

## **SAMPLE REFERRAL EMAILS**

### **ACADEMIC & CAREER EXPLORATION (ACE)**

You have been referred to UND's Academic & Career Exploration (ACE) team for assistance with your future at UND. Whether you don't know what you want to major in and/or career to pursue, you like your major but are unsure of the career opportunities, or have a career in mind but are unsure what major to pursue, ACE would be happy to help.

A member from the ACE team will contact you via email or phone by the end of the next business day to follow up on this referral. In the meantime, you are encouraged to schedule an appointment with UND's Academic & Career Exploration team.

### **ACADEMIC COACHING**

I would like to refer you to an Academic Coach from Learning Services for learning strategies to help you achieve your goals.

You can schedule an Academic Coaching appointment using Starfish. A staff member from Learning Services will also be contacting you via email or by phone by the end of the next business day to follow up on this referral.

Please let me know if I can be of further assistance.

### **ADVISOR**

You are being referred to your advisor for further assistance. You can locate your advisor's name and contact information in the lower right hand corner of your Student Center in Campus Connection. You can also find your advisor in Starfish in your success network. Click [here](#) and then sign into Starfish with your UND username and password to be taken to your success network.

Please let me know if I can be of further assistance.

### **CAREER SERVICES**

You are being referred to Career Services, located in the Memorial Union, Room 302, for assistance with career planning (resume or cover letter writing, practice interviewing, and job or internship search, etc.).

You can schedule an appointment using Starfish. A staff member from Career Services will also be contacting you via email or by phone by the end of the next business day to follow up on this referral.

In addition, Career Services would like to make you aware of Handshake - the ultimate career network for students.

Please let me know if I can be of further assistance.

## **CHESTER FRITZ LIBRARIAN**

You are being referred to a reference librarian at the [Chester Fritz Library](#), located at 3051 University Ave.), to work with a [reference librarian](#) or a peer research consultant (PRC) on research skills and strategies. We offer [generalized assistance](#) in using the library resources for all topics and we have subject librarians who provide specialized research assistance within their areas of expertise. In addition, our peer research consultants are students who provide peer mentoring to undergraduate students in a variety of research skills such as topic formation, developing keywords for database searching, and citation styles. You can reach us in-person, by phone, email, chat, or through Starfish (see below). What more information? [Ask Us](#).

You can schedule an appointment using Starfish by completing the following steps:

- Click [here](#)
- Log into Starfish and you will be taken to the Chester Fritz Library page
- Click on individuals' names to see their profiles as they have specialty areas
- Once you have selected an individual, click **Schedule Appointment** within their profile and move through the scheduling steps

A librarian will also be contacting you via email or by phone by the end of the [next](#) business day to follow up on this referral.

Please let me know if I can be of further assistance.

## **CoBPA WRITING COACH**

You are being referred to the CoBPA Writing Coach to work with a writing consultant on writing and revision strategies.

To schedule an appointment with Carissa Green, Writing Coach, please click [here](#).

## **CVIC**

We envision a community where all people are safe and respected. UND is proud to partner with CVIC to provide a confidential advisor as well as a prevention specialist on campus to assist all. CVIC at UND can provide confidential options and emotional support to students, faculty and staff regarding intimate partner violence. Services are free and confidential. Walk-ins welcome. CVIC at UND is in the McCannel Hall, Room 200. For information, please call 701.777.3807 or email [CVICatUND@und.edu](mailto:CVICatUND@und.edu).

## **DINING SERVICES**

If you have general dining, nutritional or dietetic concerns, please consider contacting [Dining Services](#) for consultation. You may make an appointment by calling 701.777.3823. All students on a campus meal plan are eligible to receive nutritional education and counseling services from Dining Services. All students are eligible to purchase a meal plan through Dining Services.

## **DSS**

You may be interested in learning more about [Disability Services for Students](#) (McCannel Hall, Room 190). Their website has information regarding eligibility, how to apply, and documentation. You can also schedule an appointment by calling (701) 777-2664.

