E-MAIL ETIQUETTE: Tips for UP students

Why is email etiquette important?

Email communication within the University of Pretoria is a 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 student and future graduate, you want your message to be understood in a positive manner as well as taken seriously.

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. Use spellchecker software, e.g. Grammarly's free version, to help with eliminating obvious spelling and grammar mistakes. Read and reread your email before sending.

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.

- 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.
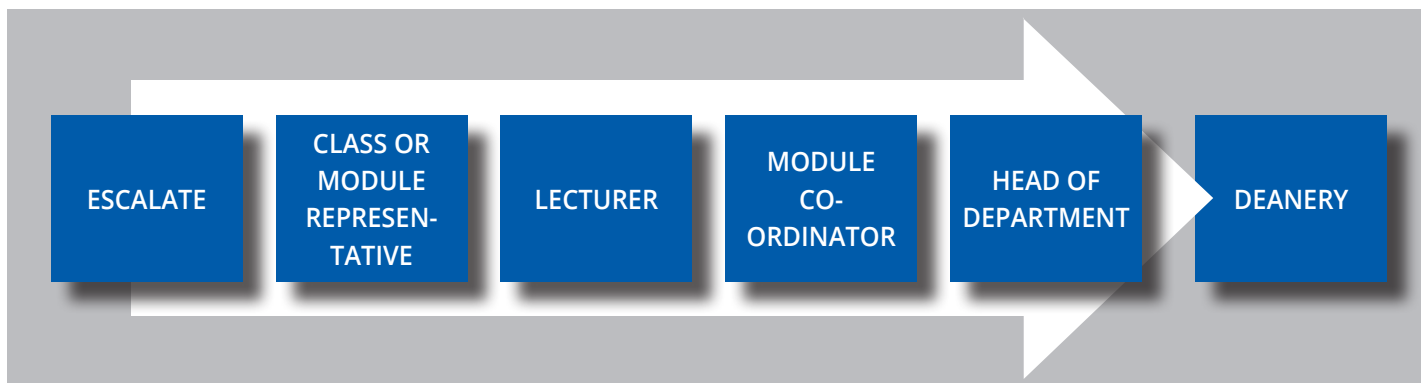
2. Which email address should I use?

- Use your UP email address for all correspondence to and from UP.

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/ the recipient of your email to determine what the email is about, even before opening the message.

- Do not leave the subject line blank.

- Do not write in CAPITAL LETTERS.

4. Body of the email

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

ESCALATE	CLASS OR MODULE REPRESEN-TATIVE	LECTURER	MODULE CO-ORDINATOR	HEAD OF DEPARTMENT	DEANERY

Example: "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.

- 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.

  4) Think about the impression your tone will make in the email

- 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, informal jargon, foul language, emoji's, text language ("lol"). When in doubt, it is best to leave it out.

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

5. Politely Sign Off on your Email

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

6. Use a Professional Signature

- Example:

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

7. Attachments

Double check your attachments. "Always reference your attachments in the body of the email."

8. 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.

9. 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.