

Suggested Structure of Messages

Message structure:

- Prompt student to use a resource or complete an important task
- Reference important dates/deadlines
- Offer one-on-one assistance
- Provide encouragement and positive reinforcement
- (In some cases) Include an infographic that provides additional detail

Message framing

Hi <NAME>! Putting in time at the Writing Center will help you succeed in your classes! Can I help you get connected there?

<infographic for writing center>

