

# UM Advisors Communication and Support Plan

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## Schedule

Week	Low Support	Moderate Support	High Support
1			
2	Initial communication reminding students that advisor is available for assistance <b>Welcome-1</b>	Initial communication encouraging students to schedule appointment <b>Welcome-2</b>	
3		Initial check-in appointments and develop semester success plans (i.e. available resources, schedule for taking advantage of resources, etc.)	
4			
5	Appointment campaigns for pre-registration advising + pre-midterm check-in communication (one message to full group – recommend tutoring)		<b>Priority-Reg</b>
6	Advising appointments	Advising appointments (review semester success plans during appt)	
7	Advising appointments		Advising appointments (review semester success plans during appointments)
8			
9			
10			
11			
12	Reminder to register (before re-recruitment starts)		<b>Reg-Reminder</b>
13	Re-recruitment		
14			
15	Pre-finals check-in communication		<b>Finals-Check-In</b>

■ = Progress Reports

**Naming convention**

= Word to use in naming convention such as “Welcome-1 any other words here (Spring 24)”

**Important Note:** Alerts and Cases issued for students should be managed as they occur throughout the semester. Additional guidance on managing alerts and cases available at <https://www.umt.edu/navigate/early-alert/university-of-montana-navigate-early-alert-overview-of-alert-reasons,-general-intervention-approaches-for-each-alert-reason,-and-email-templates-students-receive-for-each-alert-reason.docx>.

## Communication/Campaign Guidance

**Make these communications your own!** We've provided some sample emails to get you started, but you are highly encouraged to edit the wording to make these your own. Some of you have communication plans set up that you've used for years and that's great!

**Reach out four times during the semester for the purposes below.** It would be ideal if you can send out your communications on the same week as the schedule outlined, but there may be forces at work to require different timelines for different majors.

- A welcome email
- Priority advising appointment invite + mid-term check-in
- Reminder to register email
- Pre-finals check-in

### SUMMARY

- Highly encouraged to edit the wording of the samples to create your own emails.
- Timeline outlined is ideal, but you may need to adjust the timing of the four communications to fit major- or college-specific processes.

## Sample Emails

### PROGRESS REPORT - "In Danger of Failing" Cases

\* – All Students

NO NAVIGATE CAMPAIGN – RESPOND INDIVIDUALLY

Hi **[student name]**,

*I know how challenging keeping up with your studies can be, but with the right support and study skills, I also know you can be successful. I'm reaching out because I was made aware that you recently received an alert from your **[insert class subject and number]** instructor. I want you to know that, as your advisor, I'm here to support you in any way that I can.*

*Can we set up a time to meet and discuss relevant resources to help you succeed in the class? To schedule an appointment with me, please either send an email to me at **[insert advisor email address]**, call me at **[insert advisor phone #]**, or click the link below to schedule an appointment with me using Navigate.*

**[Insert Navigate Personal Appointment Link (PAL) for advisor]**

*Please also keep UM's various tutoring resources in mind – see <https://www.umd.edu/tutoring> for a listing of available tutoring.*

*I look forward to hearing back from you soon. Thank you,  
Advisor name*

## Advising Welcome – Week 2

### 2a – Low support

NAMING CONVENTION for **EMAIL** CAMPAIGN:

Advising Welcome – Advisor’s name (Spring 2024)

Hi *[student name]*,

*I hope you had a wonderful summer and are ready for the new semester! I wanted to remind you that, as your academic advisor, that I am here to help if you need assistance throughout the year.*

*To schedule an appointment with me, please either send an email to me at **[insert advisor email address]**, call me at **[insert advisor phone #]**, or click the link below to schedule using Navigate.*

***[Insert Navigate Personal Appointment Link (PAL) for advisor]***

***[Add useful additional major/dept/college info]***

### 2b – Moderate and High Support

NAMING CONVENTION for **APPOINTMENT** CAMPAIGN:

Advising Welcome --- Advisor’s name (Spring 2024)

Hi *[student name]*,

*I hope you had a wonderful summer and are ready for the new semester! I am your assigned academic advisor and I’m checking in to see if we could set up a time to meet soon. I want to make sure you’re aware of the various resources we have available at UM to support you throughout your time as a student here.*

*To schedule an appointment with me, please either send an email to me at **[insert advisor email address]**, call me at **[insert advisor phone #]**, or click the link below to schedule using Navigate.*

***[Insert Navigate Personal Appointment Link (PAL) for advisor]***

***[Add useful additional major/dept/college info]***

## Priority Advising Invite and Pre-Midterm check-in – Week 5

### 5 – All

NAMING CONVENTION for **APPOINTMENT** CAMPAIGN:

Priority Registration Appointments – Advisor’s name (Spring 2024)

Hi *[student name]*,

*It's already time to think about registering for next semester!*

***[Insert upcoming semester]** priority class registration runs from **[insert priority registration date range]**. In order for you to be prepared to register during the upcoming priority registration period and to ensure you get the classes you need next semester, you will need to schedule an advising appointment with me.*

*To schedule an appointment, please either send an email to me at **[insert advisor email address]**, call me at **[insert advisor phone #]**, or click the link below to schedule using Navigate. During the appointment, we can also discuss how things are going this semester and make sure you are aware of campus resources like [tutoring](#), which can be especially helpful as we approach the midterm period.*

***[Insert Navigate Personal Appointment Link (PAL) for advisor]***

## In Danger of Failing – Week 6/7/8

PROGRESS REPORTS – FEB 20 TO MAR 8 – If first response to student, use example “In Danger of Failing”

## In Danger of Failing – Week 10/11/12

PROGRESS REPORTS – MAR 25 TO APR 12 – If first response to student, use example “In Danger of Failing”

## Registration Reminder – Week 12

12 – All

NAMING CONVENTION for **EMAIL** CAMPAIGN:

Registration Reminder – Advisor’s name (Spring 2024)

Hi **[student name]**,

**[Insert upcoming semester]** registration is open. Don’t miss your chance to secure a seat in the classes you need graduate! Can I help you register sometime soon?

To schedule an appointment with me, please either send an email to me at **[insert advisor email address]**, call me at **[insert advisor phone #]**, or click the link below to schedule using Navigate.

**[Insert Navigate Personal Appointment Link (PAL) for advisor]**

I look forward to hearing back from you soon. Thank you,

Advisor name

## Pre-Finals Check-In – Week 15

15 – All Students

NAMING CONVENTION for **EMAIL** CAMPAIGN:

It’s Finals Week! Need Help? – Advisor’s name (Spring 2024)

Hi **[student name]**,

Final exams can be challenging, but we have lots of academic support resources available to help you prepare. Have you checked out our [available tutoring resources](#)? Many students use these resources to pass classes and move toward graduation. Is there anything I can do to help you connect with these resources?

To schedule an appointment with me, please either send an email to me at **[insert advisor email address]**, call me at **[insert advisor phone #]**, or click the link below to schedule an appointment with me using Navigate.

**[Insert Navigate Personal Appointment Link (PAL) for advisor]**

Best of luck on your upcoming final exams! Thank you,

Advisor name