Email Etiquette

A student's guide to writing academic emails for faculty and administrators.

Important notice

At the end of this presentation there is a link to a Microsoft Forms quiz. It is recommended that you score an 80% or higher.

Please take your time viewing and studying this material before you proceed with the quiz.

What is Email Etiquette?

Why You Should Use it?

Objectives

After studying this module, students will:

- Effectively write formal emails.
- Know how to correctly address the receiver.
- Avoid generic and informal language.
- Obtain tools that aid in expanding their formal writing.
- Effectively communicate through emails.

Definition

- **Email etiquette** refers to **following certain rules** and **politeness** when writing an email.

- In the academic world, emails are one of the **common ways** to be **in contact with other people** in your field. For this reason, it is important to be aware of proper etiquette since:

  - **Shows respect** to the person you are contacting.

  - **Allows for better** relationship and interactions.

  - **Avoids misunderstandings** when properly applied.

Why Emails and Email Etiquette is Important

- Etiquette…
  - **Implements** professionalism to your emails.
  - **Raises** the chance of a positive response.
  - **Minimizes** misunderstandings.
- Email…
  - Email communication is **quick** and direct.
  - Files and important information can be included in one place **concisely**.
  - Emails serve as **evidence** of interactions, arrangements and agreements.

Email Options

- When writing an email for the first time, it is important to become familiar with the various divisions and options available in an email.

  - **Inbox**→ The tab where all the emails you receive are available.

  - **Draft** → All new emails or responses that you are currently writing and have not yet sent can be found in this tab.

  - **Sent** → The title of the email (this is how the receiver identifies the email in their inbox).

Email Options

- When writing an email for the first time, it is important to become familiar with the various divisions and options available in an email.

  - **Deleted/Trash** → All the emails you delete can be found for a certain period of time in this tab.

  - **Junk/Spam** → Are unsolicited messages sent in bulk by an email. They are automatically put in this category or you can manually put them by identifying an email as a spam account.
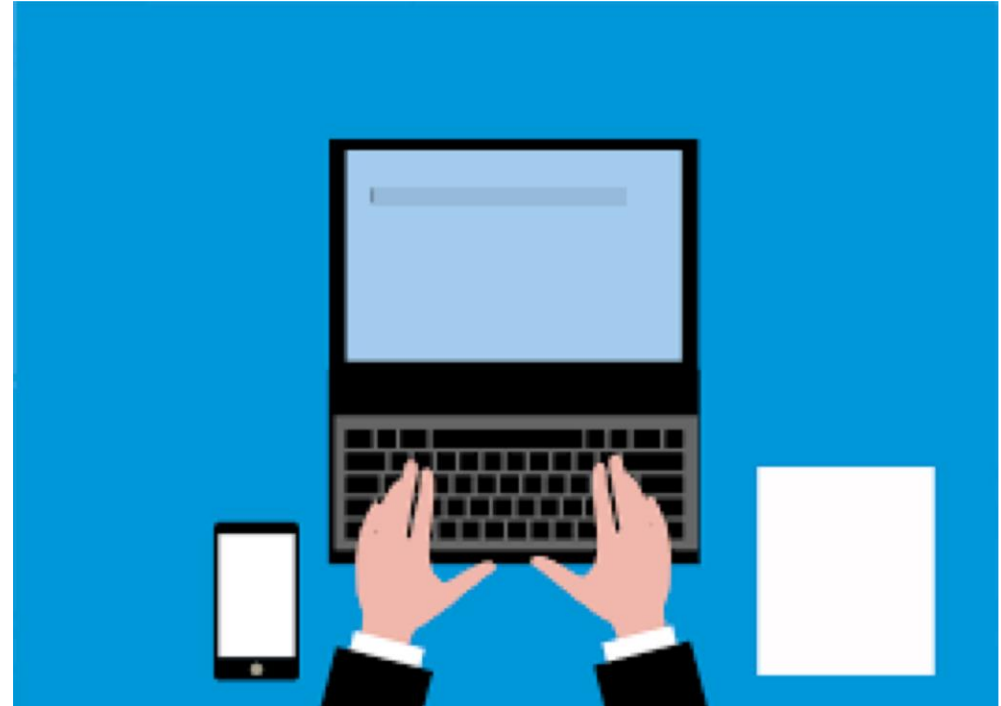
Email Options

- **To** → Insert the email of the desired receiver.

- **Cc** → Abbreviation for "carbon copy". Sends a copy to the emails included in this section. It is visible to the original receiver.

- **Bcc** → Abbreviation for "blind carbon copy". Sends a copy of the email included in this section, but it is not visible to the original receiver.

