

## Student Guide: How to Contact an Instructor Using Their Preferred Contact Method

**Check the course syllabus** for the instructor's contact information. Instructors usually list their QCC email and phone number as well as their preferred method or methods of contact on the first page of the syllabus. After learning what their preferred method of contact is, you can use it to reach them.

### Email

You can send an email to your instructor in a couple of different ways. Before doing so, though, we recommend becoming familiar with academic email etiquette. You can read what's on this web page <https://jimlabate.medium.com/how-to-write-an-email-to-your-teacher-61f318fea89c> or watch this three-minute video <https://www.youtube.com/watch?v=TeHnzfO0qlA> for helpful tips on how to write an email to your instructor.

- Option 1:**
- From your student email account, click on the "New Mail" button.
  - Type your professor's QCC email address\* into the "To" textbox.
  - Then add your course and section number (for example, MAT 121, 05) and the reason for your email in the subject line.
  - Follow the tips about academic email etiquette on the web page or video mentioned at the top of this guide to write your message in the body of the email.
  - After reviewing your email to make sure it clearly states what you want to communicate to your instructor, click on the "Send" button. Their response to you will go to your student email account.
- Option 2:**
- From your Blackboard course, click on the "QCC Email (send only)" link on the left-side course menu.\*\*
  - Choose "All Instructor Users."
  - Add your course and section number (for example, MAT 121, 05) and the reason for your email in the subject line.
  - Follow the tips about academic email etiquette on the web page or video mentioned at the top of this guide to write your message in the body of the email.
  - After reviewing your email to make sure it clearly states what you want to communicate to your instructor, click on the "Submit" button, and the email will be sent to the instructor's QCC email address. Their response to you will go to your student email account.

\* You can find your instructor's contact information, including their email address, in the course syllabus. Additionally, instructors' email and phone numbers can be found in the Staff & Faculty Phone Directory. Go to [qcc.edu](http://qcc.edu) and click on The Q. The directory link is found under the Quick Links on the left side. Instructor information can be found by entering their first or last name.

\*\* Please note that not all instructors enable the "QCC Email (send only)" or the "Course Messages" option in Blackboard.

## Course Messages

- a. From your Blackboard course, click on the “Course Messages” link on the left-side course menu. \*\*
- b. Click on the “Create Message” button.
- c. Click on the “To” button, select your instructor’s name from the options provided, and use the right-facing arrow to move their name to the “recipient’s” box.
- d. Add your course and section number (for example, MAT 121, 05) and the reason for your message in the subject line.
- d. Follow the tips about academic email etiquette on the web page or video mentioned at the top of this guide to write your message in the body of the course message.
- e. After reviewing your message to make sure it clearly states what you want to communicate to your instructor, click on the “Submit” button. This message goes to your instructor’s “inbox” in the “Course Messages” area here in Blackboard. Go to “Course Messages” in your Blackboard course and click on your inbox to see their reply to you.

## Phone

Call your instructor using the phone number they have provided in the syllabus. Please note that instructor’s QCC phone extensions do not accept texts; these phone extensions are ones that begin with 508-854.

## Further Explanation about the Differences between the “QCC Email (send only)” Tool and the Course Messages Tool in Blackboard

When you use the “**QCC Email (send only)**” tool in your Blackboard course to contact your instructor, the email will be sent to your instructor’s QCC email address. Their response to you will go to your student email account. Blackboard doesn’t keep a record of emails sent from the “QCC Email (send only)” tool. For this reason, we strongly recommend clicking on the checkbox next to “Return Receipt” at the bottom of that page before sending an email; if you do this, a copy will be sent to your student email address.

The “**Course Messages**” tool in Blackboard can be used to both send and retrieve messages. When you send a message to your instructor this way, it goes to your instructor’s “Course Messages” inbox in Blackboard; their response to you will go to your “Course Messages” inbox in the Blackboard course, so be sure to check your “Course Messages” inbox on a regular basis. **Please note:** you may receive an email in your student email inbox when an instructor has sent a course message to you. This email is just to let you know to logon to Blackboard to review this course message. Do not reply to this course message from your student email as it will not be sent to your instructor. Please logon to Blackboard and go to course messages to reply.

### 24/7 Support

Phone Number: 508.854.4427, Press 1 for Student Support  
QCC IT Service Desk: <https://www.qcc.edu/help>