

## **General recommendations for communicating with your teachers, professional services and your co-students**

*You should always communicate your ideas, questions, concerns, and feedback in a polite and kind manner. The Department of Statistics has no tolerance to inappropriate behaviour towards students, teachers and professional services staff.*

Appropriate conduct means recognising the diversity of the Department's community and not discriminating against others on the basis of their age, ethnic origin, race, nationality, membership of a national minority, culture, language, religious faith or affiliation or lack thereof, political affiliation or opinions or lack thereof, sex, gender, gender identity, sexuality, sexual orientation, marital status, caring or parental responsibilities, illness, ability or disability, mental health status, medical condition, physical appearance, genetic features, parentage, descent, full or part-time student status, socio-economic background, employment status, trade union affiliation, spent or irrelevant criminal convictions or any other irrelevant distinction.

### **1. Email etiquette**

An email is not just a piece of correspondence. It's an exercise in communicating well, and you are judged by it. You may follow the tips below to give the right impression.

- Keep it formal: start with "Dear Professor (i.e., title and name/full name), ..."
- Identify yourself and say what course you are studying with them.
- Make your request clear.
- Keep it polite with your ending – just a simple "Thank you" is usually a safe bet when signing off.

If it's more formal, you may use "Regards" or "Sincerely."

- Don't use slang or abbreviations.
- Avoid using all capitals for the body of your email as this can appear discourteous.
- Teaching staff will reply to emails at their earliest convenience.

### **2. Forums, anonymous forums and anonymous surveys**

- When starting a new post in a forum, follow the general guidelines of the email etiquette.
- Take the time to thank and acknowledge a reply.
- Provide any feedback to your teachers and co-students in a polite and constructive manner.
- Your feedback is very important to us, so please provide it generously, in a constructive and polite manner by participating in surveys run by the Department and the School. It is considered

inappropriate to comment on the looks and physical appearances of your teachers or any other characteristic as stated above.

### **3. Etiquette for group work**

You might be asked to conduct group work for one of your courses. Group work requires organisation skills and helps you to develop good communication and collaboration skills. For making it work successfully:

- Act responsibly, be considerate, respectful and courteous towards other team members. Behave in a respectful manner towards other team members so that they do not feel that they are being harassed or bullied and abiding by the law.
- Everyone should share the responsibility of the tasks.
- Organise as many meetings as needed to complete the tasks of your project.
- Attend and arrive on time to all group meetings.
- Communicate any group issues to your teacher as soon as possible.

### **4. General behaviour in class**

- Respect your teacher. Ask your questions and debate your opinions in a polite and constructive manner.
- Respect the questions and the opinions of your co-students.
- Attend all your classes and notify your teacher when you are not able to do so.
- Turn your mobile phones off during your classes.
- For online teaching (with Zoom), login with your LSE email and use your full name (as it appears in LSE for You). If you post in the chat, please follow the etiquette of posting in forums.
- Please use your LSE email to communicate with your teachers.
- Teachers and students should not communicate through social network platforms that are not related to LSE.
- Students should expect that academic and professional services staff will always adhere to the above code of contact as well.