UNIVERSITY EMAIL ETIQUETTE

Expectations of professional communication
JCU communicates with you only through your JCU student email address. It is important to make sure you check your JCU email weekly. When communicating with lecturers or JCU staff you must use your JCU email to prove your identity. You can also forward your JCU email to your personal email address to be regularly updated. You can also download the Outlook App for your phone on Android or iPhone.
You must remember to treat your recipient with respect. Do not expect a lecturer or tutor to respond to you immediately or to know exactly what you want. Be very clear with your communication and expect a reply within 48 hours. Follow the etiquette rules below for best results.

For all email communication:
Use a friendly and professional tone
Use a professional layout:
- Upper and lower case letter used correctly
- Use professional language
- No abbreviations such as “txt”
- Structured into proper paragraphs
- Begin with a proper greeting and recipient’s name and title
- No grammatical or spelling errors
- Write in plain English. Avoid jargon
- Set your email signature with your name, student ID, course, and subjects

Make sure you use your JCU email address for all university communication

Include a clear subject line including the topic you wish to talk about and the subject code you are referring to

Include a polite greeting. Avoid first names unless you are familiar with the recipient

Be specific about the nature of your query

Describe the context of your query

Offer a possible solution to the problem

Ensure your full name, student ID, course, and subject codes are in the signature

I acknowledge the Australian Aboriginal and Torres Strait Islander peoples as the traditional owners of the lands and waters where I live and work.