- When replying to a specific comment from a person, use the "reply" function to make sense of your comment and avoid confusion.
- When noticing that you're having a dialogue with a single member of the group, consider changing the conversation to direct message, because the rest of the group may not be interested in reading your conversation with another person.
- Keep in mind that your words can be interpreted in multiple ways, so use short sentences that can't be misinterpreted.
- Don't abuse emojis. There are some that don't require explanation, but others can be interpreted in different ways and generate confusion.

PREPARED BY	REVIEWED BY	APPROVED & ISSUED BY
EOMS Team member	EOMS Team Leader	PRINCIPAL



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- Avoid sending videos or files that are very large, since nobody likes to saturate the memory of their smartphone or waste their data/internet plan on nonsense.
- WhatsApp messages that require a response must end with "Please Respond"
- WhatsApp communication may only take place between Monday to Sunday from 8:30 AM to 10:30 PM.

Agreement to terms, rules & guidelines:

Your continued presence in the group will mean you agree and abide to the terms of the group.

Important: Removal from the Group

Any deviation from the group guidelines will be taken seriously and offenders will be removed from the group permanently without notice. Also Admins reserve the right to remove the offenders from all the associated groups of MITS.

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