**Pathways Directions and Best Practices for Messaging Professors in the Platform**

Emailing a professor can be intimidating for students, especially if they don’t know them very well or if it is surrounding a difficult or personal situation. As advisors and mentors, providing a first step in helping the student make a connection for communicating their difficulties is an important tool. Remember, you are not asking for grade adjustments or leniency. The Pathways platform allows you to easily send an email message to one, some or all of a student’s professors. This document provides directions, tips and sample messages for this functionality.

**Directions:**

* Go to the “Class Info” tab on a student’s page
* Click on the course(s) whose professor you want to contact
* In the “Actions” drop down tab (upper left-hand corner), click on “Send Message to Professor”
* Add a subject line and write your message in the message box and click “Send Message”
* Note that your email is sent to the instructor’s Pitt email address

**Tips:**

* See the important information that should be filled in about your particular student in the messages below indicated by <>
* Include the student’s name and PS Emplid in the message; instructors often have large rosters of students and this aids in quick identification
* Keep the message brief
* An option is to include a simple statement about the student’s situation if appropriate (e.g., personal situation, family concerns, health concern)

**Sample messages:**

#1

Hello All,

I recently reached out to your student <student name> (Student ID: <PS ID>) and they let me know that they are having some difficulty this semester, <particularly because…>.  They are trying to get back on track with their classes and they wanted me to relay this message to you, their professors.

Thanks for your help,

<your name and title>

#2

Hello All,

It came to my attention that your student <student name> (Student ID: <PS ID>) will be absent from class on the following days <timeframe> for <e.g., personal reasons, death in the family, family hospitalization, illness>. We have discussed a plan for following up with you for any work that needs to be made up.

Thank you,

<your name and title>