

E-MAIL ETIQUETTE: TIPS FOR UP LAW STUDENTS



UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

Faculty of Law

Fakulteit Regsgeleerdheid
Lefapha la Molao

Email communication within the University of Pretoria is a formal and professional exchange. It is important for students to communicate in a clear and concise manner that reflects respect, proper use of language and seriousness. As a UP Law student and future graduate, it is important that you learn and practice these ten basic principles of email etiquette.

A good and effective email is respectful and polite, well-planned and clear, contains a subject line and has been proofread for proper spelling and grammar.

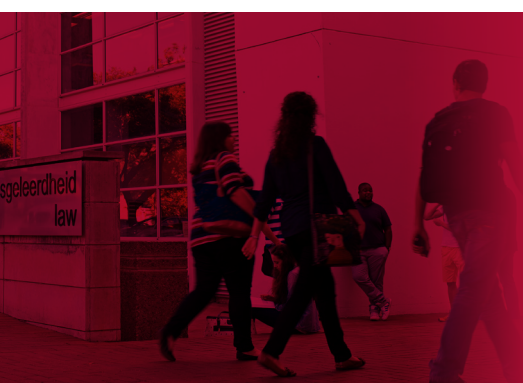
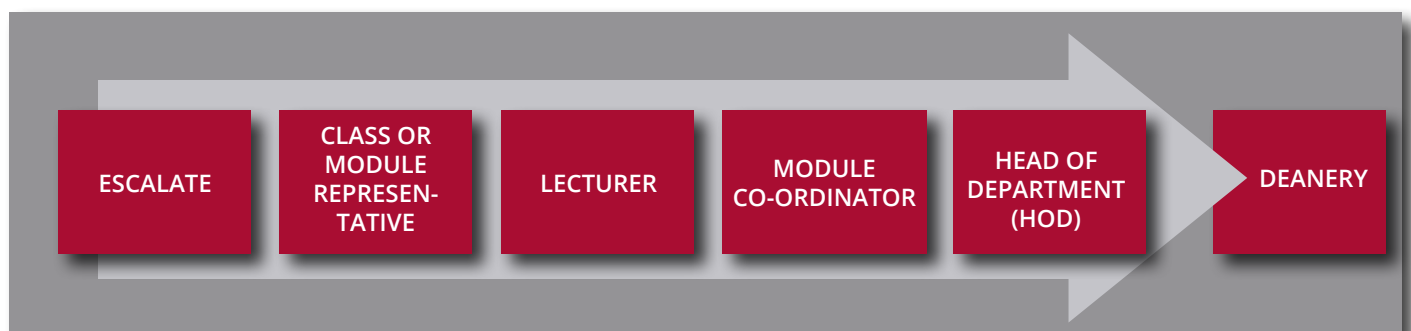
Please see the tips on the following pages. Also refer to 25 Tips for perfecting your email for more information.

<https://www.inc.com/guides/2010/06/email-etiquette.html>



1. DO I NEED TO SEND THIS EMAIL?

- First gather the **basic information**: Check the relevant module's Study Guide and ClickUP announcements. You can also ask the class representative or even your fellow students, but most of the administrative information is extensively covered in the relevant study guide.
- It is not necessary to email your lecturer about every lecture that you have missed. Attendance is required at University level, but it is at all times your responsibility to catch up with work that you have missed.
- If something is still not clear or you have an individual or personal query, then you are welcome to send an email to the lecturer/course co-ordinator.
- Please also be aware of the Escalation Policy, which must be strictly adhered to, in the case of complaints:





2. WHICH EMAIL ADDRESS SHOULD I USE?

- Always use your UP email address for all correspondence to and from UP. If you use a private email account, ensure that the account has a professional name (simply your name and surname will suffice, e.g. name.surname@gmail.com).
- Please avoid inappropriate and playful email names such as the examples provided below. This does not go down well in any professional environment.

SAMPLE

dangerboy69@gmail.com or “boeboe4evayours@gmail.com” or “partyanimalxoxo@yahoo.com”.



3. WHAT DO I INSERT IN THE SUBJECT LINE?

- Provide a clear indication of what your email is about as the subject line helps your lecturer/recipient to determine what the email is about, even before opening the message.
- Do not leave the subject line blank.
- The subject line should be brief, clear and specific.
- Do not write in CAPITAL LETTERS.

SAMPLE

“JUR110 Lecture 4.3 questions” or “SKY 410 supervisor request” or “BER 210 Data issues”.



