

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.
- 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. 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.
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 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.
5. Students having difficulties with Sakai should contact the Sakai Help Desk at 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.
3. If Diane does not reply within 1 business day (not including weekends), the student should contact Andrea Ilg at 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.

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.