

# How Do I Ask For Help When I'm Unsure?

## What advice do students have on asking for help?

Reflecting on the fall semester, students were asked to provide advice for future students on how to be successful in a course. Over 750 students' open-ended responses to this question mentioned that asking for help from professors, UK academic services and peers was a good way to be successful. Some representative comments are shared below.

"Make sure you go to office hours"

"When I came to UK... I was afraid to ask strangers for help on my assignments...it has had a negative effect on my understanding of the material covered."

"If you don't understand something **SPEAK UP!!!**"

Ask questions as soon as you feel lost. So...major takeaway: **ASK ALL THE questions YOU EVER HAVE IN THIS CLASS!**

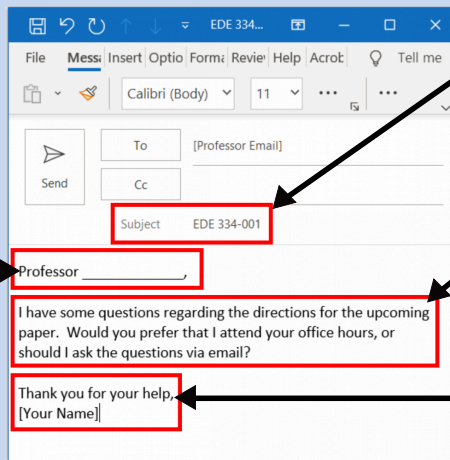
"Ask for help on assignments...if you're confused...your professor is always willing to help."

"Don't try to do it all on your own."

## How Do I Email My Professor to Ask For Help?

### Greeting

The first email you send to an instructor should be a little more formal than one you might send to a friend or family member. Include a greeting, using the instructor's name preceded "Professor".



### Subject

Many instructors teach multiple courses. Including the course name and section saves them the time of having to look through class rosters to figure out which course you're asking about.

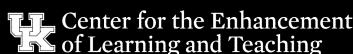
### Message

Keep it polite, short, and to the point. Aim for 3 sentences or less.

### Closing

End your email with a formal greeting like "Thanks for your help".

In the Fall of 2020, in the midst of the COVID 19 pandemic, over 5,000 University of Kentucky undergraduate students were surveyed to learn more about the nature of teaching and learning during this global educational phenomenon. This sheet contains preliminary data and student comments from this research study.



Students at UK have access to many free tutoring and student support services. These services provide help with a wide range of courses, assignments, and circumstances.

Visit <http://bit.ly/HelpUKY>