Email Options

○ **Subject** → The title of the email (this is how they receiver identifies the email in their inbox).

○ **Paper Clip** → Represents the option that allows you to include files in the email (Word, pdf, png, etc.).

Email Options

- In **Outlook:**

  - **Calendar** → Sends availability for a meeting. In addition, the user also creates events that will be add to the calendar app (and the calendar section in Outlook).

  - **Archive** → Moves emails to a new tab where they are harder to find, but does not delete them.

  - **Flagged emails (⚐)** → Saves emails to a new tab that makes them easier to find. This is done by clicking the three dots icon and selecting the "flag" option.

Email Options

- In **Gmail:**
  - **Schedule Send** → Allows you to write emails ahead of time while providing scheduling that automatically sends them.
  - **Confidential mode** → Destroys the email after a certain time (the sender decides).
  - **Starred** (☆)→ Saves emails to a new tab to make them easier to find later on. This is done by clicking the star icon located at the right of emails in the inbox.

FindTime tool on Outlook:

FindTime is a tool on Outlook that enables you to schedule meetings by sending out **a poll** with your available time slots and let's the receiver choose which suits their schedule best.

If your professor has left it up to you to state the date of your meeting, you can send them a poll in FindTime. Remember to **properly label your meeting** and **add a brief description** of what you want to discuss with your professor.

When setting up the poll in FindTime you can **specify a location**, if its a virtual meeting then choose "Teams" as your location. This will send out an automatic invite to your professor and the meeting will show up in your **Outlook Calendar**.

FindTime is an Outlook **add-in**. Here's a video tutorial on how to add it to your Outlook Home page and how to use it:
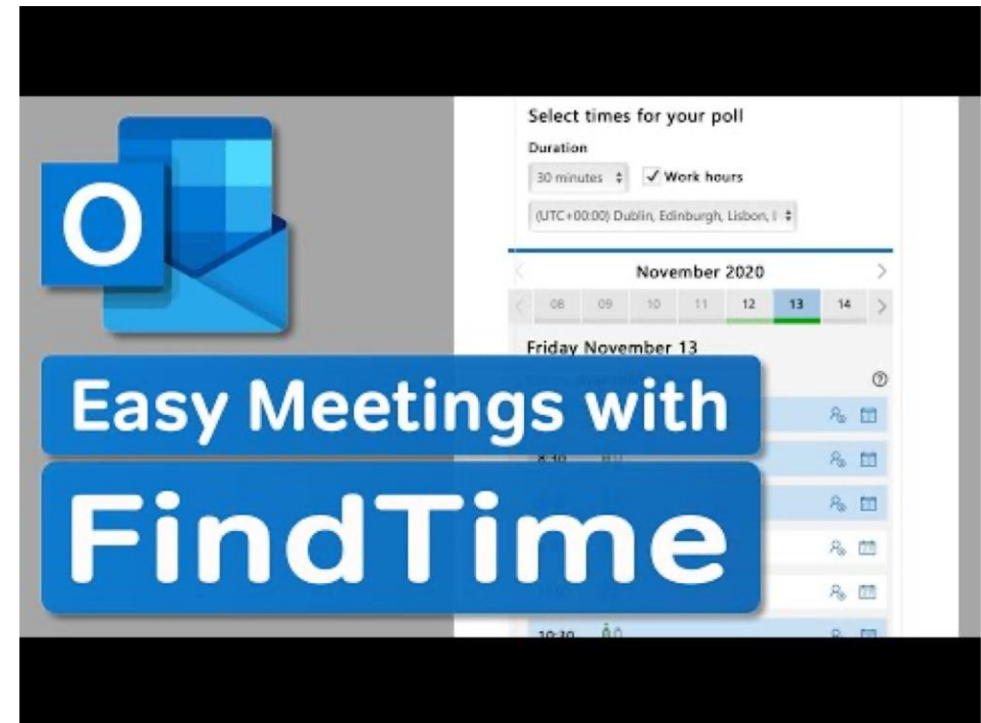
Formal Greetings

- When writing an email, one of the first parts the receiver will notice is the **greeting line.** When addressing a professor or someone in the academic field, it is important to include a formal greeting.
    - Examples:
        - *Salutations, Dear Professor/Dr./Mr/Mrs. _____, Dear _____,*
            - Avoid expressions that indicate time like Good morning, Good afternoon or Good evening.

Formal Greetings

- One of the important factors to consider when deciding which type of greeting to use is if it is the **first time contacting the receiver** or **someone you're already familiar with**.
    - In some cases with the latter group, the email greetings can be **transitioned to more informal greetings** like *Hi* and *Hello*.

