

GUIDE TO EMAIL ETIQUETTE



The Basics

- ❖ Always include your full name, class period or section number.
- ❖ Include your class and what the email is specifically regarding in the subject line.
- ❖ Think twice about whether or not the content of your email is appropriate for virtual correspondence.
- ❖ Try to keep the email brief (one screen length).
- ❖ Respond to emails within the same time span you would a phone call.
- ❖ Check for spelling, punctuation and grammar errors before clicking “Send”.
- ❖ Use a professional font, not decorative.

Tone

- ❖ Write in a positive tone
 - Ex: When** I complete the assignment versus **If** I complete the assignment.
- ❖ Avoid using negative words.
 - Ex:** Words that begin with “un, non, or ex” or end with “less”.
- ❖ Use smiles ☺, winks ;) and other graphical symbols only when appropriate.
- ❖ Use contractions to add a friendly tone.

Attachments

- ❖ When you are sending attachments, include in the email the filename, what format it is in, and the version of the program.
 - Ex:** Attached: “Project3Proposal.doc” This file is in Microsoft Word 2007.
- ❖ Consider sending files in rich text format (rtf) or portable document format (pdf) to ensure compatibility.

Good Topics for Email

- ❖ You should email your professor if:
 - You have an easy question that can be answered in a paragraph or less.
 - You have an assignment that you are allowed to submit via email.

Bad Topics for Email

- ❖ Don’t turn in an assignment via email unless your professor has pre-approved you to do so.
- ❖ If you need an extension for an assignment, do it in person.
- ❖ Don’t bring up a topic that requires continuous conversation.
- ❖ If conversation becomes heated, there is room for misunderstanding; therefore it’s best to talk in person with your professor.

Sample Emails to Professors



Example #1:

Subject Line: Tina Trojan - CHEM A103 - Missed Class

Dear Professor Smith,

I was unable to attend Chemistry class yesterday (Tuesday, August 30). I understand from a classmate that a handout regarding the next lab assignment was distributed. The syllabus indicates that your office hours are between 1:00 - 3:00 pm on Wednesdays. Would you be available in your office this Wednesday so I can receive the lab assignment and ask for clarification on the material presented in class?

I appreciate your time and look forward to speaking with you soon.

Thank you,
Tina Trojan

CHEM A103 - Tuesday and Thursday 11:00 am - 12:15 pm

Example #2:

Subject Line: Tommy Trojan - ENGL A111 - Questions about Assignment

Dear Professor Jones,

I have two brief questions regarding our most recent essay assignment in ENGL A111, which is due on Monday, October 7.

I understand we are required to use four outside sources for this essay. Can we utilize all online resources for our research?

My notes do not specify which format to use for citations. Do you prefer MLA format?

I appreciate your time, and I look forward to completing this assignment.

Best regards,
Jack Wilson

ENGL A111 - Monday, Wednesday, and Friday 3:00 pm - 3:50 pm