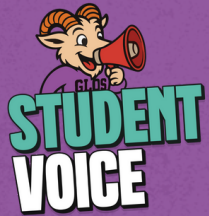


COURSE REPS

How to email uni staff



As a Course Rep, there will be times when you need to contact university staff to share feedback, request clarification or follow up after a meeting. Emailing staff can feel formal at first, but it becomes much easier when you use a clear structure, friendly tone and stay focused on the purpose of your message. You are not expected to solve every issue yourself. Your role is to represent student insight and help start a constructive conversation.

When preparing an email, take a moment to think about what you need to say, who the right contact is and whether you are speaking as an individual or on behalf of a wider group. It also helps to gather specific examples, dates or themes where possible, as this makes the feedback more useful for staff and supports progress.

A helpful email usually has a clear subject line, a short introduction, a simple explanation of the issue or question, and a polite closing. It is fine to use friendly, professional language rather than overly formal writing. Always focus on facts instead of blame, especially when sharing concerns or highlighting a difficult experience.

You may not always receive an immediate response, especially during busy teaching periods, so it is reasonable to send a polite follow-up after around one week if needed. If the issue is sensitive, urgent, relates to wellbeing or concerns an individual student, please ask for advice before sending anything. The SU Student Voice team is always available to help with drafting, reviewing or deciding the most appropriate next step, so you do not need to manage it alone.