



E-Mail Etiquette

Dr Robert G. May | Department of English

E-mail communication between students and instructors or TAs should always be conducted in a professional and courteous way. This document provides some tips for students to keep in mind when conducting e-mail correspondence with Dr May or their TAs.

Address: Communicate with Dr May and your TA with your Queen's e-mail address only (not with Gmail, etc.)

Subject: Briefly indicate the subject matter of your message in the subject line, rather than leaving it blank.

Salutation: Use a respectful salutation (i.e., not "Hey"), and address Dr May or your TA by their correct name. Be sure to spell their name correctly.

Request: Articulate your request succinctly. If you are requesting an extension on an assignment, indicate which assignment your request pertains to and the proposed length of extension you are requesting. If you are asking questions about an assignment, number them clearly and articulate them concisely.

Sign-Off: Use a respectful sign-off (e.g., "Sincerely," "Best," etc.), and end your message by indicating your full name.

Sample Message

From: Jane Doe jane.doe@queensu.ca

Subject: ENGL 100-700 Extension Request

Date: Tuesday 4 May 2021

To: Dr Robert G. May mayr@queensu.ca

Hello, Dr May:

My name is Jane Doe, and I am a student in your ENGL 100-700 class.

I am writing to request a 72-hour extension on Essay 1.

Please find my Accommodations letter attached.

Thank you for considering my request.

Sincerely,

Jane Doe

Date: If you are requesting an extension on an assignment, contact Dr May before the due date. If you are asking a question about an assignment, leave enough time before the due date for Dr May or your TA to respond. Avoid e-mailing Dr May and TAs at the last moment before a due date.

Addressee: Contact Dr May or your own TA as appropriate. Contact only your own TA, and not TAs for other Groups.

Identification: Identify yourself by name, and indicate which course you are enrolled in. Instructors typically teach more than one course, so indicating which course you are enrolled in assists them in addressing your request.

Documentation: If you are requesting an extension, attach your documentation to your message.*

Politeness: Always say "please" and "thank you" to Dr May or your TA to maintain a polite, courteous, and professional tone.

*If your documentation is not yet available, inform Dr May that you will send it in a separate message when it becomes available.