



A guide to emailing NUI Galway staff

Always **use your NUI Galway email account** when emailing members of staff. This way, they know that you are a registered student of the University. Many staff members will not respond to emails from non-NUI Galway email accounts.

Take the time to **figure out who is the best person to send your email to**. You can find lists of academic and administrative staff within each College, School and Discipline, along with their contact details, on the **NUI Galway website**. Staff members get a lot of emails every day and they may not respond if they feel that they are not the right person to answer your query. In general, you should only email your lecturers or tutors about academic or academic-related matters. See our **email templates** for guidance on how to compose some emails that are frequently sent by students.

Only send a query by email if **you are certain that your question can't be answered elsewhere** – for example, by checking the NUI Galway website, Blackboard, your student guide or your College's academic booklet. Staff members receive a large number of emails with questions that could easily have been answered by looking elsewhere, and you may not receive a response to such queries.

You can unintentionally cause offence if you don't get the tone of your emails right. It's best to **start** with a formal approach. For example:

- Open your email with 'Dear ...' rather than 'Hey' or 'Hi'
- Use a person's formal title, e.g. Professor, Dr., Mr. or Ms. X
- Use proper English: do not use 'text speak' such as 'u r right' or 'LOL', emojis or GIFs
- Conclude with 'Kind regards', 'Best regards', or similar
- Provide your full name and student ID number at the end of your email

If the staff member responds less formally, then you can adopt a more relaxed style too. See the sample emails overleaf (an accessible version is available on request from jane.ennis@nuigalway.ie):



Your first email (formal):

Dear Dr. X,

My name is YZ [give your first and last name] and I am a first-year student in your [module code and name] class. I have attended all of your lectures and gone to all of my tutorials, but I am still struggling with some aspects of the module.

Would you be able to meet with me to discuss this further? I see that you have office hours on a Monday but I can't make those times. However, I am free tomorrow after 2 pm, on Thursday before 1 pm, and all day Friday.

I look forward to hearing back from you.

Kind regards,

YZ (12345678)



Your lecturer's response (informal):

Hi Y,

Sure, no problem – see you at my office tomorrow at 2.30.

Best,

Pat

Your lecturer's response (formal):

Dear Y,

I can meet you on Friday at 1 pm. Please bring your notes and specific questions with you.

Kind regards,

Dr. X



As Dr. X has dispensed with the formalities, it is now OK for you to respond less formally:

Hi Pat,

Thanks very much. See you at your office tomorrow.

All the best,

Y

In this case, continue to keep your tone formal:

Dear Dr. X,

Thank you for your swift response. I will see you at your office tomorrow at 2.30.

Best regards,

Y