

Faculty Outreach Guide

Not hearing from students can be due to a variety of reasons. If you are concerned about a student, one strategy is to outreach to them via phone or email to check-in about if there is something precluding them from being academically engaged. Students are more likely to email back regarding a direct message to them than a general course-based message.

There are a variety of resources available to support students on campus. [Academic Support & Retention](#) provides a central referral location, through [Excelling@Iowa](#), that helps connect faculty to various campus resources, including check-ins with students who you have not heard from. Referrals can be sent online using the Excelling@Iowa link or through the “Quick Links” drop down on [ICON](#) by selecting “Excelling@Iowa”.

If you are concerned about a student’s immediate safety due to threats to injure or harm themselves or others, please contact the [University of Iowa Police Department](#) or call 911.

Suggestions for Outreach:

Contact students early when you notice them dropping off. Students are likely to have additional responsibilities during this time and/or be experiencing feelings of anxiety, apathy, and confusion.

If you are able, send an email not marked as a course announcement as your first point of contact. It is best if students hear from you first, but there are other campus partners who can conduct outreach for you if need be. Generally, we recommend a three-pronged approach: start with a check-in email, follow up via email after a few days if you have not heard back, and then call after another few days if you still have not heard. We have templates for all this outreach below, but please feel free to update, add in your own voice, and tailor to fit the needs of you and your students.

Quick Links:

[Excelling@Iowa Referral Platform](#)

[Academic Support & Retention](#)

[Tutor Iowa](#)

[Office of the Dean of Students: Student Care and Assistance](#)

Outreach Templates:

1.) Initial Outreach:

Subject: Checking in

Hi STUDENT,

I have noticed you have been less engaged in our course since the shift to online. I [am missing X assignment for you] [haven't seen you in our Zoom classroom] [have not seen you post on the discussion board]. How are you doing?

I know this is an unprecedented time of life and understand there may be additional challenges to you completing the course. How can I best support you?

Hope to hear from you soon!

YOUR NAME

2.) Follow up

Subject: Following up

Hi STUDENT,

I have not heard from you in a while and I am concerned. How are you doing?

There are many resources I can connect you with for help with our course or other obstacles you may be facing. What can I do to help you get back on track?

Thinking of you,

YOUR NAME

3.) Phone Outreach:

Phone call

If no answer:

Leave a voicemail with your contact information

Hi STUDENT, this is YOUR NAME, your instructor for YOUR CLASS. I have tried reaching out a few times by email but have not heard back from you. I haven't seen you active in our class since X DATE. I am happy to work with you to help you get back on track. Please contact me at XXX-XXX-

XXXX or by email at EMAIL@UIOWA.EDU and let me know how I can support you. Hope you are well.

If student answers:

Hi STUDENT, this is YOUR NAME, your instructor for YOUR CLASS. I wanted to check in because I have not heard from you since X DATE. How are you?

Depending on the student response, you can make a plan together for how to navigate the transition online, including what support or accommodations you are willing to make with them. Please also refer them to appropriate resources if they reveal concerns that are beyond your current ability or willingness to assist.

Resources:

[Office of the Dean of Students: Student Care & Assistance](#)

- The Office of the Dean of Students is a central location that provides coordinated efforts to assist students with overcoming challenges to be successful and continue on a path towards graduation. The Dean of Students Student Care & Assistance team provides support to students experiencing crisis and emergency situations. They strive to ensure students receive support in a manner that best meets their needs.
- [Quick Guide for Helping Students](#)
- Contact Nikki Hodous, Director, Student Care & Assistance:
 - Email: dos-assistance@uiowa.edu
 - Phone: (319)335-1162

[Academic Support & Retention](#)

- Contact Academic Support & Retention for individual support for students regarding navigating the transition to online courses, study tips, note taking, time management, goal setting, and other successful student strategies:
 - Email: uc-retention@uiowa.edu
 - Phone: (319)335-1497

[Tutor Iowa](#)

- Many departments on campus offer academic support including one-on-one consultations, technology services, tutoring, and more. Many of these resources will be available to students during this period of online learning. A complete list of campus help labs and their online availability is available on the [COVID-19 Announcement webpage](#) of the Tutor Iowa website. To find the most appropriate resource(s) for a certain course or type of course, search by name on the Tutor Iowa website.

- The [Academic Tips Worksheets webpage](#) of the Tutor Iowa website is a great resource to provide students with tips, strategies, and information to succeed academically. There are worksheets on academic skills & study strategies, communication, instructors & TAs, stress management & wellness, taking tests, time management & planning, and subject-specific success tips.
- [Top Ten Tips for Navigating Online Courses](#)