

Interacting with Students

Consider these areas of faculty-student interactions. When implemented together, they can improve and streamline communication with students.

Set Clear Expectations and Boundaries

- At the start of the semester, exchange preferred communication methods with students.
- Discuss communication styles and how these are impacted by generational and role differences.
- Post your preferred contact information in Canvas and note a timeframe in which you will respond to student emails/calls/texts.
- Set and adhere to office hours. Post them in Canvas.
- Practice work-life balance. If you set a precedent of responding in the evening, late at night, or on the weekend, students may expect this for future communications.

Honor Student Questions and Your Time

- Answer questions when students are together. Answering one student in class may reduce emails from other students.
- Defer to a later time if needed. Answering questions right before or after class can be difficult and some questions interrupt the instructional flow. If a student asks a question at an inopportune time, tell them you cannot give the question your full attention now and suggest that they write it down or email it to you so you can respond as soon as possible.

Understand Communication Styles

Learn how to recognize and respond to communication that may be passive, aggressive, passive-aggressive, or assertive. The resources to the right can help you to learn more about these communication patterns.

Communication Styles
bit.ly/3UTwlZK



Understanding Your Communication Style
bit.ly/3OrreNG



Know When and Who to Ask for Help

- Acknowledge when you need to involve others to help students and familiarize yourself with campus resources.
- Access more information on this topic and other helpful resources on the UNO Center for Faculty Excellence website.

References:

- Bain, K. (2024). What the Best College Teachers Do.
- Felten, P., & Lambert, L. M. (2020). Relationship-rich Education: How Human Connections Drive Success in College.



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