E-Mail Netiquette

The Service Centre InterNational Transfer of the University of Würzburg is happy to be the first point of contact for your questions. However, for us to be able to answer all inquiries quickly, smoothly, and correctly, we ask you to follow the instructions and guidelines below when writing an inquiry to us.

Clear/meaningful subject line

A clear and meaningful subject is important in order to quickly understand and respond to your request, e.g., "Request for de-registration".

It will help us to understand your request quickly and send you a reply as fast as possible if you phrase your subject explicitly and informatively.

„Important/Urgent/Help!" in your subject line

Please **do not** use the terms **"Urgent/Important/Help!"** in your subject line. Your request will not be answered any faster; it will only delay our reply. **Only** use these words if it is a very urgent matter that **must** be answered within a few hours (up to a day).

These terms are often used to shorten the response time. Unfortunately, however, the opposite is true because truly urgent concerns can no longer be adequately filtered in this way. This will lead to a delay in us answering you because we are not able to filter the important requests anymore.

You can be sure that we will answer your requests as soon as possible.

Salutation and complete sentences

Please put a salutation at the beginning of your e-mail and formulate your request in **whole** sentences.

Writing an e-mail is not the same as writing a social media post! **Do not** phrase your request like a post for Facebook or Instagram.

At the end of an e-mail, include a salutation and your name, so we know what your name is when we send you a reply.

Formulate complete e-mails

Try to describe your request briefly but with all the necessary information. Blank messages or single sentences are not sufficient. We cannot open attachments if there is no explanation of the file's content.

Do not send multiple requests

Please don't send multiple identical requests and don't send your e-mail to multiple staff members at the same time.

Please don't send your e-mail to multiple people from different university departments at the same time, and please don't send copies of e-mails to a long list of staff members either. This causes significant additional work.

You can be assured that your request will be reliably routed to the appropriate person and that we will process your e-mail as quickly as possible. Multiple identical or similar e-mails will delay the processing period.

Please address requests only to:

- For degree students: international.students@uni-wuerzburg.de
- For exchange students: exchange-international@uni-wuerzburg.de

Do not send lists of general questions

We often receive lists of questions about basic facts, such as about studying, the application process, etc., for which all relevant information is available online. All important information is provided on our website. By carefully reading the information provided on our website, you will be able to answer many questions yourself. Please understand that we do not have the capacity to answer lists of general questions in detail. We will help you find the information yourself on our website. If there are any questions beyond that, we will of course be happy to help you.

In case of doubt, each general question has already been asked often and the answers are probably already stored for you on our website.

Please consult the information on the JMU homepage first before contacting us.

Read the information we send you carefully

When you receive a response from us, please take the time to read the information carefully. If the information you are looking for is available on our website, we will send you the corresponding link.

Please click on all links provided and read the information carefully and completely.

Do not send application documents by e-mail

We cannot accept application documents by e-mail.

Using our website, please find out which application process your study program is based on. Applications that reach us by e-mail do not constitute an inquiry and cause considerable effort.