

## Guidelines for Student Communication with Faculty

Faculty members receive many emails every day and following the guidelines below will facilitate a timely response.

### **General Guidelines:**

- When sending an email to an instructor, use your OHSU email to identify yourself as a student. If you don't have an OHSU email or have one but don't know how to access it, contact Diane Doctor at [doctord@ohsu.edu](mailto:doctord@ohsu.edu).
- At the top of the email, include your name (first and last), your program (certificate, MBI, MS, PhD), and the name of your advisor, if you have one.
- State your question at the beginning of the email so that it is not overlooked in the body. Keep it brief.
- If the question is of an administrative nature, cc Diane at [doctord@ohsu.edu](mailto:doctord@ohsu.edu). She may know the answer and may be better able to respond quickly.

### **When a student is in a course with a faculty member:**

1. If the syllabus directs the student to contact the TA before contacting the instructor, the student should do so. Otherwise, the student should contact the instructor and allow 2 business days (not including weekends) for a response.
2. If the student does not receive a response from the instructor within 2 business days, s/he should contact the TA (if there is one). When contacting the TA s/he should cc the instructor and Diane Doctor at [doctord@ohsu.edu](mailto:doctord@ohsu.edu).
3. If a student does not receive a response from the TA within 1 business day (not including weekends), s/he should contact Diane Doctor at [doctord@ohsu.edu](mailto:doctord@ohsu.edu) and cc the instructor and the TA.
4. If Diane does not reply within 1 business day (not including weekends), the student should contact Andrea Ilg at [ilgan@ohsu.edu](mailto:ilgan@ohsu.edu).
5. Students having difficulties with Sakai should contact the Sakai Help Desk at [sakai@ohsu.edu](mailto:sakai@ohsu.edu) or at (877) 972-5249. Sakai help is available M-F from 8am to 10-pm and weekends from Noon to 5pm. Do not contact the instructor.

### **When a student is an advisee:**

1. The student should contact the instructor and allow 2 business days (not including weekends) for a response.
2. If the student does not receive a response from the instructor within 2 business days, s/he should contact Diane Doctor at [doctord@ohsu.edu](mailto:doctord@ohsu.edu).
3. If Diane does not reply within 1 business day (not including weekends), the student should contact Andrea Ilg at [ilgan@ohsu.edu](mailto:ilgan@ohsu.edu).

**When a student is looking for a program advisor, an independent study advisor, or a practicum/internship advisor:**

1. The student should first contact Diane Doctor regarding procedure and faculty availability.
2. Diane will suggest faculty members to contact, as appropriate.

**To request a letter of reference, a job, a committee request, etc.:**

1. Allow 5 business days (not including weekends) for the faculty member to respond.
2. If there is no response after 5 business days, contact Diane Doctor and cc the faculty member.
3. If Diane does not reply within 1 business day (not including weekends), contact Andrea Ilg at [ilgan@ohsu.edu](mailto:ilgan@ohsu.edu).

*Students should be aware that it can take several weeks to finalize decisions regarding committee composition, internships/practicums, references, etc., so it is important to begin this process early.*