

E-MAIL ETIQUETTE

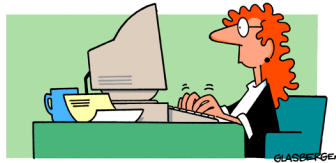
HOW TO COMMUNICATE EFFECTIVELY THROUGH EMAIL



APPROPRIATE USE OF EMAIL . .

- Email is best used to communicate simple requests or ask simple questions.
- You cannot count on email being confidential. Do not provide information that you would not want shared over email.
- Private or complicated situations are better handled in person or on the phone.
- It is best practice to reply to an email within 24 hours.

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"Be careful what you write. My wonderful, charming, brilliant boss reads everyone's e-mail."

STEP 1: YOUR EMAIL ADDRESS

When emailing someone other than a friend or close family member, use a professional email address that is similar to your real name.

i.e. lnelson@afsahighschool.com
 jane.doe@gmail.com
 smithj@yahoo.com

DO NOT use email addresses that are silly or do not reflect well on you.

i.e. hotsexythang@gmail.com
 xfunkblasterx@yahoo.com
 puddin_pants@aol.com
 jabbermouth04@yahoo.com

Nothing says regret like the email address you made as a kid.



STEP 2: THE SUBJECT LINE

- Never leave the subject line blank.
- Use a short phrase that previews the email
 - ie.: Question about Civics Homework
 - Assignment Extension
 - Appointment Request
- Capitalize appropriately and spell check!

STEP 3: THE GREETING

- ALWAYS use a greeting.
- Appropriate greetings differ depending on the recipient.
 - For a friend or close family member – Informal greetings, such as: Hey! Hi! and Yo! and use of first names are OK.
 - When emailing all others greet them professionally.
 - Use Ms. or Mr.
 - If they have a higher degree or job, use their title
 - Dr.
 - Prof.
 - Appropriate opening greetings include:
 - Hello
 - Dear
 - Greetings
 - Always use a comma at the end of the greeting!

STEP 4: THE BODY

- **Keep it short and to the point.**
 - State the purpose of your email right away.
 - Don't offer unnecessary details.
- **Your tone should be respectful and professional.**
 - Email is not the place to vent, rant or whine.
 - If you are in a bad head space – walk away and write the email later.
 - Do not use all caps – that's yelling.
 - Use please and thank-you.
 - **NO TXT SPEAK!** (yes – that's in all caps...I'm yelling)
 - Emojis are not professional.

STEP 5: EDITING

- **Always read over your email – multiple times – before sending.**
- **Remember all writing conventions still apply! Follow COPS!**
 - C – Capitalization (Use I not i)
 - O – Organization (Split your thoughts into paragraphs)
 - P – Punctuation (Use it – but don't over use !!!!!!!)
 - S – Spelling (always fix red-underlined words before sending)
- **Usage is important!**
 - Your, you're
 - There, their, they're
 - To, two, too
 - Where, were, we're

STEP 6: THE CLOSING AND SIGNATURE

- It is recommended to have a closing before your sign off an email.
- Some appropriate examples include:
 - Sincerely,
 - Thank you,
 - Yours,
 - Best,
 - Regards,
 - Respectfully,
- Always sign with your name. Use your full name in an initial email or when the recipient might need the extra reminder.
- Signatures that contain extensive quotes, images, emojis, etc. might not come through clearly in all emails – best to avoid.
- Include contact information in signature if requesting information.



STEP 7: SENDING

- Be aware of to whom you are sending the email.
 - Make sure you aren't clicking on "Reply All" accidentally.
 - Using CC allows all recipients to see who received the email.
 - Using BCC doesn't allow the main recipient to see who was BCC'd.
- Double check the email address, especially if using "autocomplete"
- Always read before sending.
- If you are angry, frustrated or irritated – DO NOT SEND the email. Come back to it later.

LET'S EVALUATE...

HOW TO WRITE AN E-MAIL TO YOUR INSTRUCTOR OR T.A.

From: Student
To: Instructor/TA

hey

lol, when is your office huors?

btw, where is you're office?

