Introduction

This guide has been created to give students all the information they need to communicate appropriately and effectively with students, staff and other professionals at QMU.

About communication @ QMU

QMU gives all matriculated students a user account and mailbox which you must use for communicating with:

- Your lecturers and tutors
- Other staff and professionals within QMU
- Students on your course
- Students on other courses
- Professional contacts outwith QMU

Limited personal use of your QMU mailbox is permitted, but you must be aware of the QMU policies which govern its use. Read the Acceptable Use Policy here:

http://intranet.qmu.ac.uk/sites/is2/polpro/Acceptable%20use%20policy/Forms/AllItems.aspx

Depending on the message, there are a number of other ways to communicate within QMU. This guide will help you choose the right way to get your message across.
About QMU email

All staff and matriculated students are given QMU mailboxes.

Everyone’s name is listed alphabetically by surname in the *global address list*. These addresses are also organised into groups called *distribution lists* which are designed to help communication within subject areas, schools and departments. In theory, you can send an email to anyone – or everyone – on the global address list.

However, there are some very important rules around how you use that QMU email account to contact people.

**What you can do**

QMU staff and students **may** email all staff and / or all students in their subject area via the [Subject] Staff and [Subject code] Students distribution lists.

*eg IIHD staff* may send an email to both the **IIHD Staff** and **IIHD Students** distribution lists, whilst *IIHD students* may send an email to the **IIHD Students** distribution list.

**What you cannot do**

QMU staff and students may not send an email to the undernoted distribution lists:

- All Staff
- All Students

**Additionally, you cannot attempt to circumvent the distribution lists rule by individually selecting all users’ names or all distribution lists from the global address list in Microsoft Outlook.**

If you do abuse the QMU email system, then your accounts will be disabled with immediate effect. This means that you will be unable to access any of QMU’s electronic resources. Additionally, you will be referred to your Head of Subject. IS Your account will not be re-enabled until appropriate confirmation has been received from your Head of Subject.

**What you must do**

Any message intended for mass distribution **must** be sent to the QMU Moderator service for approval and circulation.

If you need any help or advice, please contact the Moderator service.

The Moderator service can be contacted at: [Moderator@qmu.ac.uk](mailto:Moderator@qmu.ac.uk)
Modern email technology allows the swift free-flow of information within an organisation. However, it is important that internal users - whether staff or students – do not abuse that system by mass-mailing frivolous, malicious or irrelevant messages to the entire address book.

The QMU Moderator service is designed to do this efficiently and impartially. This service was designed to stop the proliferation of unnecessary ‘junk’ emails and prevent abuse.

Moderator distributes information to student and staff email inboxes in two ways:

1. Daily digest emails
2. Individual email messages

The Moderator service will only accept and distribute messages that are related to QMU business.

The types of messages that will be distributed are:

- Messages or announcements from the Principal, Vice Principal, Deans and other Senior Management which are intended for all staff and / or students and related to QMU business and operations.
- Messages regarding QMU or campus events.
- Messages relating to the operation and business of QMU – eg Open Days.
- Messages relating to disruption or changes in QMU services – eg Catering, LRC, IS etc.
- Messages from Security staff, the Health & Safety Officer or Facilities Services staff regarding the health and welfare of staff and students.
- Messages from the Students Union.
- Messages regarding the student elections.
- Messages advertising QMU clubs and societies and sports teams.
- Messages regarding staff vacancies or student job opportunities.
- Messages regarding public transport which directly affects QMU staff and students.

Messages that fall into these categories must still comply with the list below. Where messages do not fall into the above categories, the user should contact Moderator via email in the first instance.
The types of messages which will not be delivered are:

- Messages promoting non-QMU events.
- Messages offering items for sale or wanted.
- Messages regarding to lost or found property, except in exceptional circumstances.

Senders of the above will be directed to more appropriate means of distributing their messages.

To submit a message for circulation, send it to:

Moderator@qmu.ac.uk

Your message will be included in the next Moderator digest issue.

About the QMU Moderator and other Digests

Messages sent to the Moderator service for distribution are compiled into a digest for distribution. This avoids the sending and receipt of multiple messages every day.

There are separate digests for:

- Staff
- Students
- Research Recruitment
- Students Union
- JobShop

This means that messages are grouped together according to the intended audience.

Please note that apart from the Students Union digest, none of the digests will include photographs or other graphic images.

For ease of reading, all messages are formatted as follows:

Font: Arial
Font size: 10 points
Font colour: Black
Justification: Left or fully justified
Messages will typically be sent out once only. Repeat inclusion in the digest(s) can be requested at the time of sending.

Digest distribution details

The Staff and Student digests will be sent out daily (Monday – Friday) around 3pm. Messages intended for inclusion in that day’s digest need to be received in the Moderator mailbox no later than 2.30pm. Messages will be included once in the digest, except in exceptional circumstances.

The Research Recruitment digest is compiled by the Research Ethics team, and sent out daily (Monday – Friday) when it is received by Moderator.

