

Faculty Communication Templates

A GUIDE FOR SUGGESTED LANGUAGE TO USE
WHEN COMMUNICATING WITH STUDENTS

MARCH 2025

How to Use this Guide

This guide provides suggested language for faculty to use when communicating with students in specific situations. These templates are **not mandatory** but serve as a resource to help faculty craft clear, supportive, and effective messages.

Developed in collaboration with a faculty work group, this guide reflects real-world scenarios in which faculty members may seek guidance on student communication. The language provided is meant to be adapted as needed to fit individual teaching styles, course policies, and institutional expectations. Faculty are encouraged to personalize messages to best support their students while maintaining professionalism and clarity.

Faculty should always communicate with students using their Ozarks Tech email accounts to ensure official correspondence remains secure and documented.

By using this guide, faculty can streamline communication, ensure consistency, and foster a positive and productive learning environment.

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EMAIL FOR STUDENT WHO IS ILL WITH COVID OR ANOTHER CONTAGIOUS ILLNESS

Dear [Student's Name],

Thank you for letting me know about your illness. I'm sorry to hear that you are sick.

For your health and everyone else's, please do not attend class in person until you have followed the appropriate isolation guidelines recommended by the Centers for Disease Control and Prevention or your healthcare provider. The 2024 CDC recommendations to [prevent further spread from respiratory illnesses](#) are as follows:

1. **Stay home** until you are fever-free for 24 hours (without fever-reducing medication).
2. **Wear a mask** for the next 5 days when resuming normal activities, especially when indoors around other people.
3. If you develop a fever again or start to feel worse, stay home or away from others for at least 24 hours until (1) your symptoms improve AND (2) you have not had a fever.

I hope you feel better soon.

[Instructor Name]

Notes for Usage:

1. This template may be customized to include special guidance to the student for staying on track while they are absent; likewise, if the student has missed a significant amount of coursework and absences due to illness will further jeopardize their ability to be successful, that may be addressed as well.

Please note that college policy stipulates it "will make every reasonable effort to allow the student to complete their coursework..." See policy guidance below.

2. Policy Guidance:
 - [4.08 – Communicable Diseases - OTC Policies and Procedures](#)

EMAIL FOR STUDENT WHO IS ON THE VERGE OF ADMINISTRATIVE WITHDRAWAL

Dear [Student's Name],

I hope all is well – you have not [**seated: attended / online: participated in**] class since [**LDA-last date of attendance**]. I'm concerned about your success in the course. As a reminder, students who are absent for 14 consecutive calendar days will be [administratively withdrawn](#) (see policy) from the course. **If you do not [**seated: attend / online: participate in**] class by [**date**], you will be withdrawn from this course.**

I have also copied your Navigator on this email for their assistance. Keep in mind that students who are administratively withdrawn are still responsible for tuition and fees. Your navigator can provide a better understanding of the impact of being administratively withdrawn.

Whether you decide to return to class or not, I wanted to share with you a few OTC resources that many students have found to be a valuable part of their academic success:

- The [Counseling Office](#) is a free and confidential resource for students facing personal issues or academic stress.
- The [Tutoring Center](#) can help with course material and studying.
- The [Disability Support Services office](#) provides assistance and accommodations to address physical and non-physical academic challenges that students may experience.
- Students may request specific supports (e.g. food needs, childcare assistance, technology, etc.) for themselves or for others by submitting an [OTC Cares Report here](#).

Sincerely,

[Your name and signature line]

Notes for Usage:

1. Copy student's Navigator. (See page 10-11 for how to identify a student's Navigator.)
2. This template may be customized with guidance specific to the student's unique situation.
3. Policy Guidance:
 - [2.64 – Administrative Withdrawal from a Course - OTC Policies and Procedures](#)
 - [2.61 – Attendance Requirements - OTC Policies and Procedures](#)

EMAIL TO STUDENT WHO HAS POOR ATTENDANCE OR LACK OF PARTICIPATION

Dear [Student's Name],

I hope this email finds you doing well. I've noticed your poor [attendance and/or participation] in [Class Name]; I'm concerned about your current progress in the course. Managing life and school can be very challenging. I'd like to work with you to create a plan to get back on track to succeed in this class.

I'm available during my [seated: office hours (Office Hours Details) / online/adjunct: via Teams (Availability)], and I'd be happy to meet with you as soon as possible. Please let me know your availability.

