Being a professional student- check your email!

Your SLU e-mail is the primary method that members of the University community communicate with you and for you to communicate with them. Check your SLU e-mail account on a daily basis as you are responsible for the information included in the messages sent to you. Please note that when communicating with your academic advisor, you must always use your SLU email account. If you should use an email from another account, please keep in mind that your academic advisor will always email you back at your SLU account. When communicating with SLU officials (faculty, advisor, mentors, and staff), please consider the following points:

- **Who am I speaking with?** Provide your full name and Banner ID number.
- **What is this about?** Use a clear subject line such as “Summer Class Question”
- **Be brief**—using short, complete sentences.
- **What do you need my help with?** Include important details (if relevant: course name, CRN#, section#).
- **Write professionally.** Include grammar, punctuation, no emoticons, and no phonetic spelling or text abbreviations. Do not type in all capital or lower-case letters. If you need to emphasize text use bold or underline.
- **Please be patient.** We work very hard to answer all student concerns and issues in a timely manner. Our policy states a response time of 48 business hours, so please be patient in waiting to hear back from us! If it has passed the 48 business hour time frame, please email a gentle reminder.
- **Be polite.** Write as you would speak to that person face-to-face.
- **Keep our conversations to look at later.** Save important e-mail correspondence as documentation of conversations.

**Dear Mr. Johnson,**

My name is Bailey Billiken (Banner ID #000123456), and I am your advisee. I would like to talk with you about summer coursework and transferring credit to SLU. I am hoping to take a History course at a community college in my home town. What is the process for verifying that this credit will be acceptable to SLU and my academic department?

I would be happy to discuss this over e-mail or in person. Please let me know what might be best for you.

Thank you,
Bailey Billiken

**To the left is a sample email that you might send to your academic advisor. You can use this format when communicating with other SLU faculty & staff too!**