



Communicating with kindness

Expectations and guidelines for correspondence initiated by students in the School of Veterinary Science



Guidelines for communication

Students in the School of Veterinary Science (SVS) often have questions about how to communicate with staff and the university. When we communicate with you, we aim to help you with your education in the fastest and most professional way we can. We really appreciate your friendly professionalism in return!

Email

- Email is the primary way for you to send messages to, and receive information from, the university and its staff.
- You have a UQ email address; it is listed on your mySI-net.
- Staff will only send emails to a UQ email address.
- You must use your UQ email address (not a private address) to communicate with staff.
- You should add a clear subject line, including course code and a 2-3 word statement.
- You should check your UQ email address regularly and respond to the messages we send.
- We do not generally send reminder emails, so it is important you act the first time you get an email.
- Emails to and from your UQ email address are stored in electronic media archive systems; they are discoverable documents.

Blackboard/Learn.UQ

- Information about your courses will be posted and sent to you using Blackboard.
- Please check your course and Organisation Blackboard sites regularly and read the announcements that come to your UQ email.
- Your Blackboard sites have discussion boards; these are a great way to communicate with staff and other students.

How should I communicate?

While you are a student at UQ, all your communication must be conducted according to the [UQ Student Code of Conduct](#).

If you aren't sure how to communicate professionally, don't worry.

You can get helpful templates for emails and other forms of professional communication from [CLIPS](#). The CLIPS website has been built to help you communicate science and with scientists.

The UQ library also has a helpful [Communicate and collaborate online](#) module.

Who should I talk to?

There are several key people who you will communicate with while you are a student at UQ.

Your staff year mentor

You have an appointed staff year mentor for your cohort. Your staff year mentor is a wonderful resource. They can manage many of your queries and can also help you navigate the university and its systems.

- Assistance with who to talk to or consult about personal or study issues
- Issues which affect the cohort like assessment clashes.

Student year reps

For issues that affect your entire cohort it is best to contact your student year reps, in the first instance, so they can gather information and pass it on to the relevant staff within the School. Your year rep is your go-to person when you have a problem that needs to be escalated and addressed, or you are unsure how to address any significant issue impacting your study.

- General course material problems (missing notes or recordings)
- Timetabling issues (cancellations and clashes)
- Feedback
- Technical issues which affect the whole year
- Software problems

Course coordinators and lecturers

Your course coordinator and your lecturers are the academic and clinical staff responsible for running courses, teaching you, setting and marking assessment, and providing you with feedback on your work. Contact them about:

- Course content
- Assessment, feedback, or grading for you as an individual
- Material on course Blackboard sites
- Timetabling, grade release dates, general course material

SVS Student Admin Team

The SVS student admin team (vetenquiries@uq.edu.au) support many aspects of your enrolment. Contact them about:

- Academic advising (which courses should you do)
- Extensions
- Placements
- Other procedural matters related to your courses, including options for interruptions, or altered progression if you are experiencing significant personal hardship

UQ Student Support

The [Student Support](#) team are your go-to people for general enquiries about your student journey. Please contact them about:

- Academic records and graduation queries
- Admissions and changing programs
- Enrolment and fees

- Exams and calculator approvals
- Forms and certified documents
- Orientation and timetables
- Study (or academic) progression
- Withdrawing from a course or program
- Counselling
- Any significant disruptions to your study

UQ Library/Ask Us

The library will connect you with the information, people, and resources you need, when you need them. Contact the [Library](#) about:

- Computer loan scheme
- Connectivity issues
- Print, scan and copy services
- Assignment and study resources
- UQ systems training and support
- Resources for exam time
- Online chat assistance option
- Problems with online examinations
- Upload of assignments
- Technical issues
- Software problems

Are there other things I should know about email communication?

Yes. Here are some guidelines.

- You can send email at any time. Sometimes staff may respond at night and on weekends, but please do not **expect** responses outside normal working hours (Monday to Friday from ~8am to ~5pm).
- At the veterinary school some staff have clinical duty or unusual work patterns which influence when they can reply to enquiries.
- Allow time (days) for a considered response to an email query. Be aware of deadlines and plan early to allow time for responses, especially as assessment due dates approach.
- If you don't get a response in 5 working days, forward the original email again with a polite note that you are "*just checking you received my email below*"; this approach helps us see you have been waiting for correspondence.
- Emails that constitute bullying, harassment or discrimination against staff contravene the [Student Code of Conduct](#). Emails like this will be reported to the university, and the matter will be pursued as misconduct.



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