

# Email etiquette and expectations



Email etiquette and expectations when contacting academic staff:

- A.** Depending on the urgency, consider whether your question or message would be better raised in a scheduled teaching session instead of over email.
- B.** Be concise but polite, using plain language to get your message across.
- C.** Be clear and relevant in your subject line - for example adding the module title if it relates to a specific module.
- D.** Try to include a brief email signature (including your degree programme and year of study).
- E.** Although you may find it easier to respond to emails in the evenings, please do not expect staff to respond out of working hours e.g. 8am – 7pm Monday to Friday.
- F.** You can expect a response from a staff member within two working days but some staff do work part time or may be away at conferences or other external commitments. Pay attention to email signatures and Out of Office messages so you know who to contact as an alternative.
- G.** Where possible, continue the email conversation with the same member of staff, rather than contacting multiple people with the same query.
- H.** Try not to 'reply all' to bulk emails to students unless absolutely necessary. Only copy in those who need to know.
- I.** Try to use Google Documents rather than sending bulky attachments.