

HOW TO COMPOSE APPROPRIATE EMAILS TO FACULTY AND STAFF AT RITSUMEIKAN UNIVERSITY

1. Due to the University's privacy policies, students must send all emails to those who work in the Ritsumeikan community from their Ritsumeikan email accounts **ONLY**. Staff and faculty members who receive emails from non-Ritsumeikan email accounts will respond directly to the student's Ritsumeikan email account or write back to the personal email account requesting that the email be resent using a valid Ritsumeikan account. If you have concerns about the Ritsumeikan account, please contact the RAINBOW Help Desk at <https://secure.ritsumei.ac.jp/students/forms/rainbow/service-contact/>.
2. **Make sure to fill in the subject line in all emails.** It is easier for those who work with students on a daily basis to identify what the email is about when the subject line is related to the email topic.
3. **Address your emails appropriately.** Be sure to start all emails with *Dear Mr., Ms., Dr., or Professor*, and do not dive into the subject matter immediately. **Additionally, make sure that you sign your emails with your first and last name.** Make sure to include your student ID number (it is the 11-digit number, which looks like "24xxxxxxxx").
4. You may have had previous communication with the individual you are writing an email to, but it does not mean that they always will remember your individual situation precisely. **Be sure that your inquiry is thorough and detailed.** If you use the "reply" feature, be sure that the *original* correspondence is included at the bottom of your email message.
5. **Do not send the same email multiple times.** If you do not receive a response from someone in 2-3 business days, do not try to forward the original message again. Instead, write a follow-up message inquiring if they received your first message and ask how long they estimate it will take to respond to your inquiry.
6. **Do not send the same email to several different people at once.** Instead, utilize the Carbon Copy (Cc:) feature.
7. **Do not use "text-speak."** These types of emails are difficult to understand and are extremely unprofessional. Always type using complete sentences and try to avoid abbreviations. Finally, always spell-check and proofread before sending an email.