

As a course representative, email is one of your primary tools for communicating with staff. A well-crafted email can help you articulate your points clearly, show professionalism, and ensure your concerns are taken seriously. This guide provides a step-by-step approach to writing the perfect email to university staff.

Why Emails Matter

Email communication with staff sets the tone for your relationship. A polite and concise message demonstrates respect for their time and establishes you as an effective representative.

Step-by-Step Guide to Writing the Perfect Email

1. Start with a Clear Subject Line

A clear and specific subject line ensures your email is noticed and understood at a glance.

- **Example:**
 - *Good:* “Request for Additional Resources for [Module Name]”
 - *Avoid:* “Important” or “Help Needed”
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2. Use a Professional Greeting

Address staff members formally unless you have an established rapport.

- **Examples:**
 - “Dear Dr. [Last Name],”
 - “Dear Professor [Last Name],”
 - “Dear [Title and Name],”

If you are unsure of their title, “Dear [First Name Last Name]” is polite and neutral.

3. Introduce Yourself and State Your Role

Provide context to remind the recipient who you are and why you are emailing.

- **Example:**

My name is Jane, and I am the course representative for Education Studies, I am writing on behalf of my peers to discuss assignment grouping.

4. Be Clear and Concise

Get to the point quickly, and break your email into short paragraphs to make it easy to read. Use bullet points or numbered lists for multiple points or questions.

- **Example:**

We have received feedback from students on the Education Studies course that additional tutorials would help with understanding the assessment criteria.

Could you let us know:

1. Whether this would be possible, and
 2. How we could support its implementation?
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5. Use a Polite and Professional Tone

Keep the tone respectful and cooperative, even when raising concerns. Avoid emotional language or accusations.

- **Example:**

- *Polite:* “We’ve noticed that some students are finding it challenging to access lecture recordings promptly.”
 - *Avoid:* “The lecture recordings are always late, and it’s unacceptable.”
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6. Offer Solutions or Suggestions (Where Appropriate)

Staff appreciate emails that focus on constructive solutions rather than just problems.

- **Example:**

To address this issue, we suggest providing a weekly summary of key points or organising a Q&A session.

7. End with a Clear Call to Action

Conclude your email by specifying the next steps or what you expect from the recipient.

- **Example:**

I would appreciate it if we could discuss this further during our upcoming course meeting, or if you could provide your thoughts on the matter by 27/03/2025.

8. Add a Polite Closing

Sign off professionally, using one of the following options:

- “Kind regards,”
- “Best regards,”
- “Yours sincerely,”

Include your full name, role, and contact information.

- **Example:**

Kind regards,

Jane Doe

Course Representative for Level 6 Education Studies

Email Checklist

Before hitting send, ensure your email is:

- Free from spelling or grammatical errors (use tools like Grammarly).
 - Written in a polite and professional tone.
 - Concise and to the point.
 - Structured with a clear subject line, introduction, body, and conclusion.
 - Sent from your university email address.
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Example of a Perfect Email

Subject: Request for Clarification on Assignment Feedback

Dear Dr. Smith,

My name is Jane Doe and I am the course representative for Level 6 BA Education Studies, I hope this email finds you well.

Several students have mentioned difficulty understanding the feedback provided on their recent assignments for the Values in Education module. They feel that additional clarification on specific areas, such as the application of theoretical frameworks, would be helpful.

Could you let us know if it would be possible to arrange a brief session to address common concerns? Alternatively, a summary document highlighting key points of improvement would also be greatly appreciated.

I look forward to hearing your thoughts. Please let me know if there's anything I can do to assist in organising this.

Kind regards,

Jane Doe

Course Representative for Level 6 BA Education Studies

jane.doe@connect.glos.ac.uk