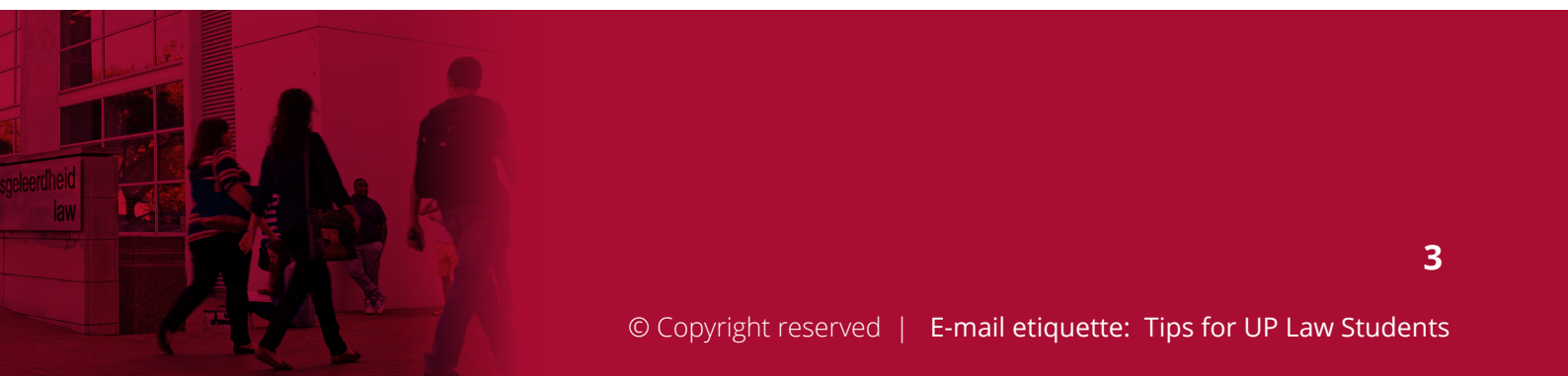
4. HOW SHOULD MY EMAIL LOOK?

- Start with a greeting and appropriate salutation and refer to the recipient by their correct title, name and surname or title and surname.

SAMPLE

“Dear Professor Dlamini” or “Dear Dr Van der Merwe” or “Adv/Ms/Mr/Mx Hunter”

- Avoid referring to your lecturers and other UP staff members on a first name basis, unless they explicitly permit you to do so.
- Other professional salutations such as “Good morning” and “Good afternoon” are acceptable. Casual greetings such as “Hey” are not.





5. INTRODUCE YOURSELF

- State your full name, student number and the relevant module.
 - (1) **Briefly describe** the problem or question that you have
 - (2) **Briefly explain** how you have tried to solve the problem, if possible
 - (3) **Specifically state** what assistance you require. Do not make demands.
- Be proactive: if you have been struggling with your studies, email your lecturer in advance and try to seek guidance / support when you have an upcoming test or assignment.
- Be polite, professional and constructive. Do not write in a combative, disrespectful, or sarcastic tone. DO NOT use slang, colloquialism, foul language, emoji's, text language ("lol").
- If you include attachments, ensure that the file is readily accessible (Word or PDF-format) and the file name is recognisable.

SAMPLE

"JLawsonSKY410Chp1Draft" or "IGZAssignment3Final".



6. PROOFREAD YOUR EMAIL FOR SPELLING AND GRAMMAR

The grammar, spelling and layout of your email are a reflection of your image. Use a proper, legible and professional font style.



7. POLITELY SIGN OFF ON YOUR EMAIL

SAMPLE

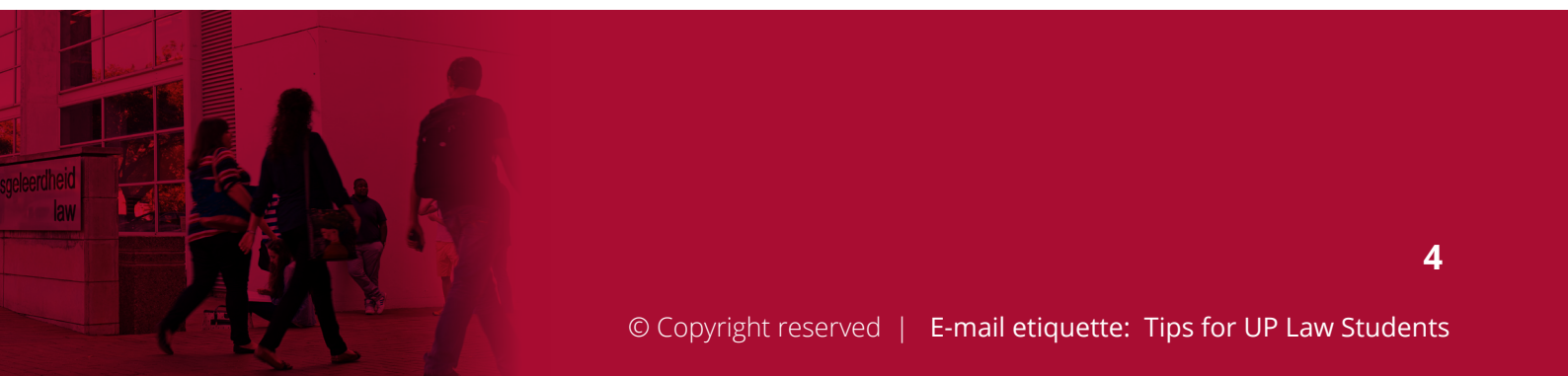
"I look forward to hearing from you." or "Thank you for your time." or "Sincerely" or "Kind regards".



8. USE A PROFESSIONAL SIGNATURE

SAMPLE

Melissa Reddy (Ms)
Third-year LLB student, UP Law
Student Number: u1010657





9. NEVER WRITE DIRECTLY TO THE DEANERY

- The deanery is inundated with administration and management tasks.
- Only write to them if you have no other option, and only after you have followed and adhered to all procedures and processes.
- Always use the email address **lawdean@up.ac.za**.



10. WHEN CAN I EXPECT AN ANSWER?

- Your lecturers receive many emails on a daily basis. Please be patient and reasonable.
- If you still have not received an answer within a reasonable time (24 - 48 hours), resend your email as your mail may have gotten lost or your lecturer may have missed it.

EH/Guide for law students re Tips on email use 3 May 2021 EH

