Student Email Protocol

All emails regarding correspondence about your student activity at WCI should be sent from your official WCI student email account (02XXXXXXX@my.wcit.wa.edu.au where XXXXXXX is your student number) or via Blackboard, otherwise anti-spam filters may prevent it from being delivered to your lecturer.

When using email to communicate with lecturers or tutors, you should always make sure that your message contains the following:

1. A subject that contains the unit code, and clearly describes the nature of your query or request. Your lecturers receive many emails a day, and may also teach more than one unit, so if your email does not contain the unit code; it is not possible to place your message in context. If the subject does not indicate the nature of the message, it may well remain unanswered.
2. Change the default setting on your email program to include previous messages in replies, and make sure that previous messages are included in an ongoing exchange. Your lecturer deals with many students. Having a copy of the previous exchanges included in your message will expedite a response. You should still make sure that the subject indicates what the email is about.
3. Address your lecturer appropriately by name.
4. State your question or request clearly and concisely.
5. Insert a signature at the end of your email that contains:
   a. your name in full
   b. your student number
   c. the campus at which you attend classes for the unit in question
   (also indicate if you are an off campus student)

Your lecturer will inform you if there are additional requirements for communicating by email.

While lecturers cannot be available on line all day, in normal circumstance your lecturer will reply within 2 working days.

In summary, before sending emails use the checklist below:

1. See if your question has been answered in the unit plan or within the workshop content.
2. Send emails from your official WCI student email account (02studentID@my.wcit.wa.edu.au)
3. Preface your subject line with “Name of your unit/s”
4. Provide your student number
5. Indicate that you are an on-campus or online student in the unit
6. SIGN YOUR EMAILS – unsigned emails from private addresses will not be replied to!!