

EMAIL ETIQUETTE

Important Rules to Follow

- 1. Be concise and to the point.** Do not make an e-mail longer than it needs to be.
- 2. Use proper spelling, grammar & punctuation.** Set up your email to automatically spell check outgoing messages.
- 3. Answer swiftly.** Even if you don't have the time to reply thoroughly right away, always respond immediately to say that you received the message and that you'll respond soon.
- 4. Use proper structure & layout.** Since reading from a screen is more difficult than reading from paper, use short paragraphs and blank lines between each paragraph.
- 5. Do not write in CAPITALS.** IF YOU WRITE IN CAPITALS IT SEEMS AS IF YOU ARE SHOUTING.
- 6. Re-read all emails before you hit "send".** This takes seconds and can help catch all types of unwanted errors.
- 7. Use the "Cc" and "Bcc" features carefully.** "Cc" stands for **C**arbon **C**opy. When you put someone's address in that field, it means they are receiving a "copy" of the email but they are not meant to be the direct recipient. For example, I may email a student about an internship issue, and "Cc" that student's guidance counselor to keep him or her informed. If I put the counselor's name in the "Bcc" field instead (which stands for **B**lind **C**arbon **C**opy), the counselor would see the message, but the student would not be able to see that the counselor was included.
- 8. Be mindful of the "Reply to All" option.** This can be a very useful tool to communicate with multiple people at once, but if you use this feature, make sure you want everyone included in the original message to see your response.
- 9. Take care with abbreviations and emoticons.** When emailing for professional purposes or with professors, do not use abbreviations such as BTW (by the way) and LOL (laugh out loud). The same goes for emoticons, such as the smiley :-).
- 10. Use a meaningful subject, include a proper greeting, and sign your name at the end.** Use a subject that means something to the recipient as well as yourself, and that relates the overall objective of your message. Always start off with the person's name (Dear Professor Michaels), and sign your name to the end (Sincerely, Steven Smith).

Adapted from: <http://www.emailreplies.com/>, 2/13/2012