

How Can I Better Communicate With Students When Email Isn't Working...

Jennie Ashlock & Dominique Benson

Joe and Mary were excited to be at professional development day. They had never attended a session together before and were amazed at the different responsibilities they had. Joe worked in one of the Student Services offices and spent his time assisting students with financial aid questions. Mary worked in IT, and also assisted students, but she found herself troubleshooting email, Blackboard and other technology tools with students. As they were talking to an instructor, Sue, leaned over to ask a few questions about what they did. She also explained about her teaching load and all of the other various duties that were a part of teaching at SCC. As the conversation developed, whether the task is following up on assignments, trying to get necessary paperwork, or even providing answers to student questions - communication was a challenge for them all!

I can't believe it! said Sue. It's as if the students don't even read the emails I send!

I agree, Joe added, but I read an article the other day that day the business email use is on the rise. It was from a company that was trying to sell me a marketing program, though...

http://www.radicati.com/wp/wp-content/uploads/2016/01/Email_Statistics_Report_2016-2020_Executive_Summary.pdf

I don't know, Mary added, we had more than 25 students this term alone who never even logged into their email, and got locked out of the system altogether!

They all agreed that there's just got to be a better way....

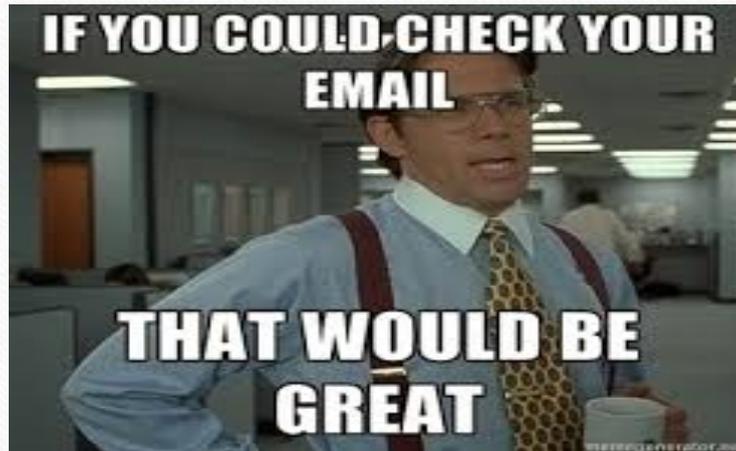
What have you tried that
didn't work so well?



What are your experiences
communicating with different generations
of students?

- Have you used any technology that has made communication easier?
- If cost were no object, and you had any technology available-what might you think would be a more effective solution to communication, especially if email is not working?

What have you tried for communicating with students that worked effectively?



TOP 3
