‘ROO COMMUNICATION 101

Successfully Navigating Through ‘Roo Nation

What is Communication?

"A process by which information is exchanged between individuals through a common system of **symbols, signs,** and **behaviors."**

(Meeriam-Webster, 2017)

Addressing Professors

- Varies by discipline and professor personality
- Professors will tell you how they wished to be addressed
- Avoid calling female professors "Miss, Mrs., or Ms."
- When in doubt, start with "Professor"

Email Communication

- This is the primary method of communication
- Put it on your phone
- Check frequently
- Respond Promptly

When to communicate…

FACE TO FACE

- When message requires more than a yes or no answer or simple explanation
- When information is private

EMAIL

- When professor is hard to reach
- When it's not time sensitive
- When sending something with an electronic file
- When distributing info to large group

Strategies for Class Participation

1) Read / Do the assignment
2) Make notes for discussion
3) Get involved with discussion when you can answer the question or early on in the discussion
4) Take notes (from the lecture or discussion)
5) Visit Professor during office hours
6) Stay off devices

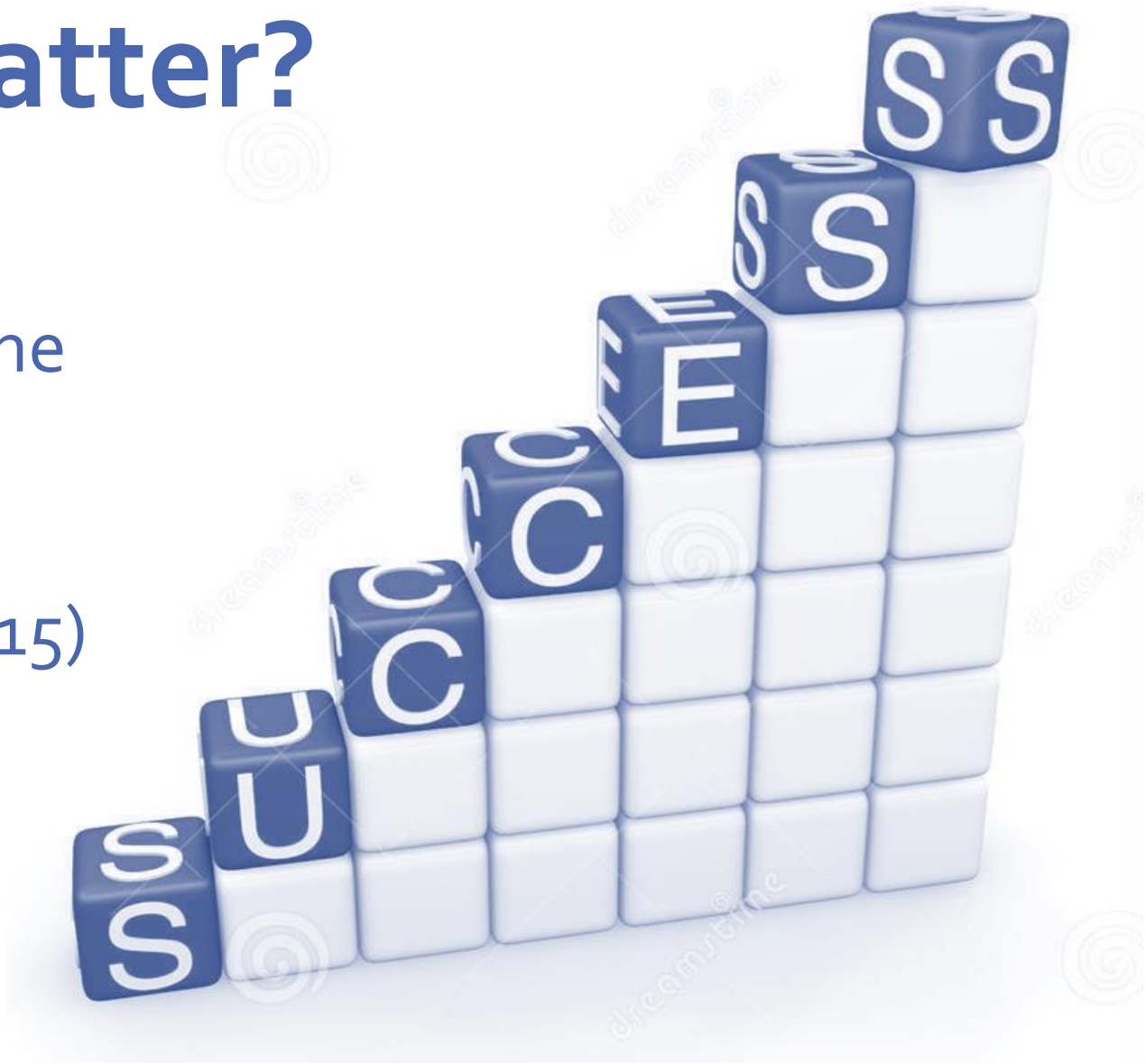
Umbrella of Communication Skills

1. Verbal Communication
2. Listening
3. Written Communication
4. Interpersonal Communication
5. Body Language

Why does it matter?

Americans recognize communication skills as the most important skill for success

(Pew Research Center, 2015)



Addressing Professors

Syllabus Secrets

Class Participation

GRAFFITI DISCUSSION

What do you know about Austin College communication?

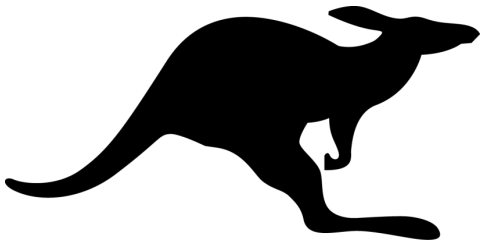
Email Etiquette

Office Hours

Communication Channels

ADDRESSING YOUR PROFESSORS

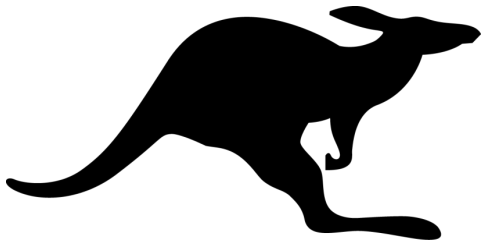
Address them according to preference



How do you address professors?

