Communicating with Advisors

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Why do students have a hard time communicating with Advisors?
- Advisors are intimidating
- Advisors are not approachable
- Advisors don’t care
- Advisors are not available
- Advisors are not helpful
Why do Advisors have a hard time communicating with students?
- Students are not prepared
- Students are not proactive
- Students think they should “have it their way”
- Students do everything at the last minute
- Students don’t pay attention to deadlines
- Students blame advisors for everything
What can happen if you don’t have good communication with your advisors?
Effects

- Grades
- Graduation
- $$
- Time
- Frustration
- Future
Tips

- Know your degree requirements
- Don’t expect advisors to remember your specific situation. Follow up
- Communicate about anything that may affect your academic performance.
- Accept responsibility
- Pay attention! Keep on top of announcements made about advising and financial aid
- Read your email
- Realize that there is only one advisor and many students
Tips cont.

Communication methods are available 24 hours a day, your advisors are not

- Don’t ask questions if you can easily find the answers
  - You can probably find the information quicker than it will take to get a response
- Communication methods are available 24 hours a day, your advisors are not
- Don’t assume it’s the advisor’s job
- Be prepared to make decisions
  - Advising is there to assist you, but ultimately, you decide
Phone etiquette
O Leaving Messages
  O Listen to entire message and follow directions
  O Leave audible message
  O Don’t leave too many messages
  O Leave appropriate information
    O Full name, UUID#, reason for calling, call back number, etc.
O When an advisor calls you, make sure you:
  O Have an appropriate message prompt
  O You can receive calls
  O Call while I’m leaving a message “Did you call this number”
Email
Check your email and respond in a timely manner
Make it brief and relevant
Information needs to be grammatically correct and makes sense
Send to appropriate people
Tone
Take me off your address list
One email will do
Check your email for responses before calling or emailing again
Keep emails for documentation
Include UUID#
Always start with a, “Hello/Dear Mr, Ms. etc.”
Request — don’t demand — whatever you need (“I can’t make my Thursday appointment and was wondering if you’d be available to meet another time.”)
Give options! (“I could come to office hours between 12–2 on Monday or between 1–3 on Tuesday. If that doesn’t work, I could send you an email with my questions.”)
Thank your advisor at the end and sign off with your name.
Proofread! Even though it’s just an email, text speak and typos can make a difference (“tx, c u l8r!”). Proofreading email is a good habit in general.