



E MAILS AND ONLINE NETIQUETTE



OBJECTIVES

- How to e mail your lecturer/University staff
- How to behave in online lessons and social media
- **Dear Student, my name is not Hey!**

EMAIL ETIQUETTE

- Email etiquette is a common struggle for students. It is important to do this correctly though, because the lecturers and other university staff receiving your emails are etiquette professionals.
- Developing good practice with regard to email etiquette also prepares you for future employability!

COMMUNICATING WITH THE UNIVERSITY

- It is university policy for students to use their student e mail address to communicate with their lecturers and other members of university staff.
- If a module lecturer, year tutor or programme manager encourages students to link with them via social media (i.e. LinkedIn, Instagram, Facebook), this is generally for the staff member to send relevant information – placement updates etc. This is not a method for students to message staff.
- If you need to contact staff urgently, please use e mail.
- **Please do not e mail student teachers who may be delivering classes alongside your module tutors.**

HOW TO EMAIL YOUR LECTURER/UNIVERSITY STAFF

- Have an informative subject line.
- Be concise.
- When addressing your lecturer, you do not need to be formal and use Professor, Dr, Mr, Mrs. or Ms. Use their given name. For other members of the University, like the Vice Chancellor, you may be required to use the recipient's title. If in doubt, check!
- You should avoid using 'love, babe, doll, hun or hey' to address your lecturers (or any other member of University staff). You may also find that other students object to such titles.
- Do **NOT** include slang, abbreviations, or emoticons within the e mail.

WRITING YOUR EMAIL – SOME THINGS TO CONSIDER

- Many lecturers note that students often already have the information they are seeking before they send an e mail – check your student e mail and/or Moodle first.
- When emailing lecturers, please remember that they receive a large number of emails every day.
- These emails come from different students in different classes, sometimes in different faculties, or even from different campuses!

WRITING YOUR EMAIL – SOME THINGS TO CONSIDER

- When you e mail your lecturer and do not identify yourself properly, your lecturer might have trouble placing you.
- Being remembered when you are just one student in a large class is an even greater concern if you have a common name.
 - For example, in larger classes, there might be three students named Matthew or five students named Jessica.

WRITING YOUR EMAIL – SOME THINGS TO CONSIDER “DON'T ASK THE DREADED QUESTION!”

- Though this tip is not directly related to e mail etiquette, it has been included because it was mentioned by multiple lecturers without prompting and it does concern the content of your e mail.
- A certain question lecturers are commonly asked by students who miss class, "Did I miss anything in class on Monday?" many lecturers want to respond with, "No, we did absolutely nothing, as usual."

WRITING YOUR EMAIL – SOME THINGS TO CONSIDER “DON'T ASK THE DREADED QUESTION!”

- Why is it such a terrible question, and what makes it so inappropriate?
- First, it is insulting to imply that the content of any class might not have been important, or that it can be recapped in a short e mail.
- Second, it is not the lecturer's responsibility to offer repetition of the class. If you miss a class without a legitimate reason, it is your responsibility to arrange for access to session recordings or notes from another student and/or find out what was covered via Moodle/Teams.



WRITING YOUR EMAIL – SOME THINGS TO CONSIDER “ACKNOWLEDGE YOUR GRATITUDE”

- Instead of launching directly into what it is you want to request, you can acknowledge your gratitude. Doing so is a polite way to recognise the individual's efforts in replying to your emails, and the gesture will be appreciated.
- An example of an effective statement of gratitude for the member of staff's anticipated help could be : “I know you are busy, but I am hoping you will be able to find some time to meet and go over my answers on the quiz. please”

WRITING YOUR EMAIL – SOME THINGS TO CONSIDER “ACKNOWLEDGE YOUR GRATITUDE”

- Before you sign off, it is important that you include an appropriate statement that is a complimentary farewell. An appropriate parting statement is an important part of e mail etiquette, even if it is just a quick statement like "Thanks for your help!" or "kind regards".
- It might seem like a small or insignificant note, but it can definitely help your e mail to be received in a positive light.

E MAIL EXAMPLE – APPROPRIATE

Hi Marie,

My name is Joe Bloggs and I am a student in your academic skills module (Thursdays at 10.00am). After looking over the assignment specification last night, I noticed that the deadline for our final report is listed as January 6th, which is a Monday. However, in class, the deadline was noted as being Wednesday January 8th. I don't mean to bother you, but I wanted to verify the correct deadline please so that I can appropriately organise my schedule and submit my assignment on time. Thank you so much for your time and patience.

Best regards,

Joe



E MAIL EXAMPLE - INAPPROPRIATE

- **“Hey!**
- **I wont be in class today, I feel very sick and need to sleep all day. I know we are watching the movie today so il watch that before class on Tuesday. let me know if there’s anything else I miss! I have a friend in the class who should bring u my paper but I have attached it here as well just in case.**
- **Again I apologize for my absence but I wouldn’t be able to stay awake and let alone focus on the material in class and would just like to sleep out this cold/flu hybrid.Thanks a lot and have a great weekend! Also let me know if I need a Doctor’s note, the health center is just backed up on appointments and wouldn’t be able to take me till at least Monday.”**
- **Unsigned.**

GOOD COMMUNICATION

- An e mail is not just a piece of correspondence. It is an exercise in communicating well, and you are judged by it.
- A well-constructed e mail from a student (even if it includes the odd typo) shows the recipient that they care enough to put in the effort to compose a proper message and they respect the recipient's time.

E MAIL DOS AND DON'TS

- Dos

- Use student e mail account
- Use an appropriate opening greeting
- Include an appropriate message, making it clear what you want
- Be clear, concise and polite
- Make sure you have included any attachments where appropriate
- Sign off in an appropriate manner

- Don'ts

- Use personal e mail address once enrolled.
- Send blank e mail with no message, or with just an attachment.
- Don't use slang, foul language, or emoticons.
- Don't address staff in an over familiar or unnecessarily formal manner.
- Don't include unnecessary detail
- Forget to show your gratitude

FINALLY E MAIL RESPONSES

- University employees (including lecturing staff) aim to respond to student emails within 48 hours of receipt, except in the following situations:
 - The University is closed (i.e. Christmas Break, Easter Break and Bank Holidays)
 - The staff member is on sick leave – students are notified when this is the case
 - The staff member is on annual leave

FINALLY E MAIL RESPONSES

- When university staff are unavailable (i.e. on leave, off campus for a conference), an automatic email response system is put in place.
- This email response indicates when the recipient will be available to personally respond to your emails.
- The automatic response means that the recipient has replied within the 48 hour timeline.

ONLINE NETIQUETTE

- Similar rules apply when you are interacting online with staff and students.
- This could be in taught sessions, tutorials or meetings, as well as when using social media.
- Watch the following films on Online Netiquette and follow these tips when joining sessions online via teams or interacting with others using social media.
- **Please remember your behaviour/comments have an impact on others.**



CORE RULES OF NETIQUETTE



SOCIAL MEDIA NETIQUETTE



ONLINE CLASS NETIQUETTE

