

# Communicating with Advisors

**TRELLIS MORGAN**

Manager, Fogelman College of Business and Economics

FAB 114

678-2855



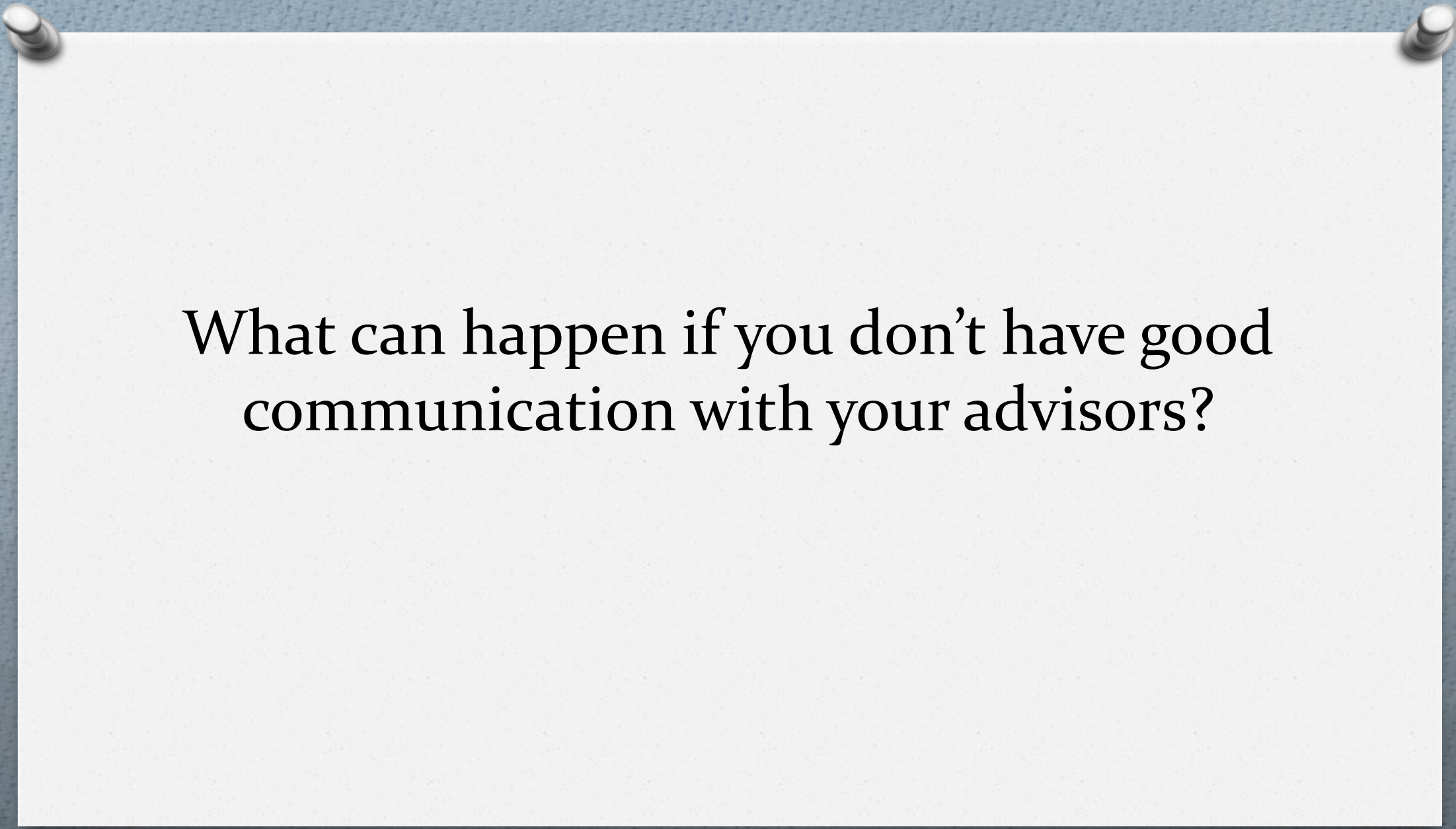
Why do students have a hard time  
communicating with Advisors?

- o Advisors are intimidating
- o Advisors are not approachable
- o Advisors don't care
- o Advisors are not available
- o Advisors are not helpful



Why do Advisors have a hard time  
communicating with students?

- o Students are not prepared
- o Students are not proactive
- o Students think they should “have it their way”
- o Students do everything at the last minute
- o Students don't pay attention to deadlines
- o Students blame advisors for everything



What can happen if you don't have good communication with your advisors?

# Effects

- o Grades
- o Graduation
- o \$\$
- o Time
- o Frustration
- o Future

# Tips

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



# Tips cont.

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

- o Don't ask questions if you can easily find the answers
  - o You can probably find the information quicker than it will take to get a response
- o Communication methods are available 24 hours a day, your advisors are not
- o Don't assume it's the advisor's job
- o Be prepared to make decisions
  - o 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

- o Check your email and respond in a timely manner
- o Make it brief and relevant
- o Information needs to be grammatically correct and makes sense
- o Send to appropriate people
- o Tone
- o Take me off your address list
- o One email will do
- o Check your email for responses before calling or emailing again
- o Keep emails for documentation
- o Include UUID#

- o Always start with a, “Hello/Dear Mr, Ms. etc.”
- o 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.”)
- o 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.”)
- o Thank your advisor at the end and sign off with your name.
- o 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.