

Student Email: Netiquette

Before using your student email account, it is important that you have read and understood the **University's Conditions for using IT facilities**, available on [our IT Services webpages](#).



All communications from the University about your studies come to your University email account so you **must** use it and check it regularly. You **must** use it when contacting University staff and students in relation to the programmes and courses you are studying.

You've logged into your University email account... now what?

When composing an email, it is also important to consider the way that it will be read by the recipient, so as not to cause offence or confusion.

That's why **netiquette** (short for **internet etiquette**) is so important.

Netiquette is a set of rules aimed to improve the standard of social interaction on the internet. Here are some tips to help promote good email netiquette when communicating with University staff and students.

Greetings

Although emails tend to be less formal than letters, always remember to have an appropriate beginning (e.g. *Dear X*) and ending (e.g. *Kind Regards, Y*) in your message.

Remember to use titles when appropriate, such as *Dear Dr X*.

Brevity

Emails should be short and to the point, while remaining courteous throughout.

Spellcheck

It is discourteous to be sloppy about spelling and grammar when contacting staff or acquaintances, and may lead to confusion.

Re-read your message and always run a spellcheck before sending it.

Punctuation

Applying proper punctuation to your emails can be as important as in formal coursework.

Tone

Be aware that a tone will be conveyed by the words you type.

Be courteous and avoid using emojis such as the smiley face :-)) with contacts other than your close friends.

Signature

Set up a short signature for the end of your emails with your name and other information suitable for all recipients, eg contact number.

Flaming

Do not reply in haste or anger.

Don't send such responses until you have calmed down and thought the matter through. **Reply in haste; repent at leisure.**

Case Sensitivity

Avoid using all capitals for the body of your email as this can appear discourteous, as though you are shouting at the reader. It is also harder to read at a glance.

Construction

Make use of white space. Consider creating paragraphs and using bullet points or **bold** or *italic* text where appropriate. This can make your emails much easier to read.

Clarity

Remove irrelevant information especially if you are replying to or forwarding an email. Make the key information clear to the recipient(s).

Calendar

Use the calendar facilities in Outlook on the web to request meetings with others.

Further information and help

You'll find more guidance in our [Toolkit Email resource](#).

If you still need help, [log a ticket in our online IT Service Portal](#).