

STUDENT E-MAIL TEMPLATES

NOTE: Flags & Kudos e-mails are signed by you! Any comments you enter should address the student directly. Academic Advisors & Academic Coaches will see your comments.

FLAGS

Academic Concern

Subject: Academic Concern in [Course Name]

Dear [Student First Name].

During these challenging times, I am concerned about your academic progress in [Course Name].

Instructor's additional comments:

[Instructor's Comments]

We want to help you overcome any issues you may be facing that could affect your success in college. Your academic advisor and I are interested in helping you keep up with your course work and are available to speak with you about your academic progress.

Please take advantage of the following resources to aid your efforts to improve your academic performance.

- [Student Distance Learning and Services](#)
- [LRC: Virtual Learning Center](#)
- [CUNY Continuity for Students](#)
- [CUNY Technology Services](#)
- [COVID-19 Student Emergency Fund](#)

Sincerely,

Professor [Instructor's Name]

Attendance Concern

Subject: Attendance Concern in [Course Name]

Dear [Student First Name].

During these challenging times, I am concerned about your attendance in [Course Name].

Instructor's additional comments:

[Instructor's Comments]

I believe that you can be successful in your academic studies at BMCC, and consistent online attendance/check-ins is an important step in accomplishing your academic goals. Missing class content can affect your grades, it is not too late to change your attendance habits.

Please speak with me to discuss any concerns you may have about the course. I also recommend making an appointment with your academic advisor to discuss your academic goals and technical issues you may be experiencing.

Sincerely,

Professor [Instructor's Name]

Poor Class Participation

Subject: Poor Class Participation in [Course Name]
Dear [Student First Name],

I believe you can be successful in your academic studies at BMCC and active class participation is an important key to your learning process that will help you achieve your academic goals.

Class participation gives us the opportunity to engage, learn from one another, develop our thoughts, and enhance our understanding of the class learning objectives. This may include but is not limited to, attending class/logging-in (online), submitting assignments, engaging in class/discussions/discussion boards/forum posts/emails, completing exams/quizzes, taking part in group projects, and joining class video meetings/lectures.

Instructor's additional comments:
[Instructor's Comments]

Both your advisor and I can speak with you to discuss any concerns you may have about your class.

Please take advantage of the following resources to aid your efforts to improve your academic performance.

- [Student Distance Learning and Services](#)
- [LRC: Virtual Learning Center](#)
- [CUNY Continuity for Students](#)
- [CUNY Technology Services](#)
- [COVID-19 Student Emergency Fund](#)

Sincerely,
Professor [Instructor's Name]

In Danger of Failing

Subject: Can we talk about how you're doing in [Course Name]

Dear [Student First Name],

Your advisor and I want you to check-in and talk about how things are going in your [Course Name] course. The sooner we can talk the better, so we can work out a strategy to support you during this challenging time before the semester ends.

I would like you to do the following as soon as possible.

1. **Talk with me.** Please contact me via phone, text, e-mail, blackboard, Zoom, or through any mode of communication that we've established.
2. Schedule an appointment to meet with your academic advisor.
3. **Here are distance learning resources that you may not be aware of:**

- [Student Distance Learning and Services](#)
- [LRC: Virtual Learning Center](#)
- [CUNY Continuity for Students](#)
- [CUNY Technology Services](#)

- Online tutoring services fully accessible online at <https://bmcc.upswing.io>
- [BMCC Upswing Video](#)
- [How to use Upswing tutoring as a student](#)
- [How to use Upswing's Virtual Learning Center](#)
- [Online Tutoring Schedules](#)

Sincerely,
Professor [Instructor's Name]

Distance Learning Disengagement

Subject: Haven't seen you in [Course Name], everything ok?

Dear [Student First Name],

I hope you and your loved ones are staying safe and doing the best you can in these challenging times. Distance learning may be a new experience for you, and I want to make sure you're on the right track! I'm worried because I have not heard from you during our check-in and you have not responded to my e-mails. I want to help you re-connect with our [Course Name] class.

Your academic advisor and I are here to help and want to hear from you! Please reach out to us so we can work together to support you in keeping up with the course work.

Instructor's additional comments:

[Instructor's Comments]

Below are distance learning resources that you may find helpful:

- [Student Distance Learning and Services](#)
- [LRC: Virtual Learning Center](#)
- [CUNY Continuity for Students](#)
- [CUNY Technology Services](#)

We're invested in helping you achieve your academic goals, so please get in touch with us soon!

Sincerely,

Professor [Instructor's Name]

Automatic Flag: Blackboard – No Logins in X Days

Subject: Logging into [Course Name] on Blackboard

Dear [Student First Name]

We noticed you haven't logged into your course [Course Name] on Blackboard in the last X days. If you are experiencing any issues accessing your course or logging in, please contact us, we are here to help!

Distance learning may be a new experience for you, and we want to make sure you're on the right track!

If you're logging in or doing coursework off of Blackboard, you can disregard this message. This is an automatic email.

To log into Blackboard, go to bbhosted.cuny.edu and put in your CUNYfirst username and password. If you don't know your CUNYfirst username and/or password, click on New User. Even if you forgot your username or password, click on New User.

Here are some tips on how to stay on top of your coursework:

- [Fall 2020 Online Learning](#)
- [Student Distance Learning and Services](#)
- [LRC: Virtual Learning Center](#)

PLEASE NOTE: *If your instructor is not using Blackboard for your course, please contact connect2success@bmcc.cuny.edu*

Sincerely,

[E-Learning Center Team](#)

Borough of Manhattan Community College

esupport@bmcc.cuny.edu

KUDOS

Keep Up The Good Work

Subject: Kudos! Keep Up The Good Work in [Course Name]

Dear [Student First Name],

You've been doing a great job in [Course Name].