Additionally, OTC offers a variety of support services that can make a significant difference:

- [Counseling Services](#) provide free, confidential assistance for personal and academic challenges.
- [The Tutoring Center](#) can help with understanding course material and improving study strategies.
- [Disability Support Services](#) offers accommodations and support for students facing physical or non-physical academic challenges.
- You can also submit an [OTC Cares Report](#) if you or someone you know needs assistance with essentials like food, childcare, or technology.

I've included your Navigator in this email so they can assist as well. Please don't hesitate to reach out if you have questions or need additional support—I'm here to help.

Looking forward to hearing from you!

Best regards,
[Your Name]
[Your Title]
[Contact Information]

Notes for Usage:

1. Policy Guidance:
 - [2.64 – Administrative Withdrawal from a Course - OTC Policies and Procedures](#)
 - [2.61 – Attendance Requirements - OTC Policies and Procedures](#)

EMAIL TO STUDENT WHO HAS BEEN ADMINISTRATIVELY WITHDRAWN AND ASKS TO BE RE-ENROLLED (“NO” ANSWER)

Dear [Student First Name],

Thank you for contacting me regarding your recent administrative withdrawal from my class. I understand your interest in rejoining [class code and section number/class title], and I appreciate your desire to continue your coursework. However, due to the pattern of non-attendance and non-participation, I believe it would be challenging for you to achieve success in the class at this time, so I am denying your request.

That said, I believe in you and your ability to succeed when you are better prepared to fully engage. I encourage you to consider re-enrolling next semester [or whenever the class is offered again]. This will give you the opportunity to start fresh and make the most of the learning experience.

If you would like guidance on planning for future semesters, please reach out to your college navigator, who is copied on this email. We are all here to help you achieve your goals.

Sincerely,

[Instructor name and title]

Notes for Usage:

1. Copy student's Navigator. (See page 10-11 for how to identify a student's Navigator.)
2. Policy Guidance: Policy Guidance:
 - [2.64 – Administrative Withdrawal from a Course - OTC Policies and Procedures](#)
 - [2.61 – Attendance Requirements - OTC Policies and Procedures](#)

EMAIL TO STUDENT WHO HAS BEEN ADMINISTRATIVELY WITHDRAWN AND ASKS TO BE RE-ENROLLED (“YES” ANSWER)

Dear [Student name],

Thank you for contacting me regarding your recent administrative withdrawal from my class. You asked to be re-enrolled, and my answer is a **conditional yes**. I believe that you have the potential to be successful in my class. To be re-enrolled you must agree to the following conditions:

[List of conditions that must be met, assignments to be made up with due dates, etc.]

You must respond with your agreement by [date]. Once I receive your agreement, I will complete the re-enrollment process.

Sincerely,

[Your name and title]

Notes for Usage:

1. Blind copy (BCC) student’s navigator. (See page 10-11 for how to identify a student’s Navigator.)
2. Policy Guidance:
 - [2.64 – Administrative Withdrawal from a Course - OTC Policies and Procedures](#)
 - [2.61 – Attendance Requirements - OTC Policies and Procedures](#)

STUDENT MISSED PROCTORED EVENT

Dear [Student],

I noticed you did not complete the [describe proctored event assignment] that was due on [Month, day, year].

Please be aware that [Policy 2.21 Proctored Events for Online Courses](#) requires students to participate in at least one proctored event. Per this policy, if you do not complete the required [Proctored event assignment], you will be assigned a failing grade for the course. [Include any instructions for making up the proctored event, if applicable.]

Please let me know if you have any questions or if I can assist.

[Instructor name]

Notes for Usage:

1. This template may be customized with information about how to make up the proctored event, if applicable. If making up the proctored event is not possible, be sure to include that information so the student can make an informed decision about possibly dropping the class.
2. Policy Guidance:
 - [2.21 - Proctored Events for Online Courses - OTC Policies and Procedures](#)

EMAIL TO STUDENT WHO IS STRUGGLING IN THE CLASS

Dear [Student's Name],

I hope all is well. I am concerned about your grade in the course. It is very difficult to pass the class without mastering the concepts we already studied. I'd like for us to work together to come up with a plan to get you back on track. My availability is [dates, times]. Are you available to meet in person or via Teams in the next few days?

OTC has additional resources that can be beneficial for student success:

- The [Counseling Office](#) is a free and confidential resource for students facing personal issues or academic stress.
- The [Tutoring Center](#) can help with course material and studying.
- The [Disability Support Services office](#) provides assistance and accommodations to address physical and non-physical academic challenges that students may experience.
- Students may request specific support (e.g. food needs, childcare assistance, technology, etc.) for themselves or for others by submitting an [OTC Cares Report here](#).

