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Students' email guidance

Introduction

When you join Bath Spa University you will be allocated a BSU email address (for example joe.bloggs13@bathspa.ac.uk), which is set up through Google Mail. As you will be responsible for all activities conducted through your account, please ensure that you never disclose your password to others.

Bath Spa University provides all students with email accounts for the duration of their studies and you are also permitted to continue to use your account after you have left.

All electronic communication from the University will be sent to your Google email address, so please ensure that you either check it regularly, or set up forwarding to your personal email address. Information on setting up forwarding in Google Mail is available [here](#).

General Tips

Consider your audience and whether email is the most appropriate channel for your message. For example, if something is urgent it might be more appropriate to speak in person or over the phone.

Some general rules to follow:

- Use plain English to get your message across.
- Set out information clearly and logically.
- Keep sentences short, but not curt or blunt.
- Stick to one point per paragraph.
- Be clear and relevant in your subject line.
- Always spell check and re-read before sending.

Sending email

Remember that emails don't come with the tone, expression or body language of spoken/face to face communication and so can be more easily misinterpreted. Care should be taken not to send anything which could be construed as bullying or harassment, and therefore contravene University policy.

If you want to send an email to a large number of students you must refer to your tutor (if it's related to an academic matter) or to the SU (if it's related to a social or extra-curricular matter).

Any email sent must be of relevance to all recipients of the email. If it is not, it will be regarded as spam.

Make sure the subject box of an email clearly states its content/purpose.

Try to include a brief signature (including your degree programme and year of study) on your e-mails to help the recipient understand who it is from if the person is unknown to you.

Please do not expect emails you send to be replied to immediately. Staff at BSU are busy people with many priorities, and many work part-time. They will reply to you as soon as they reasonably can. If a matter is urgent it may more appropriately be addressed by phone or face-to-face.

Replying and forwarding email

Do not 'reply all' to bulk emails to students unless absolutely necessary. Only copy in those who need to know. Do not generate spam emails.

People named in the 'To' box should be expected to respond/take action. People named in the 'cc' box are being included for information only and are not expected to respond.

Always double check the list of recipients in the 'To', 'cc' and 'bcc' boxes before hitting send to make sure you are sending to the correct person/people.

When forwarding an email, make it clear why you are doing so and whether the person you are forwarding it to needs to take any action or if it is just for information.

Tone, language and length

Emails sent to friends may be more informal in tone. However, if you are emailing a member of staff or an external person (for example for a job application), then ensure you start emails with a correct greeting (Dear xx) and polite sign off (Kind regards).

Avoid using capital letters as this can be interpreted as 'SHOUTING'. If you need to add emphasis consider using *asterisks* or underlining.

Email should be a fast and concise way of sharing information. If your email is longer than a few short paragraphs consider sharing the information via a Google doc instead.

If you need to create a discussion consider using a Google doc instead of creating a long chain of emails.

Attachments and documents

If you have to send an attachment, make it clear in the body of the email exactly what it is

Google docs are a much more effective way of sharing large amounts of information, rather than emailing large attachments that can block or slow email inboxes.

Timings

You may want or need to send emails at unsocial hours, but you should not expect the recipients to work in the same way. University staff will not normally be expected to respond outside the normal

working day, Monday to Friday. It is good practice to give sufficient time to respond in a way that doesn't add undue stress, and that can be managed within a person's work load.

In addition, remember that recipients may be travelling or working in a different time zone, so please bear this in mind when expecting responses.

University regulations

Email usage comes under the University's [Regulation for the use of computer facilities](#), which should be adhered to at all times.

Student found to have contravened these regulations they may be subject to the University's [disciplinary proceedings](#).

If you feel that you have received an email that is in breach of this regulation please contact the Communications team:

communications@bathspa.ac.uk.