

# E-mail-Etiquette

*We will be happy to answer any questions you may have about studying at the School of Engineering and Design, Department of Aerospace and Geodesy. In order for us to answer your inquiries quickly and correctly, we ask that you follow these instructions:*

## **Choose a clear subject line**

A meaningful subject of your e-mail helps us to understand and answer your requests much faster. Please state your request briefly in the subject line (e.g. "Application for M.Sc. Aerospace").

## **Always include your application number, applicant number, or student number**

Please always include the appropriate number for your request in your e-mail. We can only answer questions from applicants with the application or applicant number from TUMonline. For students enrolled at TUM, we need the student number.

You can find these numbers in your TUMonline account under "Applications".

## **Please check first whether the information you need is accessible online**

All relevant info on studying at TUM is published online. We get a lot of questions about basic facts on which information is available on our website, e.g. deadlines, addresses, language certificates etc.

Please use a search engine or the search function of tum.de before contacting us and have a look here:

<https://wiki.tum.de/display/edschooloffice/For+Students+and+Prospective+Students>

## **Do not send your request more than once**

Please do not send us multiple identical requests or inquiries. We will answer your e-mail as soon as possible. Multiple identical or similar requests will delay processing.

## **Do not send your request to more than one addressee**

Please address inquiries first only to one addressee (e.g. [applications.asg@ed.tum.de](mailto:applications.asg@ed.tum.de)), we will then clarify for you which contact person is responsible. Please do not put a list of people in cc for your messages. This causes considerable additional work for many departments.

### **Please write complete e-mails**

Please try to describe your request briefly but with all necessary information. Blank messages or single sentences are not sufficient and won't be answered.

### **Please do not send application documents by e-mail**

Online applications to TUM are only accepted via the application portal TUMonline. Application documents must be uploaded there – this is mandatory.

We cannot accept or pre-screen application documents sent by e-mail.

### **Read the information we send you carefully**

When you receive a response, please take the time to read the information carefully. If there is information on our website, we will send the appropriate link. Please click on any links sent along and read the contents carefully.

### **Please do not send lists of general questions**

We often receive lists of questions about basic facts about studying and the university. Please understand that we do not have the capacity to answer such lists of questions point by point. We will help you find the information yourself on our website.

Any general question has probably already been asked many times before and the answer is probably already available for you on our website.