



Department of Occupational Therapy

Policy 17.0. *Student Email Etiquette*

POLICY PURPOSE

To facilitate student professionalism in written communication.

POLICY STATEMENT

Students are expected to follow the below guidelines for written email communication with professors, colleagues, and clinical instructors. Professionalism is required from students not only during person-to-person conversations, but also during written communication.

PROCESS + PROCEDURES

1. Answer emails within 24-48 hours of receiving the correspondence.
2. Always use professional language with respect and dignity throughout your written and verbal conversations.
3. Always include a salutation and closing remark within your email.
4. Always use formal and correct grammar; do not use abbreviations or texting acronyms.
5. Using all upper case may be perceived as shouting or anger; instead it is recommended to use underline or bold for emphasis.
6. Using humor within your professional emails, may be perceived as unprofessional.
7. Before forwarding to others, always request permission from the original sender of the email and all that are included in the correspondence.
8. When receiving an email, acknowledge receipt in some way, even if needing to research for clarification. This allows the person to know you have received the email and are addressing the needed action.
9. Failure to abide by the written procedures could result in a referral to a Departmental Progression Committee for professional behavior concerns. Failure to communicate professionally with your clinical instructors could result in failing the clinical fieldwork and forfeiting future selections.

Policy No.	17.0
Policy Owner:	AU Department of Occupational Therapy
Originally Issued:	July 2017
Approved:	July 2017, 3.25.24



Last Revision:	March 2024
Last Review:	January 2024
Location:	AUOT Website / Current Students