### **HOUSING**

Living on campus can play a critical role in the academic success of students. Please contact UND Housing to learn about options or discuss any concerns. The UND Housing Office is located at 525 Stanford Rd. on the corner of 6<sup>th</sup> Ave. N. and Stanford Rd. You can also contact our office by calling 701.777.4251, emailing [housing@UND.edu](mailto:housing@UND.edu) or visiting [www.housing.UND.edu](http://www.housing.UND.edu).

### **INTERNATIONAL CENTER**

You are being referred to the [International Center](#), located in the Memorial Union, Suite 240/241, Room 241B.

You can schedule an appointment using [Starfish](#). An International Advisor will also be contacting you via email or by phone by the end of the **next** business day to follow up on this referral.

Please let me know if I can be of further assistance.

### **OSRR**

The [Office of Student Rights and Responsibilities](#) (OSRR) offers support to students in a variety of ways. I encourage you to reach out to OSRR directly as they may be able to further assist you. You can contact OSRR at 701.777.2664 or by clicking [here](#).

To better support you, I have included OSRR on this message and they may be reaching out to you as well.

### **ONE STOP**

Based on our conversation or because of information provided from another office, you are being referred to [One-Stop Student Services](#). You may visit them In the Memorial Union, Room 302, or call 701.777-1234.

One-Stop Student Services will also reach out to you by the close of business on the day following this referral.

Please let me know if I can be of further assistance.

### **PANCRATZ CAREER DEVELOPMENT CENTER**

You are being referred to the [Pancratz Career Development Center](#) (Nistler Hall, Suite 101). You can schedule an appointment by calling 701.777.6852 or by emailing [und.pancratzcenter@und.edu](mailto:und.pancratzcenter@und.edu).

You can schedule an appointment at the Pancratz Center using [Starfish](#). A staff member from the Center will also be contacting you via email or by phone by the close of business on the day following this referral.

Please let me know if I can be of further assistance.

### **SASCE**

You are being referred to Student Academic Success & Career Engagement (SASCE) for assistance with general advising questions.

A staff member for SASCE will be contacting you via email or by phone by the end of the **next** business day to follow up on this referral.

Please let me know if I can be of further assistance.

### **SMARTHINKING**

You are being referred to SMARTHINKING, a free 24/7 online tutoring service for UND students. To access SMARTHINKING, log into Blackboard and enter a Blackboard course. Select Tools or Student Tools from the menu on the left to locate SMARTHINKING.

Assistance is available in the following formats:

- Connect "live" with an e-structor.
- Submit writing for any subject and have it reviewed by an e-structor within 24 hours.
- Pre-schedule an online personal session.
- Submit a question and get a response, usually within 24 hours.
- Search the schedule to find out when certain tutors are on-duty.

Please let me know if I can be of further assistance.

### **TUTORING**

You are being referred to [Learning Services](#) to meet with a tutor for support in [Course Name].

Learning Services offers tutoring for a variety of courses by individual appointments or drop-in tutoring sessions. Visit the [tutoring website](#) to see the complete tutoring schedule, including drop-in times and availability for the course you may seek support in.

The Tutoring Coordinator will also be contacting you via email or by phone by the end of the **next** business day to follow up on this referral.

Please let me know if I can be of further assistance.

### **TUTORING & LEARNING SERVICES INFORMATION** (Part of Progress Surveys)

I am referring you for study skills assistance or tutoring in Introduction to Microbiology.

You may find information about scheduling appointments for individual tutoring and peer review sessions by clicking [here](#).

To schedule an appointment with an Academic Coach in [Tutoring & Learning Services](#), follow the steps below:

- Click [here](#)
- Log into Starfish and you will be taken to the **Learning Services: Academic Coaching** page
- Click on the name of an Academic Coach
- Select **Schedule Appointment** and move through the scheduling steps

### **STUDENT-ATHLETE SUPPORT SERVICES**

You are being referred to an Athletic Advisor (located in Hyslop, Room 113) in Student-Athlete Support Services. An Athletic Advisor will also be contacting you shortly via email or by phone.

Please let me know if I can be of further assistance.

### **STUDENT DIVERSITY & INCLUSION**

You are being referred to [Student Diversity & Inclusion](#) (located in the Memorial Union, Suite 201, Room 201F). Student Diversity & Inclusion embraces and supports students as they work towards accomplishing academic goals at the University of North Dakota.

