



## MOUNT SACKVILLE SECONDARY SCHOOL

### COMMUNICATION GUIDELINES

#### STUDENT AND STAFF GUIDELINES FOR SENDING EMAILS AND SURVEY

##### EMAIL

###### *Opening*

Ensure to be respectful when emailing teachers or other students.

###### **DO**

- ✓ Always start formally
- ✓ Use Dear Ms. / Mr. or Dear all
- ✓ Use full sentences

###### **AVOID**

- × Saying 'hey'
- × Abbreviations
- × No subject

*Respect school's opening hours, for e.g. 8:00-16:00*

- These are displayed on Teams.
- Check before sending an email to ensure you are not disrupting their time.
- Avoid sending emails on the weekends or late at night.
- Please note you can use the *schedule send* option on Outlook.

###### *Body of the email*

Here's where you explain why you're writing. This part should be clear, structured, and polite.

- Use correct grammar and punctuation
- Explain why you are contacting them, or your issue briefly

###### *Sign-off*

- Thank everyone for their time
- Sign off with a respectful phrase for e.g. many thanks, kind regards, sincerely
- Put your name after the sign-off

##### SURVEY

When sending a survey:

- Avoid pressure or urgency. **If a deadline is necessary, phrase it respectfully and reasonably.**
- Use a polite tone
- Explain how responses will be used
- Thank the recipient for their input and time

##### EXAMPLE OF A RESPECTFUL SURVEY AND EMAIL

###### Subject

Invitation to Participate in Student Survey on [Topic]

Dear [Mr./ Ms./ Students],

Along with [my classmates/my research group], I am conducting a short survey as part of [a class project/a research assignment] focused on [brief description of the topic or purpose]. Your input would be greatly appreciated.

The survey should take approximately [X] minutes to complete. Your participation is voluntary, and all responses will be kept [anonymous/confidential].

If you are willing to participate, please use the link below:  
[Insert Survey Link]

We would appreciate responses by [deadline date], if possible. Thank you very much for your time.

Sincerely,  
[Your Full Name]