SciLifeLab Training Hub

Email communications to participants

- templates

This template bundle is a resource for instructors who are developing training for the SciLifeLab community. It contains 7 template emails that instructors can use for course communications to participants. There are seven sections in this document:

1. [**Acceptance letter**](#bookmark=id.clpvf18i3p4n)
2. [**Waiting list letter**](#bookmark=id.tom2mhslf9le)
3. [**Non-acceptance letter**](#bookmark=id.u1unef823are)
4. [**Acceptance from waiting list letter**](#bookmark=id.z8bl2oe8olz3)
5. [**Practical information**](#bookmark=id.kjwbdf5m7v8d)
6. [**Course evaluation**](#bookmark=id.8qumkniv22gg)
7. [**Course evaluation reminder**](#bookmark=id.akqprzp0u9qk)

**<All text in the examples marked in green should be replaced with course specific information, and/or deleted. Ensure no green text or square brackets remain before sending the information!>**

Have questions? Connect with us at [**traininghub@scilifelab.se**](mailto:traininghub@scilifelab.se)

1. **Acceptance letter**

SUBJECT: Welcome to <Course name>

Dear course applicant,

We are pleased to inform you that you have been accepted as a participant in <Course name> taking place <dates and time e.g. May 5-9, 9:00 - 17:00> in <City>!

Confirmation instructions

Please confirm your participation on or before <date (suggested 1 week after acceptance letter)> by replying to this email. We kindly ask that if you confirm your participation you will attend the entire course, <including lunches and dinner (if applicable)>.

If you need to cancel, please notify us as soon as possible via email so we can offer your spot to someone on the waiting list.

<(if there is a course fee:) An invoice for the course fee of <NUMBER> SEK will be sent to the invoice address provided in your application. You will lose your place in the course if invoice details are incorrect.

Please note that confirmation is binding. After confirming your place at the course, failing to notify us of your cancellation before <date (suggested 3 weeks before course starts)> will result in <the full course fee being charged>. SciLifeLab cannot invoice individuals and by providing invoice information you confirm that your group leader and/or PI has agreed to your attendance.>

Accessibility

SciLifeLab courses strive to be inclusive. If you have any learning difficulty, or are in need of assistance for accessing the course and its material, please get in contact with us to discuss how we can best serve your needs.

Accommodation & travel <include only if applicable>

The course will be held at <address>, and therefore <e.g. staying at a hotel in NEIGHBOURHOOD would provide convenient access to the venue. For information on public transportation in CITY please visit LOCAL TRANSIT WEBSITE>. Please note that we are unable to assist with accommodation or travel bookings.

Questions

For any course-related questions, please contact the course leaders: <names and emails>.

For inquiries regarding invoices, please reach out to <your institution's administrator>. When doing so, kindly CC the course leaders to ensure smooth communication.

We are looking forward to your participation in this course!

Best regards,

<Course leader signatures>

1. **Waiting list letter**

SUBJECT: Re: <Course name>

Dear course applicant,

Thank you for your interest in <Course name> taking place <dates and time e.g. May 5-9, 9:00 - 17:00> in <City>. We have completed the application review process and after careful consideration, we regret to inform you that we are unable to offer you a seat in the course at this time. Your application has been put onto a waiting list and we will reach out if a spot becomes available.

If you have not heard from us by <date (a few days after the confirmation deadline for accepted students)>, this means you have not been offered a seat in the course. If you would like to access the course materials for self-guided learning, they are available at <link to public repository or other source>.

We hope to see you at future events! Information about upcoming courses can be found on the on the SciLifeLab Training Portal (<https://training.scilifelab.se/>).

Best regards,

<Course leader signatures>

1. **Non-acceptance letter**

SUBJECT: Re: <Course name>

Dear course applicant,

Thank you for your interest in <Course name> taking place <dates and time e.g. May 5-9, 9:00 - 17:00> in <City>. We have completed the application review process and after careful consideration, we regret to inform you that we are unable to offer you a seat in this course. Due to a high number of applications, we had to make decisions based on the selection criteria, including <entry requirements, motivation to attend, as well as gender and geographical balance>.

If you would like to access the course materials for self-guided learning, they are available at <link to public repository or other source>.