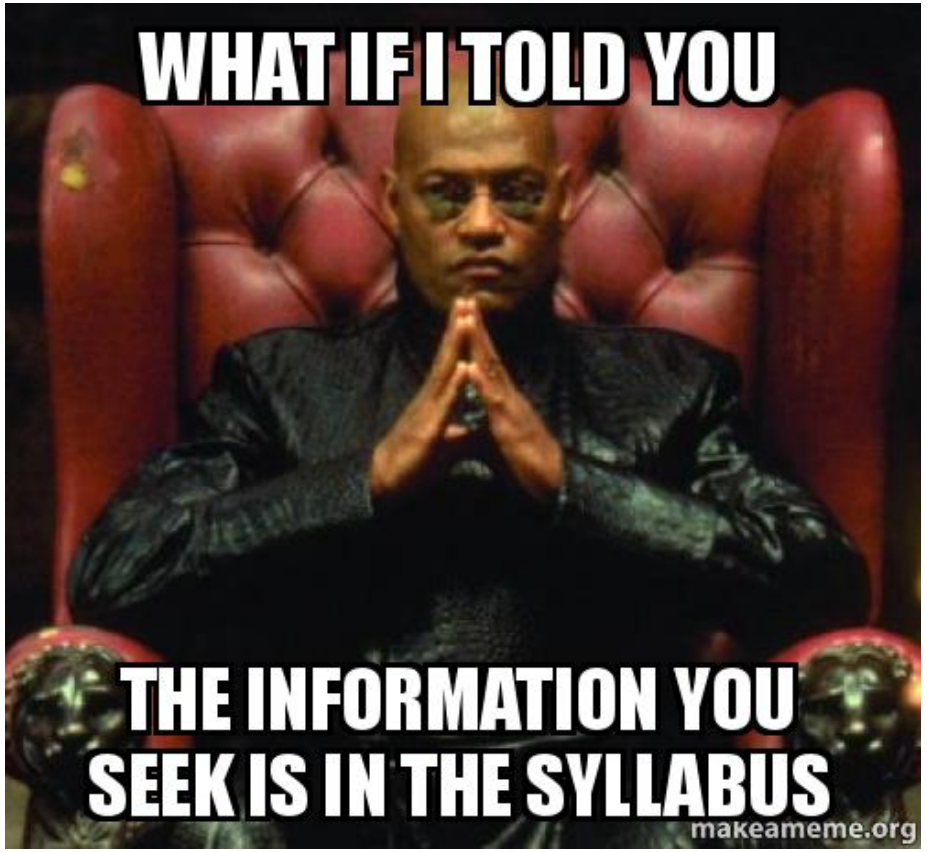
SYLLABUS SAYS…

a whole lot more than you think it does



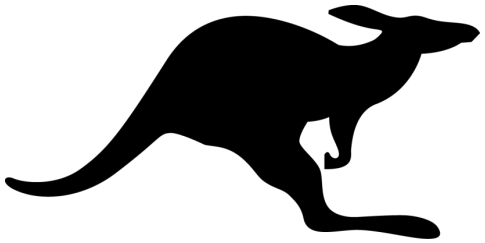
Secrets of the SYLLABUS

- This is a tool, not a waste of paper
- It reveals a lot about the professor's
- Read it before you ask
- Refer to it if you ask
- Professors don't tell you "Read this"
- Dates/Content subject to change



OFFICE HOURS

USE THEM!!!!

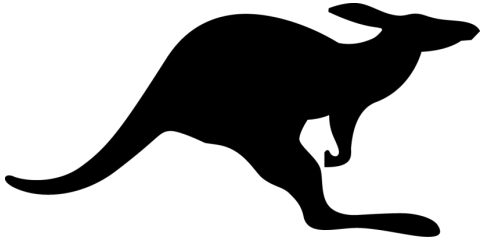


Office Hours: What you need to know

- Opportunity to personally engage with faculty
- It's not the only time your professor is available to meet
- There are no dumb questions
- Come prepared with a question if unsure how it works
- Opportunity to meet other classmates

EMAIL COMMUNICATION

There is an EXPECTED ETTIQUETTE



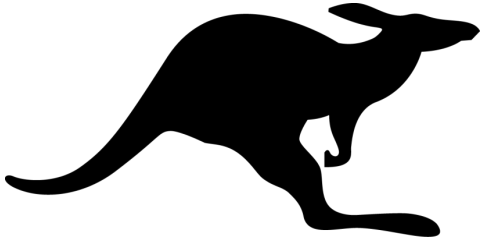
Sending a Professional Email

- **SUBJECT:** Indicate the urgency and content of the communication
- **GREETING:** Acknowledge person you are addressing
- **CONTENT:** Should include information, question, and/or solution
- **CLOSING:** Always sign off !

