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**POLICY MEMORANDUM**

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**TO:** CUSTOMER SERVICES DEPARTMENT  
**FROM:** DALE LONGBINE  
**SUBJECT:** CONTACTING FACULTY & ADVISORS  
**DATE:** 11/14/2008  
**REVIEWED:** 01/12/2009

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If an instructor/advisor is not available by phone, rather than have the student leave a voice message, email the student's instructor or advisor according to the following procedures:

- Use the advisor/faculty Outlook email address and copy both the student and AskAC ([askac@actx.edu](mailto:askac@actx.edu)). If student does not have an email address, inform them that you will follow up by phone.
- When sending the email, request a **Read Receipt** from the Options tab in Outlook and copy/paste the format of information needed from the J drive to the body of the email for either faculty or advisor.
  - Advisor: J:\Customer Services\Training Procedures & Misc. Manuals\Advising and Instructor Emails
  - Faculty: J:\Customer Services\Training Procedures & Misc. Manuals\Advising and Instructor Emails
- The copy of the email that goes to the AskAC shared folder will be used for follow up if needed and will provide information to all AskAC employees that the student request has been sent to an advisor/faculty. This procedure will be useful if the student calls back.
- The employee that initiates the email will be responsible for follow up to ensure the student request is taken care of.
  - If the faculty/advisor opened the email (tracking option), it will be assumed that the request has been taken care of and the original email can be moved to the AskAC complete folder.
    - Move the confirmation email to the Advising/Faculty Complete folder.
  - If the faculty/advisor does not open the email within two business days, forward the email to Dale Longbine with a copy to Leslie Priest.
    - Dale Longbine or Leslie Priest will send the email with tracking option to the advisor/faculty again with a copy to the next level supervisor.
    - If the email is not responded to within one day, Dale Longbine will continue the process of notification through the "chain of command" of the instructor/advisor.
    - If all else fails, Dale Longbine will contact the appropriate department/person to resolve the problem for the student.
  - Follow up includes contacting the student by email/or phone to ensure the problem has been resolved.