



## Best Practices guide for communicating with your Advisees

**August** – send an email to introduce yourself to your advisees

**September** - send a reminder to your students making sure they have all their dual credit here (they will need to send an official transcript from the institution that granted them the credit to Southeast's Office of Admissions).

**October & March** – remind students to make their advising appointment with you – and how to do that via SupportNET

During October & November you may want to update your office hours to accommodate more appointments for advising. *Note: Additional office hours can be added ahead of time with a start/end date to include your increased advising times*

## Sample Emails:

### Welcome & Introduction Email (August)

Dear Student,

I hope you have had a great start to this semester at Southeast Missouri State University!

As your academic advisor, I want you to remember that I am here to help! I want to share some important campus resources to help you be successful at Southeast.

- [Academic Support & Resources](#)
- [Important Dates and Deadlines](#) (Academic Calendar)

Please contact me if you have questions or concerns at [Creator Phone] or you can connect with me via email.  
Sincerely,

[Your Name]

[Your Email]

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### SupportNET Introduction – The information below could be added to Welcome & Introduction email listed above:

If you haven't checked out Southeast SupportNET yet, please do so. To access SupportNET, go to your Portal > Student SS Tab > SupportNET Channel (the 4th red box down on the left) > Click on SupportNET Login.

SupportNET is a tool we are using to CONNECT you to the people and resources that can help you succeed! I will be using SupportNET to schedule advising appointments. To learn more about SupportNET and how it will help you, visit: <http://www.semo.edu/supportnet> (or click SupportNET Website through the SupportNET Channel).



## Dual Credit reminder email (early September)

Dear Student,

Previous credit earned during high school may apply toward your degree at Southeast Missouri State University. It is important for you to send any dual credit and/or early college credit to Southeast so that you may be advised accurately for future semesters. We would like for you to take a few moments to review your unofficial transcript in the Southeast portal to see if your dual credit or early college credit has been sent to Southeast Missouri State. Please follow the instructions below to view your unofficial transcript:

- Log into the portal at <http://portal.semo.edu>
- Select Student SS tab
- Find the area titled, "Academic Profile"
- Select "Transcript"
- Choose "All Levels" then Submit
- Review the transcript to make sure all credit has been received

If you believe there is credit missing, please contact the college or university granting the early and/or dual credit to request an official transcript. Send transcripts to:

Southeast Missouri State University  
1 University Plaza  
Office of Admissions  
Cape Girardeau MO 63701

***Please Note: Your high school guidance counselor cannot send this transcript for you.***

Advanced Placement credit and other credit by exam is posted to your record by Southeast's Office of Testing Services after the scores are received. To verify your credit by exam has been received, you may contact Testing Services at 573-651-2836. If you have not yet requested your scores to be sent to Southeast, please go online to find the process for the credit by exam you received. If you have difficulty requesting exam scores being sent, please contact Testing Services at the number above for help.

If you have general questions after reading this email, please contact me via email.

Sincerely,

[Your Name]  
[Your Email]



## Reminder to schedule Advising Appointment (mid/late October)

Dear Student,

Please following the directions below to schedule your advising appointment with me using **SupportNET**.  
<http://www.semo.edu/supportnet/pdf/StudentAppointmentScheduling.pdf>.

Please schedule your advising appointment **BEFORE** your Priority Enrollment Date. You can find your Priority Registration Date within the Portal by clicking on the Current Student Checklist, found on the Student SS page.

**IMPORTANT:** You may change or cancel an existing appointment via SupportNet.

**IF you are planning on changing your major, please call the advising center at 573-651-5090 to find out who you will need to see to declare and be advised for your new major.**

I look forward meeting with you!

[Your Name]

[Your Email]

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## Follow-up to 8-week Grades email

Dear Student,

I am sending you this email because you received a D, F, or X (X = did not regularly attend class) in one or more of your courses for your eight-week grades. If you have not checked your eight-week grades online already, you can do so by logging on to the Portal. As a reminder, here are the steps:

Under the Student SS Tab Choose "Student"

Under "Student Records" menu choose "Mid-Term Grades"

I recommend that you talk with your professor(s) as soon as possible to discuss your eight-week grades and what action you can take to improve your performance. There are many campus resources that are available to help you if you believe you can pull your grade(s) up. Some of them are the Learning Assistance Programs & Disability Support Services, Math Lab, and the Writing Center. Visit the student services website for more information -  
<http://www.semo.edu/cs/services/index.html>.

If you cannot pull up your grade(s) and you think you are going to fail a course or courses, you may consider dropping. Dropping a course should be one of the last options you consider. If you are considering dropping any course(s), it is a good idea to talk to me first, because the course may be a prerequisite, may come up only in the fall semester, etc.

The last day to drop a full-semester course is **[Insert correct date]**. Before dropping a course, it is important for you to know how it will affect your financial aid or scholarship. If you are unsure, check with Student Financial Services at 573-651-2253 or [sfs@semo.edu](mailto:sfs@semo.edu) before dropping one or more classes.

If you have any questions or would like to set up an appointment, feel free to contact me.

[Your Name]

[Your Email]