

CHOOSING THE RIGHT COMMUNICATION CHANNEL

Channel	Individualized	Proactive	Directive	Caring	Trust Building	Responsive	Iterative	Data Generating
Two-way Texting	✓	✓	✓	✓	✓	✓	✓	✓
Personal Phone Call	✓	✓	✓	✓	✓	✓	✓	
Email	✓	✓	✓	✓	✓		✓	
Social		✓	✓	✓				✓
Emergency Notifications		✓	✓	✓				
Website								✓