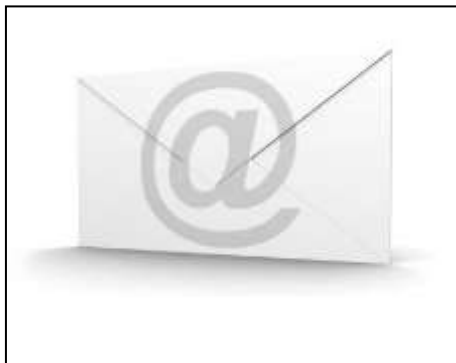


ATLAS WEEK

COMMUNICATING WITH **EMAILS** IN AN ACADEMIC ENVIRONMENT



English Language Centre



Xi'an Jiaotong-Liverpool University

西交利物浦大学

07 June 2025

OUTLINE

1. When to write emails in an academic context
2. Basic structure
3. Email languages
4. Do's and don'ts when writing emails
5. Practice editing and writing emails

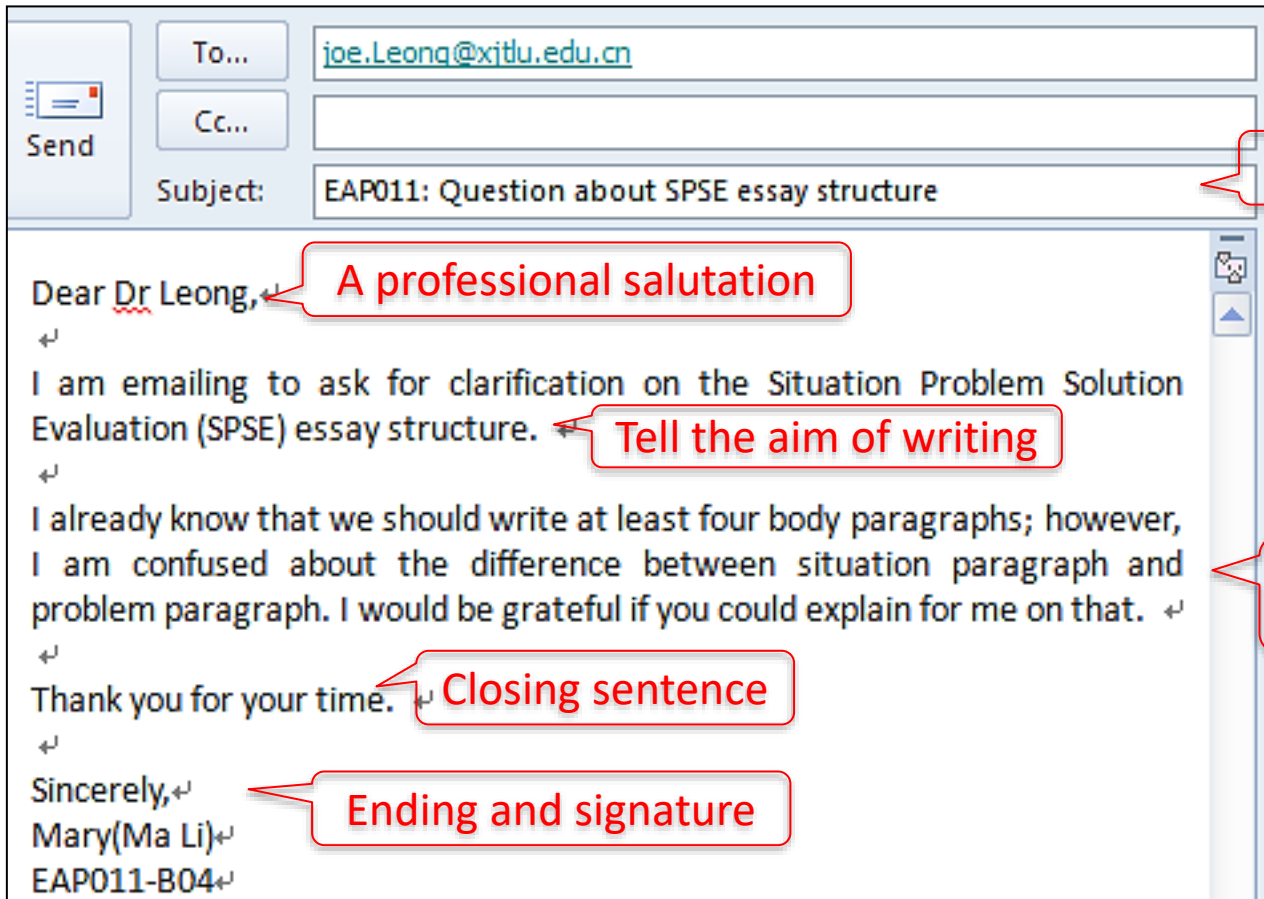


1. WHEN TO WRITE EMAILS IN AN ACADEMIC CONTEXT

- To ask for leave from a class
- To apologize for missing a class
- To seek help on assignment
- To make an appointment with a tutor
- To offer help
- To ask for clarification of class contents
- To ask a lecturer/ professor to act as a referee



