



# Top Ten Ways to Help Students

- 1.** Be sure the student knows who you are and what you do.
- 2.** Be quick to respond to requests for help. Some problems can't wait.
- 3.** Your attitude and manner are often more important than the substance of your response. Be friendly and helpful even if you have to deliver bad news.
- 4.** Make your correspondence as friendly and helpful as a face-to-face conversation.
- 5.** Use the telephone to reduce the "campus run-around" for a student. Take the attitude that "the buck stops here".
- 6.** Before you make a referral, determine that the office or person to whom you are sending the student is the proper one to handle the situation.
- 7.** If possible, refer a student to a specific person. Follow up with the referral.
- 8.** When it is obvious that a student is unhappy with your action or decision, volunteer the information about how it can be appealed or reviewed.
- 9.** Be flexible. You are here to make exceptions when circumstances warrant them. Being fair and equitable does not necessarily mean that all students should be treated the same.
- 10.** Make your attitude an expected standard for everyone you work with.