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UNIVERSITY COMMUNICATIONS

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Communication at the university is an important part of the process of teaching students. Nowadays, the development of communications at universities is at a high level, every university tries to keep up with the times. It is important for students and teachers to receive timely information about any changes in the educational process and modern universities are doing a great job of doing this.

Keywords: communications, university, students, teachers, communication barriers.

Communication at the university is a system of information exchange between organizational elements. Communication at the university is an important component for the comfortable training of students, as well as the work of the university staff.

If we consider the concept 'communication at the university', it means interaction, communication between students, applicants, teachers, and university staff [1-2].
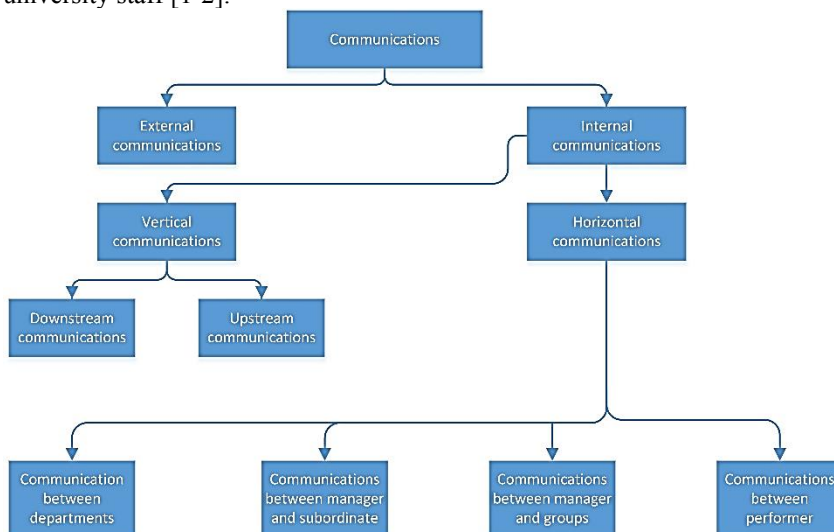

Figure 1. Form of communications

Horizontal communication is the process of transmitting information between students as well as employees of the same level (Figure 1).

Vertical communications is the process of transmitting information between the manager and the subordinate (Figure 1).

Communicating on the ascendant is the process of transferring information from student to teacher and from subordinate to supervisor, for example, in the form of reports, etc.) (Figure 1) [3].

Electronic communications

Today, electronic (information) communications play a big role in communications: e-mail, telecommunications, e-learning, social media and messenger information, for example, VKontakte and WhatsApp.

There are also formal and informal communications. The difference is that in formal communications information comes from reliable sources and in informal communications, the source of information is often rumors [4].

Communications Barriers.

Communication problems at the university may be related to the inconvenient location of buildings for students (during the break, they manage to get to the right place) [5].

Let us consider the example of Tomsk State University (TSU). The university has a fairly well developed infrastructure that allows students to study comfortably. There is an online learning platform called Moodle. In spring of 2020, the entire world faces the global problem – a pandemic that has somehow affected all activities carried out by people. All higher education institutions have completely switched to distance learning and TSU is no exception. The technical services and teaching staff, together with the students moved to the distance learning quickly.

According to statistics, in the regular learning mode, students often communicate with teachers via e-mail. Communication also continues through extra consultations. Students' communication in TSU includes specific atmosphere, location and constant activities that have a favorable impact on the students' lives.

Students' dormitory is sometimes called as 'the second home'. Students spend most of their time there. It is natural and understandable that this is a home for a few hundred students. There is no division inside the dorm and everyone is equal there. Communication in the dorm is a very important part of the dorm life. Students do reports, write articles with their classmates, get information about their studies from other undergraduate students, share their experiences with students from other faculties, and discuss different problems

with friends. It is all connected to the dormitory. For students in the dorm, it is becoming much more than just a place to live. It is something that remains in the heart and memory for a long time [2].

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