

Response Checklist

- Understand and address the student's needs
- Friendly and supportive tone of voice
- Consider the emotional impact of your words
- Use open questions to invite conversation
- Answer direct questions with useful advice
- Don't know the answer? Signpost someone who does
- Stay on topic
- Avoid unnecessary external links
- Offer further help if needed
- Don't write like an advert
- Read the post back to yourself
- Sign off using your name

