# Email Examples: Connecting with a Student Struggling with Attendance/Engagement

## Notes

*By connecting early and often with students through Conestoga email, faculty can minimize the chances that students will struggle with absence or engagement.* [*As per the Course Delivery Procedure*](https://www-assets.conestogac.on.ca/documents/www/about/policies/academic-administration/course-delivery-procedure.pdf)*, faculty are required to reach out to at-risk students before one quarter of the course length passes or as soon as a concern is noted.*

*Below are four email templates for different stages of communication with students who are repeatedly absent or disengaged from classes. These email templates include spaces for filling in course-specific information; the templates may be modified in any way for use. Faculty are encouraged to give students time to respond (two business days to one week) and opportunities to make up for prior absences. Additional check-in/encouragement messages may be sent.*

*If you have an international student who has missed classes repeatedly, you may refer the student to a Student Success Advisor using the faculty referral form on the Student Success website:*[*https://studentsuccess.conestogac.on.ca/Faculty/ReferStudent*](https://mcas-proxyweb.mcas.ms/certificate-checker?login=false&originalUrl=https%3A%2F%2Fstudentsuccess.conestogac.on.ca.mcas.ms%2FFaculty%2FReferStudent%3FMcasTsid%3D20893&McasCSRF=ef1059cb42ff71dab562d2d3dbba45f35a8aa9542782fa2a3a0efdc21c9677a7)*. If the student referred through this process could benefit from the support that the International Transition team provides, a Student Success Advisor will refer the student to the International Transition Team. Note that you may not receive further messages with respect to the student’s contact with the Student Success Advisor or International Transition team.*

*If you have concerns or questions, contact your Chair or Chair designate before sending email messages.*

## Initial Email

Hello \_\_\_\_\_\_,

How are you? I have noticed that you haven’t attended the last few class [in-person/online synchronous] meetings, and I wanted to reach out to let you know that your presence has been missed! I have also noticed that you have not accessed eConestoga in \_\_\_\_\_ days.

I am sending this message to share that I realize you may be facing challenges of which I am not aware. At the same time, I believe that regular attendance and participation in course activities will maximize your chances to learn and be successful in this course. If there is anything that I can do to support you right now, please know that I am here for you.

You may find resources that you missed in the following locations: \_\_\_\_\_. If you have questions about them, don’t hesitate to contact me through email or eConestoga. I would be happy to meet with you face to face at a time convenient to you.

Hope to see you soon!

## Early Intervention Email

Greetings \_\_\_\_\_\_,

I’m writing today to check in and see whether I can help with your learning experience this semester. According to my records, *you’ve missed \_\_\_ live classes without explanation via course email or [insert other recommended tools for class correspondence like the discussion form, Teams, etc.]. Furthermore, it appears you’ve interacted with only \_\_\_%**of the course content on eConestoga. Finally, the following assessments are currently outstanding: \_\_\_\_\_*

I fully appreciate the challenges of participating in a/n [in-person, hybrid, online] course, so if you’d like to connect with me to explore solutions, we can meet [in-person or on Zoom, Teams, as appropriate] at any of the following times: \_\_\_\_\_

Additionally, if you feel that you would benefit from other services at Conestoga to support your personal, financial, or academic well-being, I’d be happy to help arrange an appointment with a Student Success Advisor who can connect you to the right resources. More information about Student Success Services can be reviewed here: <https://studentsuccess.conestogac.on.ca/>.

Please send me an email to let me know that you’ve received and read this message. I hope to hear from you soon and am optimistic that we can find solutions to support your learning this semester.

Kind regards,

\_\_\_\_\_\_

## Progressive Intervention Email

Hello \_\_\_\_\_\_,

I am writing to follow up on my previous message, as I have not yet received a response from you. To this date, I have noted: \_\_\_ *absences from live class meetings, no access of eConestoga in* \_\_\_ *days, no discussion forum participation for* \_\_\_ *number of weeks, failure to submit the following assignments: \_\_\_\_\_\_.*

I realize that you may be experiencing a difficult time, but it’s important that we connect as soon as possible to plan solutions to support your learning this semester.

If you are in circumstances that are making it impossible for you to complete your course work right now, please contact a [Student Success Advisor](https://studentsuccess.conestogac.on.ca/.) as soon as you are able. If you are experiencing an emergency, please contact [Security Services](https://www.conestogac.on.ca/security-services/).

If I do not hear from you in the next \_\_\_ days/weeks, I will take steps to make a faculty referral for a Student Success Advisor to reach out and inform the Program Chair or Designate.

I look forward to hearing from you.

Kind regards,

\_\_\_\_\_\_

## Final Email

Hello \_\_\_\_\_\_,

I am writing to follow up on my previous messages, as I have not yet received a response from you.

I must share news that may be disappointing to you: with only \_\_\_ number of weeks left in the semester; you have not achieved what is required to pass this course. You will be contacted by a member of the Student Success Team, Program Chair, or Chair designate to assess your situation and provide advice and support regarding how your enrollment status may impact you.

Once again, if there are extenuating circumstances that account for your absence, contacting a [Student Success Advisor](https://studentsuccess.conestogac.on.ca/.) immediately is your best option.

It is my sincere hope that you are well and safe in these difficult times. I wish you success in your future work.

Kind regards,

\_\_\_\_\_\_

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