

E-Mail Etiquette: What NOT to do...

Take a look at the following e-mail. Notice anything problematic/wrong with it?

From: student@my.westga.edu
Sent: Tuesday, January 27, 2010, 11:42 a.m.
To: professor@westga.edu

Subject: hey

hey Mrs. Smith this is John doe, sorry i missed class today . . . i had a little too much fun last nite had a rough time waking up;) can you tell me what i missed and email me your teaching notes ASAP? thx.

E-Mail Etiquette: What to do...

From: student@my.westga.edu
Sent: Tuesday, January 27, 2010, 11:42 a.m.
To: professor@westga.edu

Subject: Today's Class (ENGL 1101)

Good Morning Professor Smith,
This is John Doe. I am in your ENGL 1101 class. I am sorry I missed class today. I was not feeling very well this morning. I looked at the syllabus and saw that we were given important notes in today's class. Would it be possible to get these from you via e-mail?
Thank you for your assistance. I look forward to hearing from you.
Sincerely,

John Doe

Aspects of E-Mail Etiquette to consider including...

- Formality
 - Always make sure to open emails with a salutation (Dear Professor/To Whom It May Concern) and close with a proper signature (Sincerely/ Thanks in advance).
 - Write a clear subject line that is relevant to its content (otherwise, the email might get rejected as spam). If the email is to a professor, be sure to include the class and section number. The professor will have an easier time identifying a student if all relevant information is provided.
 - Remember to consider rules of grammar, spelling, and capitalization when emailing. The point is to maintain a semi-formal tone when emailing people who are not a close friend or family member.

- Tone
 - It is important to analyze the audience if the email – there are some things you can say to your friend that you would never say to your professor/employer.
 - Before sending the email, review the draft with an eye for context and appropriate content/language.
 - Be careful of word choice when constructing an email. A person's tone does not always translate completely across written platforms.
 - Give the person you are sending an email to at least 24 hours to respond. If you are sending an email during business hours (between 8:00 and 5:00), you might receive a faster response. Also, don not send multiple emails in a day. Try to consolidate emails into one message to ensure that nothing gets lost in the receiver's inbox.
- Email Content Examples
 - If you have missed class, check with a student in your class or the class's syllabus before emailing the professor. If you do email the professor, do not ask if you missed anything important in class. Every class is important. Instead, ask the professor what content you missed and if you can meet with him/her during his/her office hours to discuss said content.
 - Do not email a professor asking about your grade in class. Professors are not allowed to discuss grades in emails because of the Family Educational Rights and Privacy Act (FERPA).
 - Any emails about class content should only be sent after consulting the class's syllabus or a fellow classmate.