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:

Use a friendly and professional tone

Use a professional layout:

- Upper and lower case letters 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

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

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 **name, student ID, email address, course, internal or external enrolment, year, subject code,** and **JCU city name and campus name** are in the signature