



Guidelines for the use of e-mail

The following guidelines were endorsed by the University's Learning and Teaching Board and should be read in conjunction with the [University's policy on e-mail use](#).

All e-mails should be appropriate in style and tone having considered the intended audience, they should be appropriately courteous and be sent with an awareness of the relevant deadlines/timescales.

E-mails should:

1. have an appropriate title in the subject heading.
2. be sent using an easily identifiable 'e-mail name' (i.e. the default University e-mail name assigned to individuals should be changed).
3. be polite, with appropriate courtesies.
4. be sent with the appropriate tone and style and with consideration for the intended audience.
5. be clear and concise.
6. be confined to a particular topic, or at least appropriately paragraphed so as to separate out discrete issues.
7. be mindful of their impact on their intended recipient(s), especially when replying/forwarding to more than one person.
8. **use proper spelling, punctuation and grammar.**

E-mails should not:

1. demand an immediate response.
2. be copied to third parties without due consideration of a proper need to do so.
3. be rude, curt, sarcastic or otherwise unconsidered in tone or style.
4. overuse capital letters which can be construed as the e-mail equivalent of shouting.

At the same time, the following general expectations should apply:

1. that e-mails asking for a clear and appropriate response to properly framed questions receive one.
2. that e-mails be answered in a reasonable time-frame, and as fully as is appropriate, so that one e-mail does not generate further e-mails needing extra clarification.
3. that tutors are not available 24/7 to respond to e-mails and that it might take time (up to a week) to respond to some e-mails, as further information might need to be gathered.
4. that tutors may have designated times when they respond to student e-mail (which should be published for tutors).
5. that the 'out-of-office' function should be used to signal holidays, or times when an individual is otherwise unable to respond to e-mails.