

## Sample Email

This resource has been designed to be used in conjunction with the *Emailing Tips* developed by the Student Advocacy Service.

**From:** sample.student@myacu.edu.au

**To:** sample.lecturer@acu.edu.au

**Subject:** Extension request ABC123

**Comment [JW1]:** Ensure that your email originates from your ACU student email account. Emails sent from non-ACU account may not be responded to.

**Comment [JW2]:** The subject line is designed to provide a summary of the email content. It needs to be short and specific, you should include the name of the Unit where appropriate.

### Body:

Appropriate opening: Dear Professor / Dr. / Assoc. Prof.

**Comment [JW3]:** It is common courtesy to address the recipient at the start of the email. It is important that you are respectful and address the recipient by the correct title.

Explain why you are writing the email: I am writing to you regarding the final grade I was awarded in the unit ABC123.

**Comment [JW4]:** Explain when you are writing the email for example: to seek clarification on an assessment item or unit grade, to apply for special consideration. Remember tone cannot be heard in an email, so it is important that you keep your emails formal.

Outline the facts surrounding the case and relevant action you have taken to resolve the situation for example, if you are seeking clarification for a Unit grade outline the results you received for each of the assessment tasks to assist the lecturer to understand the history of the situation.

**Comment [JW5]:** You should keep this section concise and provide clear details about your situation.

Propose a suggestion (what would you like to see happen), how can the issue be resolved for example, "could we meet to clarify my final examination mark?" Ensure that you use appropriate language here.

**Comment [JW6]:** Do not threaten or demand that your lecturer do something. You need to keep your language formal and respectful to ensure that your email is taken seriously and responded to as quickly as possible. Writing a well-considered email is in your best interests as it will assist the lecturer to understand your concerns and respond to you as soon as possible. It will also demonstrate to the lecturer that you are aware of your responsibilities.

Thank the recipient: Thank you for your time and consideration, I look forward to hearing from you.

Signoff: Kind regards,

Sample Student

S00123456

**Comment [JW7]:** Remember to thank the recipient for their attention and time.

**Comment [JW8]:** Ensure you sign off with your full name and your student number.