Every student in the School has a TCD email address. You should check your college email daily during teaching term as your lecturers and tutors will use it to communicate important information. If away from Trinity on Erasmus or on an exchange you should still check your TCD mail periodically.

Sending emails

Email is a useful way of contacting lecturers and administrators with queries re course work, to arrange an appointment, or to request a letter of recommendation. Email within college is essentially work-related, and it is appropriate to be relatively formal.

Manner

All emails should be formulated in a professional manner and a polite tone.

Subject Lines

When sending email, please fill in the subject line so as to indicate the purpose of the email. This will help the recipient to answer your query and to recover the email subsequently if necessary.

Forms of address

As a courtesy, emails should address recipients by name. If you are using titles (Ms.; Mrs.; Mr.; Dr.; Professor) these should be accurate. If you are unsure as to a name or title this can be checked on the school / department website.

Introduce yourself

If you are writing to a member of staff for the first time, make sure your complete name appears somewhere in the email.

Expectations re response

Responses to email should only be expected during normal working hours (that is, 9.00am - 5.00pm Monday to Friday).

During term time is reasonable to expect a response to an email within 2-3 working days of sending it. For urgent queries and matters taking place outside term time please liaise with your tutor.
Lecturers may have an ‘out of office’ response while on leave or e.g. while travelling on College’s business. Delay in response can be expected in those cases, please liaise with your tutor if it is a tutorial matter.

**Copying in**

It can be quick and efficient to copy additional students or members of staff into an email exchange as a way of sharing information with them.

Where a recipient is ‘copied in’ the expectation is that no action/response is required from them. Copying in should not be used as mode of involving other colleagues or of escalating a situation.

**Requests for Transcripts/Letters of Recommendation**

If you are emailing a request for a transcript or a letter of recommendation please allow at least ten working days for your request to be processed. Such requests will be expedited if you include your student number in your email.

**Be secure**

Beware of phishing; never divulge account details and do not click on links from unknown sources.

Procedure issued and approved by School executive on 19th September 2018

Procedure noted by School Committee 17th October 2018