2. BASICS STRUCTURE



The screenshot shows an email composition window. The 'To' field contains 'joe.Leong@xjtlu.edu.cn'. The 'Subject' field contains 'EAP011: Question about SPSE essay structure'. The email body starts with 'Dear Dr Leong,' followed by a paragraph asking for clarification on the SPSE essay structure, another paragraph explaining the writer's confusion about paragraph types, a closing sentence 'Thank you for your time.', and a signature 'Sincerely, Mary(Ma Li) EAP011-B04'. Red callout boxes with arrows point to specific parts of the email, explaining their purpose: 'A professional salutation' points to the greeting, 'Tell the aim of writing' points to the first paragraph, 'Explain further about your question' points to the second paragraph, 'Closing sentence' points to the 'Thank you' line, and 'Ending and signature' points to the sign-off.

To... joe.Leong@xjtlu.edu.cn

Cc...

Subject: EAP011: Question about SPSE essay structure

Clear subject line

Dear Dr Leong, **A professional salutation**

I am emailing to ask for clarification on the Situation Problem Solution Evaluation (SPSE) essay structure. **Tell the aim of writing**

I already know that we should write at least four body paragraphs; however, I am confused about the difference between situation paragraph and problem paragraph. I would be grateful if you could explain for me on that. **Explain further about your question**

Thank you for your time. **Closing sentence**

Sincerely, **Ending and signature**
Mary(Ma Li)
EAP011-B04

3. EMAIL LANGUAGE

- GREETING/SALUTATION

The level of formality of the salutation will depend on:

- How well you know the recipient
- Whether there has been previous contact
- The position of the recipient

e.g. Dear Professor Xi vs. Hi Jack
Dear Dr. Smith vs. Hey ya
Dear Miss Zhang vs. Hello Tina



3. EMAIL LANGUAGE

- OPENING AND ENDING

Opening

- I am emailing to ask/ request...
- I would like to apologize for...
- I am writing to inform you that...

Ending

- Once again, I apologize for my absence.
- I sincerely await your reply.
- I look forward to your reply.
- Thank you for your time.
- Thank you very much in advance.



3. EMAIL LANGUAGE

- POLITE REQUEST LANGUAGE

Be Polite! (Please)

- I would be grateful if you could give me some advice.
- I would appreciate it if you could act as my referee.
- Could you please give me some advice?
- Could you possibly act as my referee?

4. DO'S AND DON'TS WHEN WRITING EMAILS


Do

- Be polite (address people with their proper title for initial emails).
- Choose appropriate formality.
- Keep it brief and to the point.
- Check your grammar and spelling before sending.
- Send a thank you email back when your request is being responded.

Don't

- Forget to start with salutations.
- Forget to tell who you are.
- Forget to attach files when mentioned to do so.
- Forget to use university email.
- Expect always an immediate reply.
- Use emoticons in formal emails (e.g. smiles ☺, winks ;-)).
- Type in all capital letters. This is the electronic equivalent of SHOUTING!

