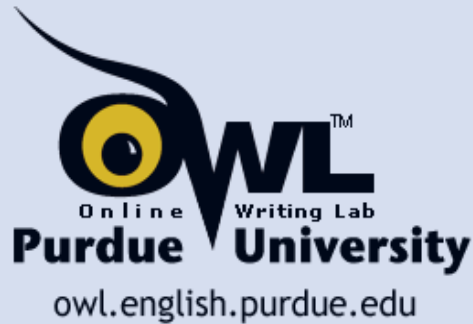


# Email Etiquette for Students



# Why is Email Etiquette Important?

- We interact more and more with the written word all the time
- With large, impersonal lectures it becomes harder to discuss questions or problems with teachers
- Without immediate feedback from the reader, it's easy to be misunderstood

# The Basics

- When mailing a teacher, **ALWAYS** include your **full name, class period or division**
- Include your class and what the email is specifically regarding in the subject

## Example

*Janie Daniels, MWF  
8:30-9:20 a.m.  
Division 0006*

*Subject:  
CPT 141: Project 3  
Proposal*

# The Basics

- *Think twice about whether or not the content of your email is appropriate for virtual correspondence - once you hit Send, anyone might be able to read it*
- 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
  - *When I complete the assignment versus If I complete the assignment*
- Avoid using negative words
  - *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
  - *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

# Complaints

- You should briefly state the history of the problem to provide context for the problem
- Explain the attempts you made previously to resolve the problem
- Show why it is critical for the problem to be resolved by your reader
- Offer suggestions on ways you think it can be resolved or how you are willing to help in the matter

# Complaints

- Example

*Dr. Lambert:*

*The review that we had the period before the final was not accurate. As a result, the grades we received could have been incorrect. The T.A.s who led the review gave incorrect information. I would like to suggest that you ask students who were at the review which information the T.A.s gave incorrectly and account for those errors in our grades. There have been a number of complaints from fellow classmates who feel the same way. Please take this into consideration. Thank you.*



# Good Topics for Email

- You should email your teacher 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

- There are some rules that it's best to follow, such as:
  - Don't try to turn in an assignment through email if your teacher has specified against it
  - If you have to get an extension for an assignment, do it in person
  - Don't bring up any topic that will require continuous conversation
  - If things become heated, there is a large risk for misunderstanding, so it's best to talk face-to-face

# The End