We hope to see you at future events! Information about upcoming courses can be found on the on the SciLifeLab Training Portal (<https://training.scilifelab.se/>).

Best regards,

<Course leader signatures>

1. **Acceptance from waiting list letter**

SUBJECT: Re: <Course name>

Dear course applicant,

We are pleased to inform you that a spot has become available for you in <Course name> taking place <dates and time e.g. May 5-9, 9:00 - 17:00> in <City>! If you would like to accept this place in the course, please confirm your attendance by responding to this email within the next **two working days**. If you are not able to attend or need to cancel, please notify us as soon as possible via email so we can offer your spot to someone else on the waiting list.

The course schedule will be available approximately <X weeks> before the course start date, and we kindly ask that you attend the entire course, <including lunches and dinner (if applicable)>.

Confirmation details

<(if there is a course fee:) An invoice for the course fee of <NUMBER> SEK will be sent to the invoice address provided in your application. You will lose your place in the course if invoice details are incorrect.

Please note that confirmation is binding. After confirming your place at the course, failing to notify us of your cancellation before <date (suggested 3 weeks before course starts)> will result in <the full course fee being charged>. SciLifeLab cannot invoice individuals and by providing invoice information you confirm that your group leader and/or PI has agreed to your attendance.>

Accessibility

SciLifeLab courses strive to be inclusive. If you have any learning difficulty, or are in need of assistance for accessing the course and its material, please get in contact with us to discuss how we can best serve your needs.

Accommodation & travel <include only if applicable>

The course will be held at <address>, and therefore <e.g. staying at a hotel in NEIGHBOURHOOD would provide convenient access to the venue. For information on public transportation in CITY please visit LOCAL TRANSIT WEBSITE>. Please note that we are unable to assist with accommodation or travel bookings.

Questions

For any course-related questions, please contact the course leaders: <names and emails>.

For inquiries regarding invoices, please reach out to <your institution's administrator>. When doing so, kindly CC the course leaders to ensure smooth communication.

We are looking forward to your participation in this course!

Best regards,

<Course leader signatures>

1. **Practical information**

SUBJECT: Practical information - <Course name>

Dear course participant,

Please find below important practical information regarding <Course name>. We ask that you read this email carefully, especially the **Pre-course Preparation** section, which contains tasks to complete before the course starts on <date and time>.

All course-related information and teaching materials can be found on the course website at <link to website>, where you are able to view the following:

* Course schedule: <Specific link>
* Address & Travel: <Specific link>
* Mandatory pre-course preparations: <Specific link>

**Pre-course preparations**

In order to ensure a smooth start for the course, we require you to:

< - install certain software

* complete certain exercises
* preview the course material >

Venue

The course will be held at <address>. <Include any helpful local information, such as bus stops that are closest, local transit planning apps, if parking is available, etc.>.

Food

Fika will be served <once or twice> per day. Lunch is scheduled between <e.g. 12.00-13.00> at <restaurant/location>. Please inform us of any dietary requirements as soon as possible. <A course dinner will be held on: date, time, address. If you do *not* plan to attend, please notify us via email no later than DATE (one week before the course starts).>

Internet access

Inside the premises participants will have access to the <Eduroam> wireless network.

Questions?

For any course-related questions, do not hesitate to contact the course lead(s): <names and emails>.

Looking forward to seeing you all soon at <location>!

Best regards,

<Course leader signatures>

P.S. If you think that you have received this email by mistake, please let us know as soon as possible.

1. **Course evaluation**

SUBJECT: Course evaluation - <Course name>

Dear course participant,

It was a pleasure having you at <Course name> held on <dates and time e.g. May 5-9, 9:00 - 17:00> in <City>. We are invested in delivering high-quality courses, and your feedback is invaluable to us. We would greatly appreciate it if you could take a few minutes to complete the course evaluation via the link below. Your insights will help us improve future courses.

<Link to the course evaluation form>

Thank you in advance for your time and feedback!

Best regards,

<Course leader signatures>

1. **Course evaluation reminder**

SUBJECT: Reminder: Course evaluation - <Course name>

Dear course participant,

This is a friendly reminder to complete the course evaluation form. Your feedback is important to us and will help improve future courses.

<Link to the course evaluation form>

Thank you for your participation and for helping us enhance the course experience!

Best regards,

<Course leader signatures>