

Email Protocols for Students

Every student has a TCD email address. You are expected to check this regularly and to read and act promptly upon all messages sent to you.

You should check your College e-mail daily during teaching term as it will be used to communicate important information. If away from Trinity on Erasmus or on an exchange you should still check your TCD mail periodically.

Sending e-mails. E-mail is a useful way of contacting lecturers and administrators with queries about course work, to arrange an appointment, or to request a letter of recommendation. E-mail within College is essentially work-related, so it is appropriate to be relatively formal.

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

Forms of address. As a courtesy, e-mails 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 in this handbook.

Introducing yourself. If you are writing to a member of staff for the first time, make sure your complete name and student number appears somewhere in the e-mail. If your e-mail relates to a particular module, include the module code and title.

Expectations re response. Responses to e-mail should only be expected during normal working hours, i.e. from 9.00am to 5.00pm, Monday to Friday. You should not expect academic or administrative staff to respond to your e-mails at weekends or when College is closed during holiday periods.

Be secure. Beware of phishing, never divulge your account details to non-TCD addresses and do not click on links from unknown sources.