

For advisors to share with students with questions and concerns related to instruction

If a student has questions or concerns related to instruction, please encourage them to reach out in this order:

- 1) First, contact the instructor and discuss any concerns with them directly.
- 2) Next contact the department chair. [Find contact information for department chairs](#)
- 3) These concerns can be elevated to the school or college Dean's Office if needed. [Find contact information for your school or college Dean's Office](#)
- 4) If further assistance is needed, send concerns to the Vice Chancellor of Finance and Administration Smart Restart inbox at smartrestart@vc.wisc.edu. The team managing this inbox is equipped to be able to answer a variety of questions from students and triage them to others as needed.
- 5) If a concern is very specifically technical in nature, contact the [DoIT Help Desk](#) directly.

Here are some other places to direct more specific inquiries:

- Advisors may reach out to [Brian McNurlen](#) directly with patterns of technology difficulties or specific questions
- International student inquiries - iss@studentlife.wisc.edu or <https://iss.wisc.edu/students/current-students/health/covid-19-updates/>
- Graduate students inquiries - graduateschooldean@grad.wisc.edu
- Parent and family inquiries - parent@uwmad.wisc.edu
- Housing - info@housing.wisc.edu