MY NAME IS NOT "HEY," "YO," "SUP" OR "DUDE." USE A PROPER GREETING!

OMG, WHAT ARE YOU, 14? WRITE FULL SENTENCES! THE INTERNET HAS ENOUGH BANDWIDTH.

SIGN YOUR NAME! THIS ISN'T CHAT AND WE ARE NOT FRIENDS.

BEFORE ASKING YOUR QUESTION, ALWAYS CONSULT:
A) THE SYLLABUS
B) COMMON SENSE
C) THE SYLLABUS

IT ONLY TAKES A SECOND TO SPELL CHECK! SERIOUSLY, YOUR TIME IS NOT THAT IMPORTANT.

AAAAHHH!! HOW DID YOU GRADUATE FROM HIGH SCHOOL!?

IT'S IN THE SYLLABUS!!!

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LET'S EVALUATE... EXAMPLE 1

Missing Class

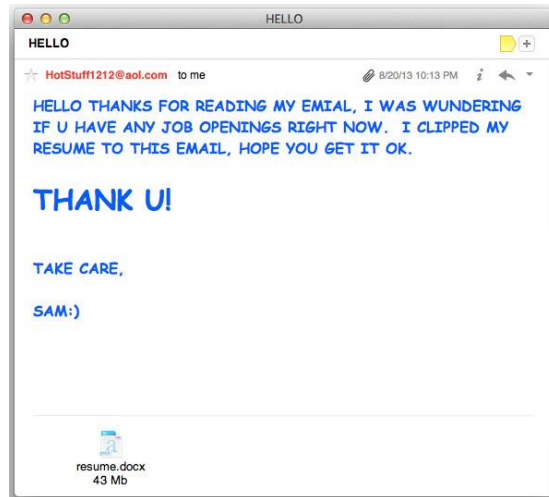
cartmanrulez99@yahoo.com
To: Marcus G. Anderson
Monday, January 14, 2013 10:02 AM

Hey,

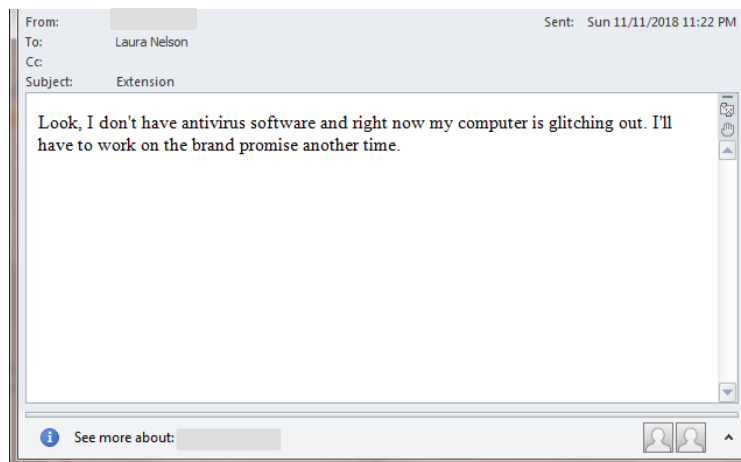
i am in your class this semester but have missed the first 4 days do to some unexpected problems with work and family. :) I would like 2 make up the work: if u can send me the syllabus and all the handouts thank you. and also if i missed any important info. Will we b needing the book this semester because I am on a budget. LOL!

thx!

LET'S EVALUATE... EXAMPLE 2



LET'S EVALUATE... EXAMPLE 3



LET'S EVALUATE... EXAMPLE 4

RE-STREAM

Hi,

I would like to let you know that i cannot attend my chem lab (3rd) this morning. This is the first time i could not make it to it since i just got my period last night and usually im a heavy bleeder which makes me barely move especially for the first 3 days. if you could spare me this time and allow me to re-stream and do it that would be great.

I am looking forward to hear from you,

thank you,

To: CHEM191_STDN

[Hide Details](#)

SORRY

I apologise to you everyone...yes i accidently send it to the wrong person...I thought it works like phsi when u just search phsi191 address and send it to them...so sorry again hope u all a nice day..P