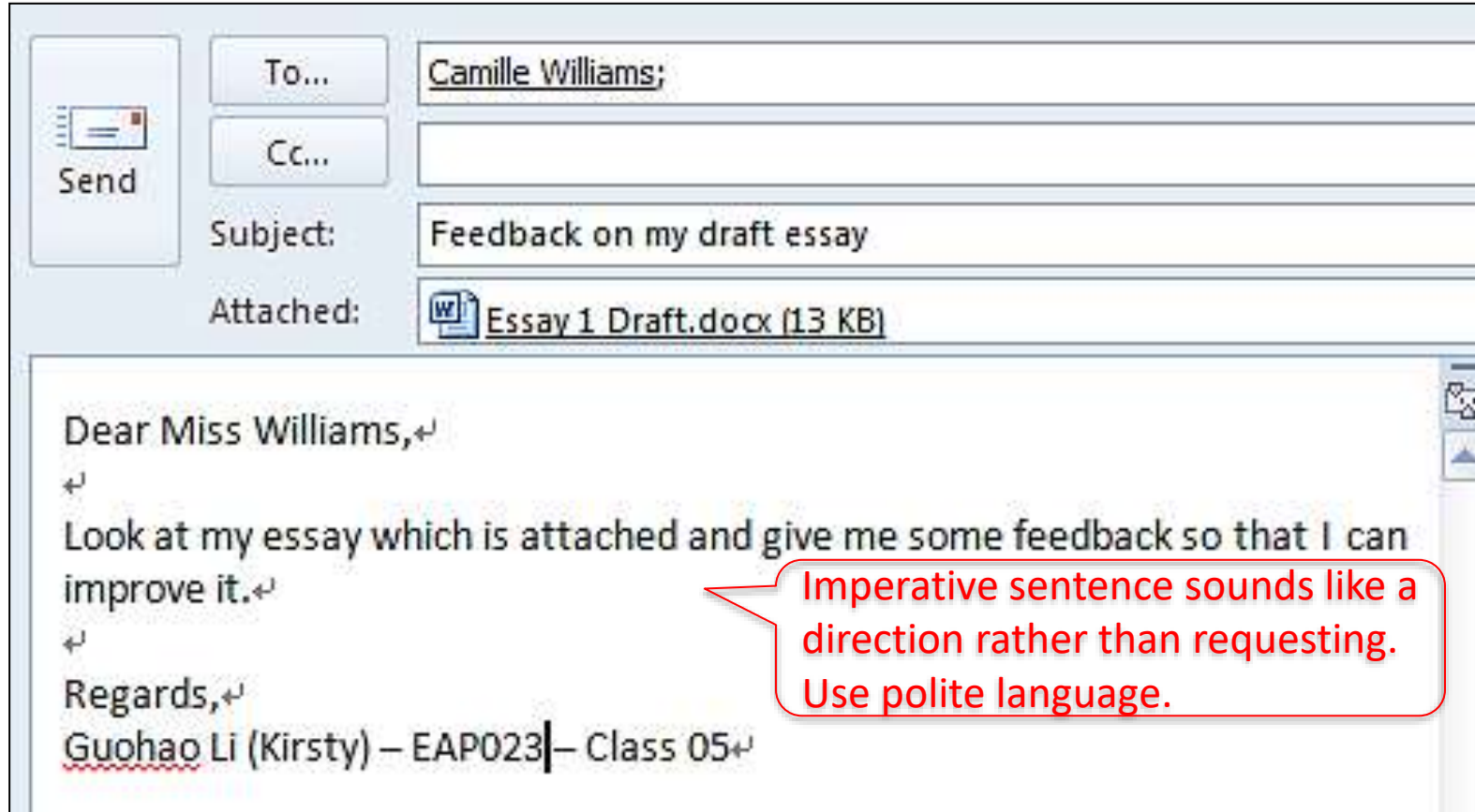
5. PRACTICE EDITING AND WRITING EMAILS

 Send	To...	<u>Camille Williams;</u>
	Cc...	
	Subject:	
	Attached:	

The subject is missing to summarize the aim of the email.

Dear Miss Williams,↵
↵
I am emailing to request a meeting on Thursday to discuss my essay draft as
I would appreciate it if you could give me some advice on how to improve it. ↵
↵
Are you available at 10am?↵
↵
Thanks and best wishes,↵
Guohao Li (Kirsty) – EAP023 – Class 05↵

5. PRACTICE EDITING AND WRITING EMAILS



The screenshot shows an email composition interface. On the left is a 'Send' button with an envelope icon. To its right are fields for 'To...', 'Cc...', 'Subject:', and 'Attached:'. The 'To...' field contains 'Camille Williams;'. The 'Subject:' field contains 'Feedback on my draft essay'. The 'Attached:' field shows a document icon and 'Essay 1 Draft.docx (13 KB)'. The main body of the email contains the following text:

Dear Miss Williams,↵
↵
Look at my essay which is attached and give me some feedback so that I can improve it.↵
↵
Regards,↵
Guohao Li (Kirsty) – EAP023|– Class 05↵

A red callout box points to the sentence 'Look at my essay which is attached and give me some feedback so that I can improve it.' with the text: 'Imperative sentence sounds like a direction rather than requesting. Use polite language.'

5. PRACTICE EDITING AND WRITING EMAILS

To... joe.leong@xjtlu.edu.cn

Cc...

Subject: Question

Tahoma 10 **B** **I** **U** [List Icons] [Link Icon] [Text Color] [Background Color]

Unclear subject. Question of what?

Hi Joe!!!

- When writing emails to a/this lecturer for the first time, greet them as: Dear Joe,
- Use a comma instead of exclamation marks.

Tutor, I don't know the Situation-Problem-Solution-Evaluation essay strucutre.

Can you explain? Please!!!

Thank you ^o^|

- The question is not specific enough.
- The emoticons can be saved for texting friends.
- Full name and/or English name and class number are missing.

FURTHER READING ON EMAILS AND HOMEWORK

- *The dos and don'ts of email etiquette*
- *Languages for emails*
- *Sample emails for common situations*

THANK YOU



Xi'an Jiaotong-Liverpool University

西交利物浦大學

- Link to this teaching video on Mediasite:
<https://video.xjtlu.edu.cn/Mediasite/Play/0f074bc96ff14cd49bbac6c43d5801411d>