



# UNIVERSITY OF CALGARY

## Correspondence Protocol

Owner: Office of the President

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**Purpose:** To ensure that all of the president's correspondence is prepared, edited and signed in a timely manner.

### Definition of "correspondence"

At our office, correspondence includes:

- Articles
- Biographies for the president
- Certificates or parchments
- Emails
- Forms
- Invitations
- Letters (nominations, endorsement, thank you, congratulations or condolence)
- Press releases
- Quotes or messages

### How to submit a request

Email [president@ucalgary.ca](mailto:president@ucalgary.ca) to submit your correspondence request. We will confirm receipt of your request, follow-up with any questions, and then add your request to our correspondence tracking document for completion by the appropriate team member.

### Required lead time

Allow a **minimum of 10 business days for letters** and a **minimum of 2 business days** for quotes from the president. Letters that require extensive research and review, such as letters of nomination or endorsement, may take longer than 10 business days.

### Required information

Please provide the following information to help us process your request:

- Name of the individual or company receiving the correspondence
- Proper salutation (i.e. Dr., Mr., Ms., Mrs.)
- Title (if sending to a business address)
- Address (include name of the business or company if applicable)
- Brief background information, key messages and content submission deadline. If you are requesting a quote from the president, please include specific details from a press release or full article and cc the Strategic Communications team at [comms@ucalgary.ca](mailto:comms@ucalgary.ca) in your request.