Students Speak about Communication and Support – Key Takeaways

Communication Preferences
- For course communications, students prefer Canvas (Announcements or Inbox over email)
- For advising/other communications, students prefer email
- Inform students how you will communicate and be consistent
- Consider asking your students their preferred method of communication
- Let your students know how long of a response time to expect (24-48 hours is recommended)

How to Help Struggling Students
- A friendly reach out is appreciated
- Week 5 is a good time to remind all students of resources available
- Build relationships with your students; students report that having an instructor with whom they have a relationship reach out to them is impactful

Office Hours
- Consider using a booking option to allow students to schedule a time to meet
- Encourage attendance, consider incentivizing with extra credit
- Zoom makes it easier to attend office hours
- Office hours provide a great opportunity to build relationships

Academic Support
- Helpful when faculty contextualize available resources
- Consider giving Kudos in Starfish for students who are doing well

Academic Advising
- Email students during weeks 4-8 to set up a meeting
- Print the ‘What-If’ report to review during meetings

Please Keep When Back to Face-to-Face
(Note: almost all the suggestions above apply to any teaching mode)
- Provide a clear communication plan (how you will communicate, how you would like students to communicate, when students can expect a response, etc.) and be consistent
- Offer an option for virtual office hours
- Encourage students to attend office hours

Please contact your instructional designer with any questions or email jlm394@psu.edu to get connected to an instructional designer.