*DISCLAIMER: *Professors are not obligated to respond to an email instantaneously, as a result you need to plan accordingly. It may be the next day before you receive a response*

CLASSROOM PARTICIPATION

It means something, but what?



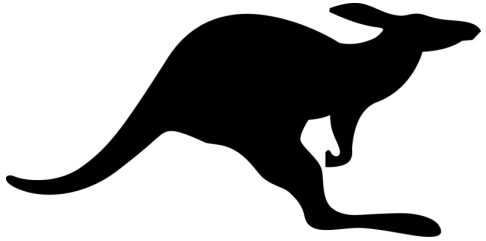
Class Participation

When Professors assess your Classroom Participation they are observing….

- Attendance
- Non-Verbal Cues / Disruptiveness
- Contribution to the discussion
- Collegiality
- Usage of devices
- Usage of Office hours

COMMUNICATION CHANNELS

The ones that matter the most for success

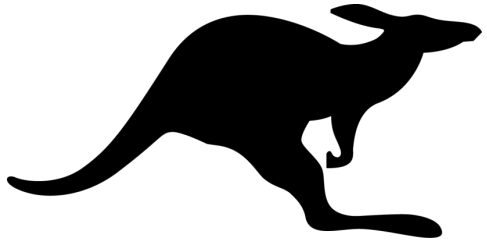


Austin College Communication Channels

- Verbal communication → ALWAYS BEST!
- Email communication → OFFICIAL NOTIFICATIONS!
- Austin College Media Platforms
  - Moodle
  - Webhopper
  - Chalkboard in WCC
  - Print Media / Flyers
  - Social Media (dependent on group)

ASKING FOR HELP

Use the Resources Available to You!!



ACADEMIC SKILLS CENTER

903-813-2454

WCC 211

Mon- Thur: 9am-10pm

Sun: 6pm-10pm

Sources

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