



## 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

OV2000: Assignment 1 Query - Message (HTML)

File Message Insert Options Format Text Review Help ADOBE PDF Tell me what you want to do

Clipboard Basic Text

From: ari.penn@my.jcu.edu.au

To: henry.jones2@jcu.edu.au

Cc:

Bcc:

Subject: OV2000: Assignment 1 Query

Dear Dr. Jones

Re: Clarification of OV2000 Assignment 1 (Dot Point 3)

In the description of the annotated bibliography, you say that students should identify a topic based on their proposed future professional employment. However, as I have not yet determined exactly where I would like to specialize, I was wondering if it would be possible to use a more generalist topic, for example: "Archaeology in the 21<sup>st</sup> century"?

I would be grateful for any feedback you are able to provide on this question.

Kind Regards,  
Ari

Ari Penn  
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OV2000, BP2648, AR2901, CY2073

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

Annotations:

- 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