

OSU Email

Students are required to use their name.#@osu.edu email address when corresponding with any University or SHRS staff member or official for several reasons:

1. Nearly all OSU communication is sent to students via email. Failure to read official University communications sent to the students' official OSU email address does not absolve students from knowing and complying with the content of those official communications.
2. Spam filters pose a significant barrier to accessing non-OSU email.
3. It is challenging to identify students who send email from non-OSU email addresses.

Email Etiquette

The use of email makes professors and staff more approachable and accessible to the student. An email from a student to any university professional is not a casual form of communication. Professionalism should be maintained when using email for a class or other related issue. Below are guidelines to follow when drafting an email:

Review your email content. Is the question you are asking simple and quick? What is the point of your message and is it delivered in a clear and polite way? Is it concise? Were you angry or frustrated when you wrote it? (If so, review it at a later time when your emotions are not directing the content.)

You will not get an immediate response; give instructors time to reply. **Wait at least 24 hours** before sending a follow up email. **DO NOT** send the same email to multiple recipients. **DO NOT** send an email that tells the recipient you need a response “ASAP”.

Use a greeting at the beginning of each email, even if it is part of a chain. Use an appropriate signature at the end of EACH email you send. Include your full name and email address in your email signature.

Include an appropriate subject that summarizes the main point of your email.

No *crazy fonts*, ALL CAPS, or **colorful** email backgrounds.

Do not “reply to all” unless your message is relevant to all recipients on the original email. When replying, reference the original email and its contents.

Avoid emoticons and acronyms 😊 LMAO!

Use correct grammar, spelling, capitalization, and punctuation.

Know and use the correct title for the person you are emailing (Professor, Dr., etc.) and spell their name correctly.

Moving up the Chain

- The use of email makes professors and staff more approachable and accessible to the student. An email from a student to any university professional is not a casual form of communication. Professionalism should be maintained when using email for a class or other related issue.
- Students should be aware that there are several hierarchical structures at the University and should make every effort to ensure that they are addressing their concerns to the appropriate individuals:
 - Instructors: These individuals teach your courses.
 - Questions about classes, finals, grades, missed classes, etc. should be addressed to instructors.
 - Graduate Teaching Assistants are supervised by experienced instructors in their departments. Problems with GTAs should be addressed with their supervisors.
 - Advisors/Counselors: These individuals are your advocates and help with developing academic & career goals.
 - Questions about adding/dropping courses, pre-requisites, and assistance with non-responsive instructors should be addressed here.
 - Directors: These individuals are supervisors.
 - Questions about non-responsive advisors/counselors and staff can be addressed here.
 - Dean: These individuals are administrators. They direct colleges, schools, and divisions. They often have very little insight into the day-to-day processes of scheduling, appeals, etc. and sometimes have little interaction with instructors or advisors.
 - Deans should be addressed after instructors, advisors, and directors have been consulted and are most often addressed through a referral from a director or from the Student Advocacy Center.
 - Student Advocates: These individuals work outside of the academic offices to advocate for students with difficult situations. They facilitate communication between offices, colleges, and levels of hierarchy.
 - These individuals can be consulted at any point.
 - Advocacy@osu.edu or <http://studentaffairs.osu.edu/advocacy/>