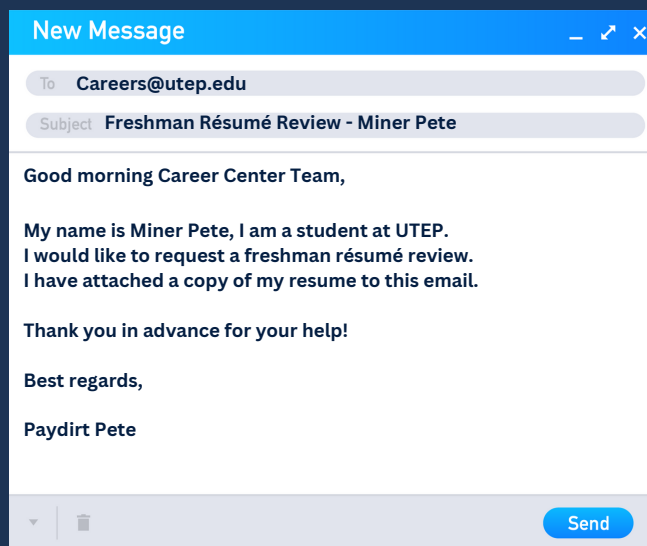# EMAIL ETIQUETTE FOR STUDENTS

WHY IS IT IMPORTANT?

- Emails are a form of communication. Just as you follow face-to-face communication norms in conversation, you should do the same in written communication.

- In-person discussions with faculty about questions and/or concerns are difficult due to large class sizes, busy schedules, and online courses.

- An email may be the only interaction you have with someone. Brand yourself professionally.

- You want your message to be understood in a positive and serious manner.

UNDERSTADING PARTS OF AN EMAIL:

- TO: Type in the email address of the individual the message is intended for.

- CC (Carbon Copy): Use this to add individuals who need a copy of this email.

- BBC (Blind Carbon Copy): Use this when you want another individual to get a copy of the email and only they know they get a copy.

New Message _ ↗ ×

To   Careers@utep.edu

Subject   Freshman Résumé Review - Miner Pete

Good morning Career Center Team,

My name is Miner Pete, I am a student at UTEP.
I would like to request a freshman résumé review.
I have attached a copy of my resume to this email.

Thank you in advance for your help!

Best regards,

Paydirt Pete

Send

- SUBJECT: Input a clear subject line. Keep it short and simple, but not vague. Include your name, class and what the email is specifically regarding in the subject.

- BODY OF THE EMAIL: Include a greeting like you would a letter, try to keep emails brief, use complete sentences, double check spelling/grammar/punctuation, use professional font, and give a proper salutation that matches the message of the email.

rv. 8/2023

EMAIL ETIQUETTE:

TONE:

- Avoid complaints on grades in email. If you have inquiries, schedule an appointment to meet in person to review areas of improvement.

- Do not write in all CAPITALS. This makes it seem that you are shouting at the receiver.

- Treat faculty, staff and students with respect. Refrain from bad mouthing or calling unnecessary attention to situations. Golden rule treat those how you want to be treated.
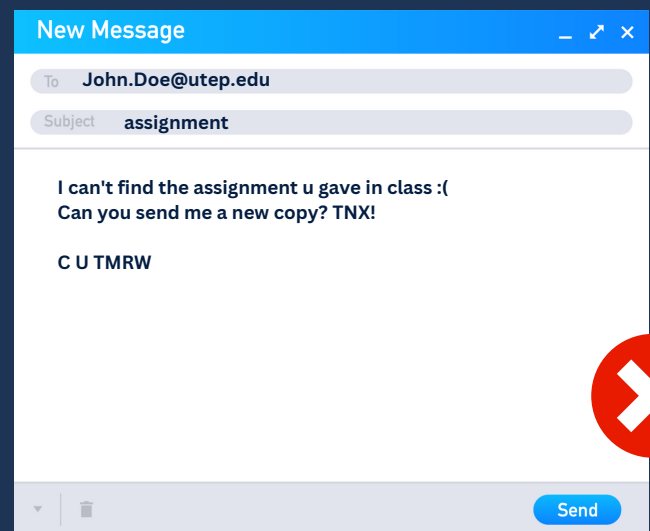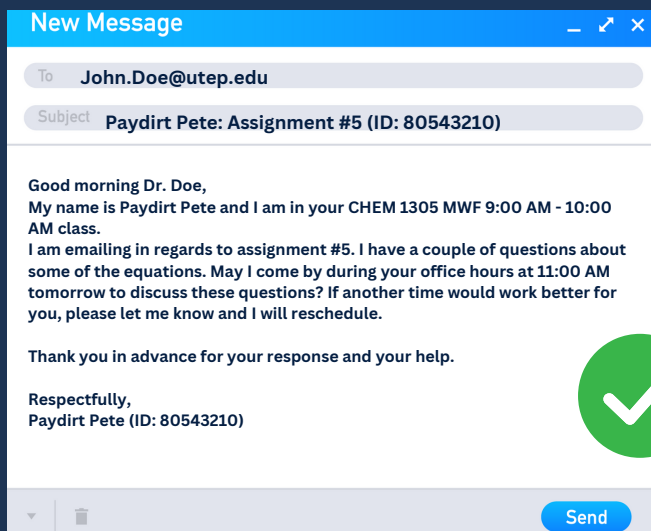
CONTENT:

- Always read and reread your emails before sending. Double check spelling, grammar, proper titles, etc.

- Double check your attachments. Always reference your attachment in the body of the email. Do not attach files that are very large and consider sending it as a PDF.

- Allow the proper amount of response time. This applies to both the sender and the receiver. The rule of thumb is 24 hours.

GOOD VS BAD EMAIL EXAMPLES:

New Message _ ⤢ ✕

To John.Doe@utep.edu

Subject **Paydirt Pete: Assignment #5 (ID: 80543210)**

Good morning Dr. Doe,
My name is Paydirt Pete and I am in your CHEM 1305 MWF 9:00 AM - 10:00 AM class.
I am emailing in regards to assignment #5. I have a couple of questions about some of the equations. May I come by during your office hours at 11:00 AM tomorrow to discuss these questions? If another time would work better for you, please let me know and I will reschedule.

Thank you in advance for your response and your help.

Respectfully,
Paydirt Pete (ID: 80543210)

✅   Send

New Message _ ⤢ ✕

To John.Doe@utep.edu

Subject **assignment**

I can't find the assignment u gave in class :(
Can you send me a new copy? TNX!

C U TMRW

❌   Send

FORMATTING TIPS:

Before sending an email consider the following.

- **Font**: Times New Roman or Calibri
- **Size**: 12 - 14
- **Paragraphs**: When you have a new idea

- **Bold/Italics/Underline/Highlight:**
  - Dates
  - Location
  - Times
  - Information

*With information from NDSU