You can schedule an appointment using [Starfish](#). You may also call 701.777.4291 to schedule an appointment.

Please let me know if I can be of further assistance.

### **STUDENT EMPLOYMENT**

You are being referred for student employment assistance. They are located in Human Resources & Payroll Services, Twamley Hall, Room 312 & 313.

### **STUDENT HEALTH**

Your health is important to achieving educational success. Please consider visiting [Student Health Services](#) for additional consultation and/or evaluation. Student Health is located behind the Memorial Union in McCannel Hall. To make an appointment call 701.777.4500, or you may schedule an appointment online by clicking [here](#) and signing in with your UND username and password. Student Health's mission supports removing or modifying any health-related barriers to learning. All UND students are eligible to receive services at Student Health.

### **STUDENT INVOLVEMENT**

Your success is important to us! Please consider visiting the [Student Involvement Office](#) to learn about opportunities for getting involved in the UND campus community either by engaging with a student organization or by participating in one of the various programs offered each semester. The Student Involvement Center is located in the Memorial Union, Suite 144, or you can reach the office by phone at 701.777.4200. There are numerous opportunities available for you to get involved with the campus community and the staff members in the Student Involvement Office are happy to assist you in any way they can.

### **STUDY ABROAD**

You are being referred to [Study Abroad](#) to discuss your interest in studying, interning, or student teaching-abroad.

You can schedule an appointment using [Starfish](#). A Study Abroad Advisor will also be contacting you via email or by phone by the end of the [next](#) business day to follow up on this referral.

Please let me know if I can be of further assistance.

### **TRIO (McNair)**

[TRIO/McNair](#) is a program for First Generation, Pell eligible students and/or students from underrepresented backgrounds who have an interest in receiving a Ph.D. McNair offers research opportunities and stipends, pairs you with a faculty mentor to complete undergraduate research, prepares you for graduate school, offers GRE prep course, and graduate school exploration. If you are interested in exploring the opportunity to be a McNair Scholar, please call 701.777.4910.

### **TRIO (Student Support Services)**

[TRIO/Student Support Services](#) is a program that serves First Generation and Pell eligible students on campus. Student Support Services offers free one-on-one tutoring, financial aid assistance, early registration, academic advisement, and a host of other services aimed at assisting in your academic success. Student Support Services is located on the 3<sup>rd</sup> Floor of McCannel Hall; please stop by or call 701.777.3426 to make an appointment with an advisor.

### **TUTORING & LEARNING SERVICES INFORMATION** (Part of Progress Surveys)

I am referring you for study skills assistance or tutoring in Introduction to Microbiology.

You may find information about scheduling appointments for individual tutoring and peer review sessions by clicking [here](#).

To schedule an appointment with an Academic Coach in [Tutoring & Learning Services](#), Click [here](#).

### **UNIVERSITY COUNSELING CENTER**

This contact is in follow-up to the conversation we had recently. I would like to make you aware that further discussion with a counselor might be of benefit for you.

The University Counseling Center is available to you and services there are covered by your student fees. You can access them at McCannel Hall, Room 200 or contact them by phone at 701.777.2127, during University business hours.

### **WELLNESS CENTER**

Improving your personal health and wellness will play a vital role in helping you achieve success in the classroom. The department of Wellness & Health Promotion offers a variety of programs and services designed to improve your well-being through the "Seven Dimensions of Wellness" (social, emotional, spiritual, environmental, occupational, intellectual, & physical). With programs ranging from group exercise classes, intramural sports, and healthy cooking classes, we have something that will be a fit for you. You can also visit the UND Student Wellness Center, where you will have access to an indoor walking/running track, health & wellness resources, quiet spaces for reflection and meditation, a rock wall, and strength/cardiovascular equipment.

Please consider visiting the UND Student Wellness Center for a consultation to learn how we can best meet your health and wellness needs. The UND Student Wellness Center is located just west of the Ralph Engelstad Arena (801 Princeton Street). All enrolled UND students are eligible to access the UND Student Wellness Center with their UND Student ID Card.

### **WRITING CENTER**

You are being referred to the Writing Center to work with a writing consultant on writing and revision strategies.

To schedule an appointment, please click [here](#).