The Students Union digest is compiled by the Students Union, and sent out 2-3 times per week, more frequently during Freshers.

The JobShop digest is compiled by Careers staff, and sent out weekly on a Friday.

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**Recruiting participants for your research**

Before any requests for recruiting participants to projects can be distributed internally or externally, the Ethical Approval Form must be submitted by the Head of Division or other Authorised Person (completed, with signatures) to the Secretary to the Research Ethics Panel.

All adverts to be distributed should be sent to the Ethics Mailbox first (researchethics@qmu.ac.uk) no later than the Friday before the requested date for circulation (they will run for one week from Monday – Friday as standard). Adverts will then be included in the QMU Research Recruitment Digest by QEU Research Ethics staff when all the necessary paperwork has been submitted.

Please make sure you follow the formatting guidelines: text Arial, size 10, black, lower case, no images or attachments included.

Students are kindly asked not to circulate recruitment messages to individual email addresses. Instead, adverts should go out through the Research Recruitment Digest only. This will guarantee that no requests are circulated without ethical approval.

If you have any queries or questions relating to this, please email researchethics@qmu.ac.uk
Other ways of communicating

InfoBox
The InfoBox is the pop-up message box that appears when you first log into the QM Desktop. There are two, one each for staff and students meaning that you can target your message to either group or both.

This InfoBox is for urgent or important messages that have a wide audience, eg a limitation of service, reminders and important events. The message should be limited to one or two sentences, with a hyperlink provided to the intranet or internet for further information.

Content is accepted from staff and through the Students’ Union, and should be sent to the InfoBox mailbox (infobox@qmu.ac.uk) for uploading with clear indication of which InfoBox it is intended. Further contact will be necessary to request removal of old items, as at the present time it is not possible to automatically expire items on a set date.

The InfoBox service is managed by staff in the Marketing and Communications office.

Plasma screens
There are currently five active plasma display panels across the main building:

- Main reception
- LRC
- Visitor waiting area
- and two in 1875.

The content of each screen is managed by staff responsible within each area:

<table>
<thead>
<tr>
<th>Location</th>
<th>Content</th>
<th>Responsibility</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main reception</td>
<td>Public information, events, news</td>
<td>Marketing &amp; Comms</td>
<td><a href="mailto:dcochrane@qmu.ac.uk">dcochrane@qmu.ac.uk</a></td>
</tr>
<tr>
<td>Visitor waiting</td>
<td>Public information, timetables</td>
<td>Marketing &amp; Comms</td>
<td><a href="mailto:dcochrane@qmu.ac.uk">dcochrane@qmu.ac.uk</a></td>
</tr>
<tr>
<td>LRC Service Desk</td>
<td>LRC services, events</td>
<td>Library Services</td>
<td><a href="mailto:lrchelp@qmu.ac.uk">lrchelp@qmu.ac.uk</a></td>
</tr>
<tr>
<td>1875 1</td>
<td>Menu, events</td>
<td>Baxter Storey</td>
<td><a href="mailto:rmaclean@qmu.ac.uk">rmaclean@qmu.ac.uk</a></td>
</tr>
<tr>
<td>1875 2</td>
<td>Research content, events</td>
<td>RKEU</td>
<td><a href="mailto:kgilchrist@qmu.ac.uk">kgilchrist@qmu.ac.uk</a></td>
</tr>
</tbody>
</table>

There is also a state-of-the-art plasma wall in 1875 which shows a mixture of entertainment, news, events and notices. This is also used as a large display surface for presentations and conferences.

Staff and students wishing to publicise their event or news should contact the individuals listed with either the text or an image to display, depending on the context.

For images, you will find a series of templates here: http://intranet.qmu.ac.uk/sites/is2/InfDis/Templates/Forms/AllItems.aspx

Use PowerPoint to add images and text and then save as a *.JPG file. This file will need to be sent to the appropriate person.
If you are sending an email out to a large group of people, especially via official QMU media, it is best to try and be as professional as possible.

For example, instead of saying:

*Hey peeps

need sum1 2 share flat in mussbrgh txt me 4 mor info*

Do say:

**Double room available to rent in Musselburgh**

Double room now available in shared flat in Musselburgh. You would be sharing with one other QMU student. Rent is £xxx per month, bills included.

Contact me by email: 15001234@qmu.ac.uk or by phone on: xxxxx xxxxxx

Remember that students at QMU come from all different backgrounds, cultures and age groups. The more professional you are, the better your message will come across.

Always use a subject line. Make your subject line appropriate and relevant so that it catches the eye of the reader. Not doing this means that what you say in your message does not make any difference. This still applies if your message is going out via the Moderator service.

Keep your messages short. People are busy, so do not waste their time. You can always follow up with those that need more information.

Watch your spelling and punctuation. It is easy to let it go, but sending out unpunctuated messages with misspelled words is not a good sign to the recipients.

Ensure that you use both upper and lower case letters, and remember that it is usually considered rude to write in all capitals. Similarly, writing in all lower case is usually thought of as lazy or sloppy.