Your dedication and hard work are paying off. Keep up the good work!

[Instructor's Comments]

Reach out to me if you need assistance.

Sincerely,

Professor [Instructor's Name]

Showing Improvement

Subject: Kudos! You're Showing Improvement in [Course Name]

Dear [Student First Name],

You have improved in [Course Name]. Your continued effort will surely pay off.

[Instructor's Comments]

Please let me know how I can continue to support you.

Sincerely,

Professor [Instructor's Name]

Outstanding Performance

Subject: Kudos! Outstanding Performance in [Course Name]

Dear [Student First Name],

You are doing an amazing job in [Course Name] and are on track to finish successfully.

[Instructor's Comments]

Keep it up! Please let me know how I can continue to support you.

Sincerely,

Professor [Instructor's Name]

You Can Do Better!

Subject: Kudos! You Can Do Better! in [Course Name]

Dear [Student First Name]

Your work thus far in [Course Name] indicates that you are passing the course, but I know you can do better.

[Instructor's Comments]

I encourage you to speak with me directly to discuss the areas you can focus on in the course.

Please let me know how I can continue to support you.

Sincerely,

Professor [Instructor's Name]

You're Off to a Great Start

Subject: Kudos! You're Off to a Great Start in [Course Name]

Dear [Student First Name],

Good academic habits are the first step in laying the foundation for your success. Keep up the good work!

[Instructor's Comments]

Sincerely,

Professor [Instructor's Name]

REFERRALS

TUTORING REFERRAL (LRC)

FROM: lrc@bmcc.cuny.edu

Subject: Tutoring Referral – LRC: Virtual Learning Center – Course Name

Dear [Student First Name],

Welcome to the LRC: Virtual Learning Center at Borough of Manhattan Community College!

[Raiser Name] has referred you to take advantage of our valuable resources for your [Course Name] course.

[Raiser Name] has additional comments:

[Comments]

Our tutoring services are now fully accessible online at <https://bmcc.upswing.io/>. Here are some how-to videos to get you started:

- [Online Tutoring Guidelines](#)
- [BMCC Upswing Video](#)
- [How to use Upswing tutoring as a student](#)
- [How to use Upswing's Virtual Learning Center](#)
- [Online Tutoring Schedules](#)

If you are an ASAP, CUNYEDGE, College Discovery students please contact your academic advisor and/or department to discuss tutoring in your program.

Our virtual office hours are Monday – Saturday 9:00AM – 7:00PM and we can be reached at lrc tutoring@bmcc.cuny.edu and/or academiccoaching@bmcc.cuny.edu

Sincerely,
Learning Resource Center
Borough of Manhattan Community College
199 Chambers Street, Room S-510
New York, NY, 10007

Website: <http://www.bmcc.cuny.edu/students/lrc>

CENTER FOR CAREER DEVELOPMENT REFERRAL

Dear [Student First Name],

Welcome to the Center for Career Development at Borough of Manhattan Community College! We are open as a Virtual Campus!

[Creator Name] has referred you to us because the Center for Career Development's valuable resources are a key to your success at BMCC.

[Creator Name] has additional comments:

[Creator Notes]

Career Express

- Schedule an appointment with one of our career advisors by clicking on the following link, <https://bmcc-cuny-csm.symphlicity.com/students/>

Virtual Front Desk (Monday to Friday, 10AM - 12PM and 1PM - 4PM)

- Students can stop by our front desk by clicking on the following link, <https://bit.ly/ccdfrontdesk>.

Virtual Walk-In Hours (Monday to Friday, 2PM - 4PM) - NO APPOINTMENTS NECESSARY!

- Click on the link for more info: <https://www.bmcc.cuny.edu/student-affairs/career/virtual-walk-in-career-advisement>

EVENTS

- Fall 2020 Virtual Career Fair Prep Sessions for the BMCC Virtual Career Fair on Wednesday, October 7th 2020
 - September 15th 5:00PM – 6:00PM Zoom Meeting ID: 303 343 7384
 - September 16th 2:00PM – 3:00PM Zoom Meeting ID: 303 343 7384
 - September 23rd 2:00PM – 3:00PM Zoom Meeting ID: 303 343 7384
 - September 24th 11:00AM – 12:00PM Zoom Meeting ID: 303 343 7384

Sincerely,

Center for Career Development
Borough of Manhattan Community College
199 Chambers Street, Room S-342
New York, NY, 10007
Telephone: (212) 220-8170
E-mail: career@bmcc.cuny.edu
Fax: (212) 346-8519
Website: <http://www.bmcc.cuny.edu/career>
Career Express: <http://bmcc-cuny-csm.symplicity.com/students>

CUNYEDGE REFERRAL

Dear [Student First Name],

Welcome to the [CUNYEDGE](#) program at Borough of Manhattan Community College!

[Creator Name] has referred you to us. Our program is a great resource for additional academic and personal support for students that are receiving some form of governmental assistance while at BMCC. This program can help with a variety of challenges you may be facing.

[Creator Name] has additional comments:

[Creator Notes]

We are a virtual office our hours of operation are Monday-Friday: 9:00AM - 5:00PM.

We can be reached via e-mail at cunyedge@bmcc.cuny.edu

Please check our [website](#) for the services and resources we provide!

Sincerely,

CUNY EDGE

Borough of Manhattan Community College

70 Murray Street, Room M-1216B

New York, NY, 10007

Telephone: (212) 346-8485

E-Mail: cunyedge@bmcc.cuny.edu

Website: <https://www.bmcc.cuny.edu/academics/success-programs/cuny-edge/>

EDUCATE • DEVELOP • GRADUATE • EMPOWER