

UNIVERSITY EMAIL ETIQUETTE

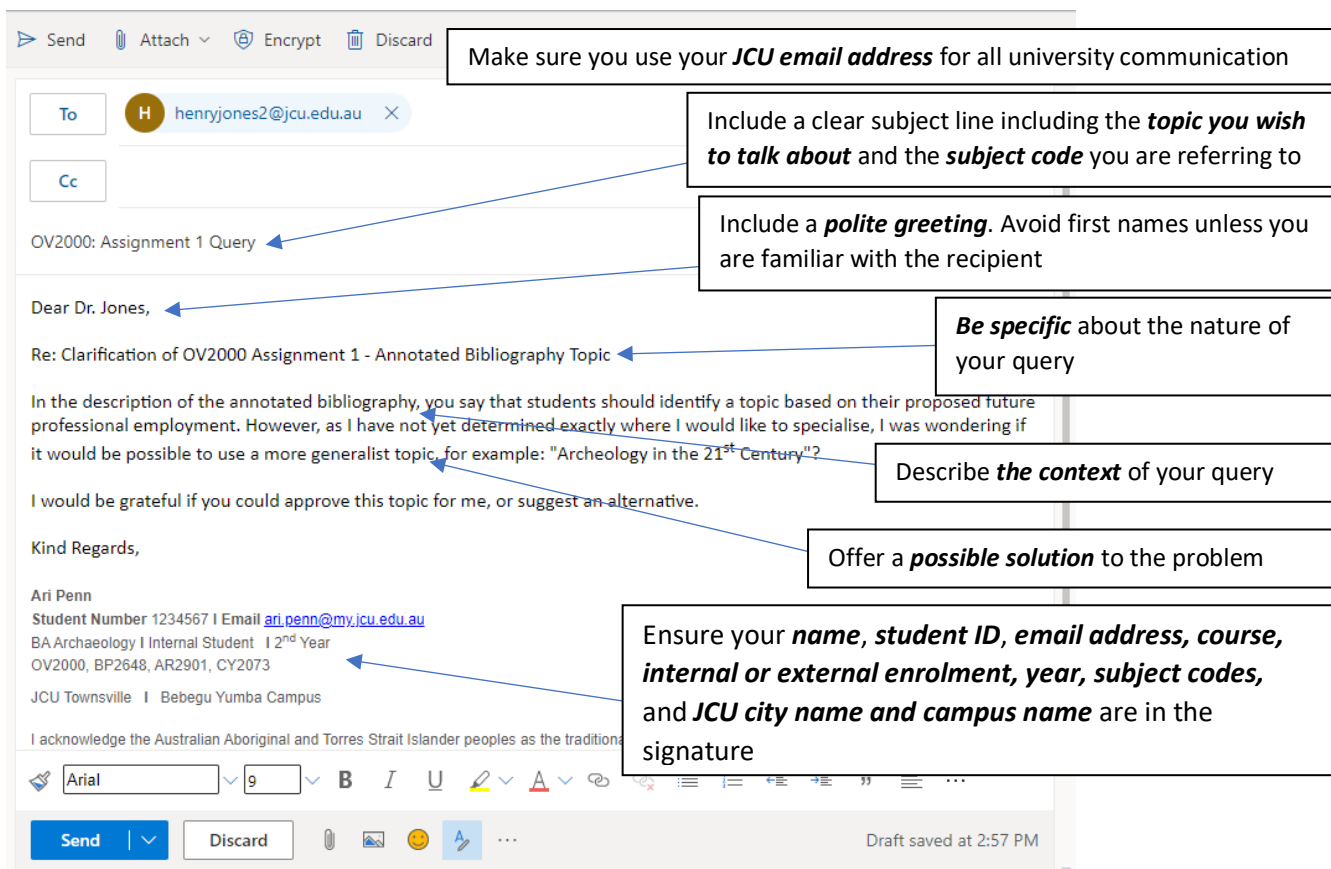
Expectations of professional communication

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 2 university working days*. Follow the etiquette rules below for best results.

For all email communication:

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| <ul style="list-style-type: none"> Use a friendly and professional tone Use a professional layout: <ul style="list-style-type: none"> - Upper and lower case letters used correctly - Use professional language - No abbreviations such as “txt” - Structured into proper paragraphs | <ul style="list-style-type: none"> - 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 in the following order: your name, student ID number, student email address, course, internal or external enrolment, year, enrolled subject codes, JCU city/town and campus |
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The screenshot shows an email draft with several callout boxes pointing to specific parts of the email:

- Make sure you use your *JCU email address* for all university communication** (points to the 'To' field: henryjones2@jcu.edu.au)
- Include a clear subject line including the *topic you wish to talk about* and the *subject code* you are referring to** (points to the subject line: OV2000: Assignment 1 Query)
- Include a *polite greeting*. Avoid first names unless you are familiar with the recipient** (points to the salutation: Dear Dr. Jones,
- Be *specific* about the nature of your query** (points to the subject line: Re: Clarification of OV2000 Assignment 1 - Annotated Bibliography Topic)
- Describe the *context* of your query** (points to the body text: 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 specialise, I was wondering if it would be possible to use a more generalist topic, for example: "Archeology in the 21st Century"?)
- Offer a *possible solution* to the problem** (points to the body text: I would be grateful if you could approve this topic for me, or suggest an alternative.)
- Ensure your *name, student ID, email address, course, internal or external enrolment, year, subject codes, and JCU city name and campus name* are in the signature** (points to the signature block: Ari Penn, Student Number 1234567, Email ari.penn@my.jcu.edu.au, BA Archaeology I Internal Student, 12nd Year, OV2000, BP2648, AR2901, CY2073, JCU Townsville | Bebegu Yumba Campus)