Every student, at one point or another, during their college career will experience life events or stressors that impact their academics. Case Management and Victim Support Services encourages students to communicate directly with their professors about these circumstances when they significantly impact their class attendance, class performance, or ability to complete exams and assignments as scheduled. Emailing your professors directly will help to demonstrate that you are taking the course seriously and will eliminate the possibility of any misunderstandings due to communicating via a third party. Here are some tips for an effective and professional email. You will also find a sample email on the next page as well as some important Newcomb-Tulane College policies regarding class attendance.

- Read your syllabus first. Your syllabus may include information about what types of accommodations the professor offers for students dealing with health or personal issues and will likely include policies on absences and accepting late work.
- Send the email from your Tulane email address.
- Use a clear subject line such as “Assistance in PHYS 1001” or “Accommodation for Intro to Writing.”
- Address your professor as “Professor Last Name” unless your professor has specifically requested that you address them in another style.
- Use proper grammar, capitalization, punctuation, and spelling. Proofread your email before sending.
- Note the full name of the course you are enrolled in, including the section number or day and time (ex. PHYS 1001-01 or Intro to Physics MWF 8:00-8:50, not “your physics course”).
- Only share as much as about your situation as you are comfortable sharing. Some students choose to go into detail; others simply state that they are dealing with a serious medical issue or personal issue.
- Describe how the issue is impacting their course and what accommodations you believe would be helpful. Be as specific as possible while acknowledging that you appreciate whatever assistance the professor is willing to offer. Acknowledge that you have read the syllabus and are aware of any policies pertaining to the request you are making.
- Consider copying your academic advisor and case manager on the email. Doing so will help keep them in the loop and allow them to better assist you with any future issues that may arise with the course.
- Allow your professor 1-2 business days to reply. If you are in a situation where you need an immediate response, you may want to go to your professor’s office hours or look on their syllabus for a phone number where you can reach them.
- Be polite. Your professors have a lot of discretion in granting accommodations, so you do not want to come across as demanding or rude.

For further assistance, please contact your academic advisor or a staff member in Case Management and Victim Support Services.

Academic Advising Center
102 Richardson Building
Open M-F 8am-5pm
Phone: (504) 865-5798
Email: advising@tulane.edu
Website: tulane.edu/advising

Case Management and Victim Support Services
Lavin-Bernick Center, Suite G02
Open M-F 8:30am-5pm
Phone: (504) 314-2160
Email: srss@tulane.edu
Website: tulane.edu/studentaffairs/support/cmvss
Dear Prof. Brown,

I am reaching out regarding my recent absences in your 10am MWF Child Psychology course. On Saturday, I came down with a bad case of the stomach flu and have not been able to attend classes for the past 3 days. I should be able to attend class tomorrow. I have reached out to a classmate to get a copy of the notes I missed. I would like to request your understanding on these absences this week. I am also wondering if it would be possible for me to make up the in-class assignment I missed on Wednesday. Any option you can offer would be greatly appreciated. Please do not hesitate to email me if you have any questions or concerns. I can also set up a meeting with you or come to office hours next week if you prefer to discuss this in person. I have copied my academic advisor, Sam Jones, on this email in case you need to reach out to him as well. Thank you for your consideration of my situation. I am looking forward to being back in class on Friday!

Sincerely,

Alex Learner

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**CLASS ATTENDANCE POLICY**

_The following information regarding class attendance is excerpted from the University Catalog. The full catalog can be found at pulse.tcs.tulane.edu/~catalog_

Students are expected to attend all classes unless they are ill or prevented from attending by exceptional circumstances. Instructors may establish policies for attendance and making up missed work in their classes, which are announced at the beginning of the semester. Students who find it necessary to miss class are responsible for obtaining notes on material covered in lectures or other class sessions.

Students are responsible for notifying instructors about absences that result from serious illnesses, injuries, or critical personal problems. Medical recommendations are issued by the Student Health Center in the following instances: illnesses or injuries that involve hospitalization and a partial or complete withdrawal due to medical reasons. In these instances, medical information will be released only with the student's written permission.

Instructors are authorized to lower the grades of students who are absent excessively without a satisfactory excuse or do not make up work missed because of absences. With the approval of the Newcomb-Tulane College dean, an instructor may have a student who has excessive absences involuntarily dropped from a course with a WF grade after written warning at any time during the semester.