I have also copied your Navigator on this email for their assistance. Let me know how I can help.

Sincerely,

[Your name and signature line]

Notes for Usage:

1. Copy student's Navigator. (See page 10-11 for how to identify a student's Navigator.)

EMAIL TO STUDENT EXHIBITING MINOR BEHAVIORAL ISSUES

Dear [Student's Name],

I want to address some of your recent behaviors in class that have raised some concerns. Specifically, I have noticed [describe the specific behavior or behaviors observed, e.g., frequent disruptions, inattentiveness, or lack of participation]. [For seated classes: As we discussed on X date...]

As a reminder, our college has clear guidelines outlined in [Policy 2.25](#) regarding Classroom Expectations and Disciplinary Withdrawal. Maintaining a positive and respectful learning environment is essential, not only for your success but also for the benefit of your classmates. My goal is to support you in meeting these expectations.

However, I want to emphasize that if this behavior continues, it could lead to more serious consequences, including being withdrawn from the course. Please don't hesitate to reach out if there are any challenges you're facing, or if you would like to discuss ways to get back on track.

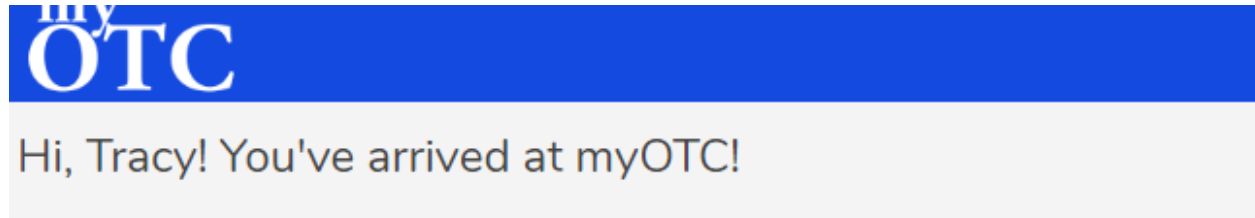
Thank you for your attention to this matter, and I look forward to working together to ensure a positive experience in class.

[Instructor's Name]

Notes for Usage:

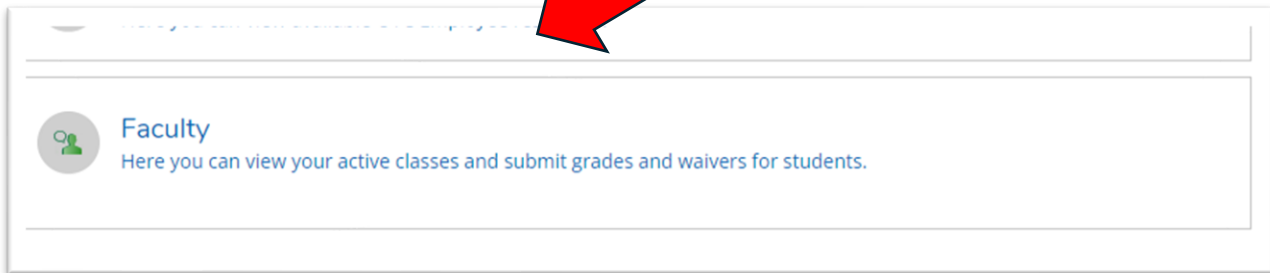
1. Blind copy (BCC) student's Navigator. (See page 10-11 for how to identify a student's Navigator.)
2. Copy (CC) academic leadership (department chair, dean, campus administrator)
3. Special Notes:
 - a. Describe the behavior objectively. Stick to the facts.
 - b. Review the process as written in policy 2.25 (see link below) and be sure you are following it.
 - c. If this is a student in a seated class, be sure you have spoken with them in person prior to sending this email.
 - d. Remember that this email will serve as your documentation should you proceed with requesting a disciplinary withdrawal.
4. Policy Guidance:
 - [2.25 - Classroom Expectations and Disciplinary Withdrawal - OTC Policies and Procedures](#)

