

## School of Criminal Justice Email Guidelines

- Email is an important communication tool. The following guidelines will help ensure that your message is viewed positively and taken seriously.
- Be precise in the subject line of your email (“I have a question about dropping a class” is better than “Question”).
- Use the person’s job position or title (e.g., Dear Assistant Dean Thomas; Good morning Professor Silver; Good afternoon Judge Pratt). Consult the SCJ website if you're unsure of a person’s position or title.
- Introduce yourself and issue (e.g., Hello. I am XXX XXX a student in your class XXXX. I am writing to ask about XXXX).
- Write in complete, coherent sentences. Correct spelling and grammar errors. Check for accuracy.
- Consider requesting or setting up an appointment if you have multiple questions (e.g., you can use Run4Success or the Navigate App to make appointments with APSS staff).
- Direct your email to the **one** person most appropriate to address your issue or answer your question (e.g., Advisor or Instructor). They will share your email with an Assistant Dean or Dean if appropriate. Copying multiple people typically results in a longer response time as people try to figure out who will respond.
- Staff, faculty, instructors and teaching assistants are not expected to answer email in the evening (after 6 pm) or on weekends; individuals may do so, but DO NOT expect people to respond outside of work hours. You can use the tool provided by most email platforms to set the day and time your email will be sent if you write emails after 6 pm or on the weekend.
- During peak periods (e.g., registration, add/drop period, the period just before an exam) staff, faculty and instructors may need up to 72 hours to respond. In non-peak periods, please wait 24 hours after sending an email before sending a follow up.
- During the week, please wait 24 hours after sending an email before sending a follow up.
- Staff, faculty, instructors and teaching assistants will not respond to emails that have hostile, abusive, or threatening language. Emails that are likely to cause alarm violate the University Code of Conduct (Section 10.2.11; <http://studentconduct.rutgers.edu/student-conduct-processes/university-code-of-student-conduct/>) and will be forward to the Office of Community Standards & Student Development (<https://studentaffairs.newark.rutgers.edu/support-services/community-standards/code-conduct-academic-integrity>).

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