



## 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. Always include a salutation and closing remark within your email.
2. Always use formal and correct grammar; do not use abbreviations or texting acronym's (i.e. TTYL, LOL).
3. Do not use upper case for emphasis, which can be perceived as shouting or anger; instead underline or bold for emphasis.
4. Do not include humor within your professional emails, which can be perceived as unprofessional.
5. Before forwarding to others, always request permission.
6. 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.
7. Answer emails within 24-48 hours of receiving the correspondence.
8. Always use professional language with respect and dignity throughout your written and verbal conversations.
9. Failure to abide by the written procedures could result in a referral to a Student 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.

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