HOW TO IDENTIFY A STUDENT'S NAVIGATOR

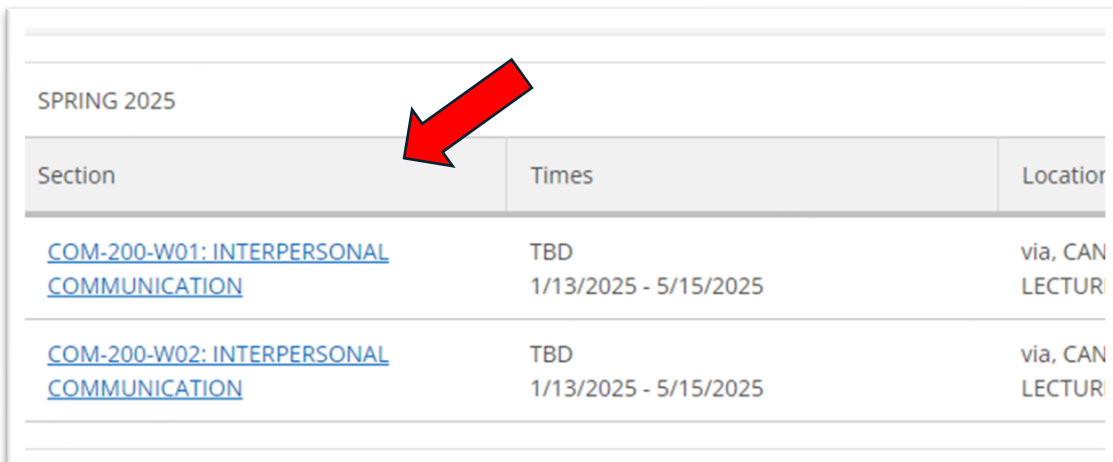


Notifications

1. Log on to myOTC
2. Select the **Faculty** tab

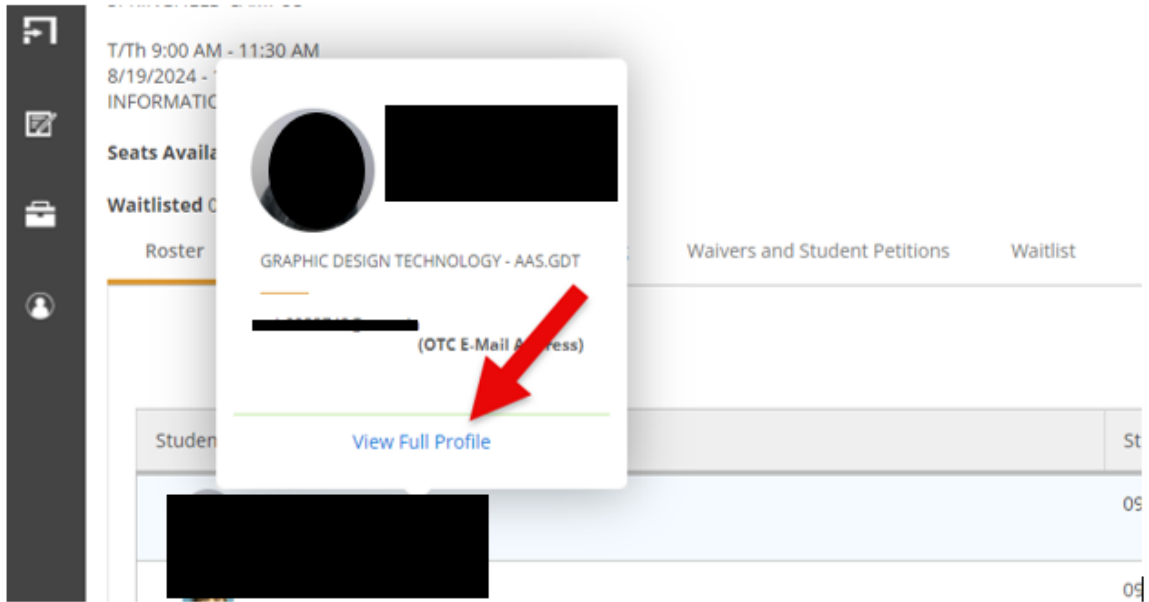


3. Choose the desired course and section.



Section	Times	Location
COM-200-W01: INTERPERSONAL COMMUNICATION	TBD 1/13/2025 - 5/15/2025	via, CAN LECTUR
COM-200-W02: INTERPERSONAL COMMUNICATION	TBD 1/13/2025 - 5/15/2025	via, CAN LECTUR

4. Hover over the student's name in the roster and click **View Full Profile**



5. Navigate to the **Advisor Details** section to find the Navigator's name and email address.

Advisor Details

Name	Type	E-Mail
RAEL, L		raell@otc.edu