

Guidelines for Conversations with Faculty and Staff

College is a learning community where open and respectful communication helps you connect, grow, and succeed. Reaching out to faculty or staff can feel intimidating at first, but remember they genuinely want to help you.

Be Prepared and Professional

- Think about what you want to talk about and what you hope to accomplish.
- Use a respectful greeting, such as “Hello Professor Smith” or “Good morning Dr. Brooks.”
- Be on time for meetings, and email if you need to reschedule.
- Bring any materials or information that will help explain your question or concern.
- Understand that faculty and staff have busy schedules and may need time to respond to emails or requests.

Communicate Clearly and Respectfully

- Explain your concern calmly and honestly.
- Listen carefully and avoid interrupting.
- Ask clarifying questions if you do not understand something.
- Use polite, professional language and avoid sarcasm or frustration.

Take Responsibility and Stay Open

- Acknowledge your role in the situation if appropriate (for example, missing a deadline or misunderstanding instructions).
- Be open to feedback and suggestions.
- Focus on solutions and next steps rather than blame.

End Constructively

- Summarize what you discussed and what comes next.
- Thank the person for their time and support.
- Follow up if you agreed to take action; it shows reliability and professionalism.

Faculty and staff are your partners in learning. Approaching conversations with respect, curiosity, and accountability helps you build trust, solve problems, and make the most of your Augustana experience.