



Class Rep Email Handbook

A Guide to Good Email Practice and Etiquette

Emails are an important way to communicate with staff as a class rep. They also have the advantage of being a written record of your interactions. This handbook contains some recommendations and templates to help you communicate effectively with staff using email.

- **Keep it formal.** When in doubt, it is probably best to keep your emails formal. Formality conveys respect and comes across as being polite. Some ways to do this are:
 - Address the recipient using 'dear'
 - Use the correct title. If you do not know the person's title look it up on your college's staff directory. For example, this could be Mr, Ms, Dr, or Professor.
 - Don't assume that the member of staff will want to be addressed on a first name basis. Start with their surname (e.g. Dr Ryan) and use their first name if they ask you too.
 - Avoid informal, or colloquial, language in the body of your email. This helps to convey that you are writing in a professional capacity as a class rep, and encourages others to take your email seriously.
 - End your email with a formal closing line such as *Thank you for your time, Kind regards, or All the best* before you 'sign' your name and pronouns.
 - Sign with your full name, under which you should include the position from which you are writing (e.g. class rep for...)
- **Include a meaningful subject line** that indicates what the email content is about. If the email is urgent, indicate this in the subject.
- **Keep your messages informative but brief** – this will help someone understand the message you are trying to get across without having to scan through too much material.
- If applicable, **clearly indicate any constraints about your ability to return contact.** For example, if you are on holidays during mid-term break, you may indicate that you will not have access to email for this period, but that you will respond when you return.
- **If you are unsure about any of the email's content**, and it is appropriate, do not be afraid to get a second opinion from a fellow class rep, or someone qualified to do so. It is also okay to draft the email, and then return to it after some thought.

Email Templates

The templates below can be adapted for many of the common emails you will need to send as a class rep. They will also help you to consider some tips for your own email style and how to incorporate good practice in this area. In all templates below, you should customize the sections highlighted in red.

Sample Introductory Email to Staff

Dear Dr McGrath,

My name is **Aoife**, and I have recently been elected as the **class representative** for my **third year Business Information Systems** students. As a part of this role I will be helping students with any issues that they may have. I wanted to introduce myself because I may be in contact with you throughout the year to let you know about any issues that may arise.

As **class rep** I serve as a key point of contact for students in this class, I am always happy to pass on any information that you may wish to send out to the class, or to collect any student feedback on **this module**.

I am looking forward to working with you throughout the year.

Kind Regards,

Aoife Callaghan (She/Her)

Class Representative for Third Year BIS

Irish University

Sample Invitation to Collaborate Email to Staff

Dear **Prof. Ó hAnnracháin**,

As class rep I will be sending out a survey in two weeks to **third year computer science** students to collect feedback on their learning experience this semester. This survey will include questions relating to areas such as curriculum, learning resources, teaching and learning, assessment. I will be using the Student Learning Experience as the basis for survey questions, and have attached a copy to this email.

I was wondering if there was anything you would like me to ask on the survey relating to **this module**?

I would be more than happy to meet with you to discuss this if you wish. I am usually on campus and available **every Tuesday, Wednesday, and Thursday from 1:00pm to 4:00pm**.

All the best,

Darragh O'Brien (He/Him)

Class Rep for Third Year Computer Science

Sample Follow-up Email to Staff

Dear Prof. Ó hAnnracháin,

As you may recall, **last week** I sent a survey out to **our class**, and received some interesting feedback. I was wondering if it would be possible to meet during your office hours on **Thursday, 14 November, at 3:15** to look over some survey findings with you.

All the best,

Darragh O'Brien (He/Him)

Class Rep for Third Year Computer Science

Sample Update Email to Staff

Dear Dr Tim,

A number of students in **Statistics for the Social Sciences** have had trouble with their **mid-term assignment** which is due **in three weeks**. I was wondering if it might be possible to meet to discuss this and identify possible solutions.

Thank you,

Saoirse McDonnell

Class Rep for Second Year Sociology

Sample Introductory Email to your Class, Module, or Year

Good morning everyone!

My name is **Fiacra** and, as you may know, I've been elected as the **class rep** for our **MA in Journalism cohort**. I'll be doing my best to help you with any academic issues that may come up. Please do not hesitate to let me know if you encounter any issues or if something can be done to improve your learning experience. I'll also be passing on key information from **the college** and staff, as well as collecting your feedback throughout the year.

As **class rep**, I also sit on the **English Department's Postgraduate Studies Committee**, so do not hesitate to contact me if you have any issues that you think should be raised at meetings.

If you need to get in contact with me, you can reach me at **this email address**, or on **this phone number**.

I look forward to being your class rep.

Fiacra Ó Langáin (They/Them)

Class Representative for MA in Journalism

Technological University

Sample Update Email to your Class/Module/Year

Hello Everyone,

I attended the **Postgraduate Forum** this past Wednesday, and wanted to update you on some of the key issues that were discussed.

Description of meeting proceedings.

The next meeting of the **Postgraduate Forum** will be on **Monday, 20 March, at 6:30pm**. Between now and then I'll be working on **a set of other issues and actions in follow up to what happened at the last meeting of the forum**. If you have any questions or requests relating to this please let me know.

As always, if you need to get in contact with me you can reach me on **the class social media group**, at this email address, or on **this phone number**.

All the best,

Fiacra Ó Langáin (They/Them)
Class Representative for MA in Journalism
Technological University