

## **Important Guidelines for Using Academic Advising Help Desk**

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### **Plan your emails in a timely manner**

- Please anticipate your needs and send emails with adequate time for us to respond to them, so that you can avoid sending emails which have a panicked sense of urgency as much as possible. A timely response would be good for you as well.

### **Refrain from sending multiple emails**

- Whether it is a general query of low importance or an urgent one, do not send multiple emails regarding the same issue at one time, as it only clogs up Helpdesk and response time only increases by doing so.
- Be sure that we are working to answer your queries in as timely a manner as possible. If you do not receive a reply within 2-3 working days, then you may send a follow-up reminder to the same initial email sent to Advising Helpdesk (do not generate a new email and a new ticket for the same query).
- It's possible for your query to be answered a day or two late when there is heavy traffic for e.g. during enrollment phases or if it is being discussed with other departments at LUMS for additional information etc.

### **Write an appropriate email-subject line**

- It should be specific enough.
- The list of Advisement topics can be used to write the subject line.
- Do not mention urgent, unless it is in fact an urgent matter.
- Do mention the word “Appointment” in Subject Line if you intend to schedule an appointment with an academic advisor or faculty.

### **Email body**

- Make sure that your email follows the common practices for proper email writing (proper mode of address for the recipient, a clear coherent query or message, a respectful tone or voice, proper sign-off etc.).
- Please ensure that you write a formal email, especially while emailing for appointments with Faculty or Academic Advisors.

### **Refrain from writing long-narratives**

- Longer emails make it difficult for the reader to get to the heart of your message and address your query.
- Try to keep emails short, respectful, and to the point.

**Do not privately email advising staff on their personal email IDs**

- Repetition of emails only creates confusion as the same email is received by advising staff via Academic Advising Help desk.
- All tickets generated at Helpdesk are marked to relevant personnel for response.