Email Content

- When writing an email to a professor, faculty member or the university administration, it is important to **integrate only relevant information**. In other words, it is recommended to **have a clear idea** of the questions and main ideas you wish to communicate **before writing an email**.

Email Content

- **Key elements** to identify and later on integrate are:
    - **Relevant information** to **identify** the sender (your name and the course/program/university year*)
    - **Administration** will most likely also need your student number.
    - **Purpose of email** (Inquiring information, handing in a paper, sending required documents, etc.)
    - **Due dates** or **important dates** (if applicable)

Example of Content and Format

- Leave a **space** between your **greetings** and **goodbye**.
- Keep **letter size** and **font uniform** throughout the text.
- **Subject line** should be direct and always include something that can be easily identifiable (i.e. course codification).
- Consider creating an **automatic signature** that will automatically be inserted each time you write an email.

To: professorsemail@upr.edu

Subject: INGLXXXX-001 Questions about final paper

Dear Professor _____, → For first time communication, keep it simple.

I hope you are doing well. My name is _____ and I'm a student in your course INGL XXXX-001. I'm writing this email because I have some questions about the requirements for the final paper. My main concerns are that I'm unclear of what is the page range and the number of sources for the bibliography. Aside from this, I have no other questions regarding the work.

→ Start with pleasantries and then go straight to the point. Always remember to have a clear ending line.

Thank you in advance, → Small pressure and demonstrates gratefulness
Student's name
B.A. English Literature student
University of Puerto Rico, Río Piedras

→ In the case of only inquiring instructions or simple information, you only need to include your general contact information.

Formal Endings

- When closing your email, it is important to consider what was the purpose of the email.
    - **Formal** → When in doubt, these are **formal closing** to your emails that set a **neutral tone** to your text. These are recommended to use when you do not wish the receiver to feel pressured.
        - *Regards* or *Kind Regards, Sincerely, Best wishes,*
    - **Gratitude** → Theses closing lines are recommended for when you're asking for a favor or help from a professor, or anyone. Consider that **some of these responses** may seem like you're **pressuring for an answer**, so always consider if it is something you need a quick response for.
        - **Thanks in advance, Thank you for _____, Thanks,**

Reference for examples: Hertzberg, K. (2020, December 30). "How to End an Email: 9 Best and Worst Email Sign-Offs". *Grammarly.* https://www.grammarly.com/blog/how-to-end-an-email/ . Retrieved on April 12, 2022.

Formal Signature

- Email signatures are located at the end of your text where the sender will include the essential contact information.
- In academic and business signatures, it is **important to include** the following details:
  - Full name
  - Work position or Academic program your currently enrolled in
  - Workplace or University's name (and year of graduation if applicable)

Formal Signature

- In addition, there is also other **optional information** that may be relevant such as:
    - Email and an additional email where they can contact you
    - Phone number
    - Website or social media (if applicable)
    - Affiliated programs

Automatic Signature

- One effective way to ensure consistency with an email signature is to use an **automatic signature**.

- This feature **automatically applies** a template signature you have written beforehand to all your digital correspondences.

Create an email signature

1. Sign in to Outlook.com and select **Settings** ⚙ > **View all Outlook settings** at the top of the page.

2. Select **Mail** > **Compose and reply**.

3. Under **Email signature**, type your signature and use the available formatting options to change its appearance.

Note: You can have only one signature per account.

Automatic Signature

- In order to incorporate this, you need to visit the signature setting (Gmail) or the Compose and reply setting (Outlook).

- If you want your signature to appear at the bottom of all new email messages that you compose, select the **Automatically include my signature on new messages I compose** check box.

- If you want your signature to appear on messages that you forward or reply to, select the **Automatically include my signature on messages I forward or reply to** check box.

- If you don't select these options, you can manually add your signature to a selected message. For details, see Manually add your signature to a new message.

4. Select **Save** when you're done.

Note: You can always return to the **Compose and reply** page and select or clear the check box for automatically including your signature.

Basic Tips

What is appropriate for email Etiquette?

Never write in all **UPPERCASE**. It makes the sender look hostile.

Never **send an email** without verifying what you have written. Always check for typos or missing documents.

NO

Avoid super long or **extremely short emails**. There should be enough to cover the question or topic at hand.

Don't write last minute emails. Always try to be in touch with the person with as much time as possible.

Verify you have **included** any **attachments** you promised to provide. Always **check** the **version of documents** to be up to date.

Write a **short** and **concise Subject line** that lets the receiver know what to expect.

YES

Verify who you are sending the email. Fill this spot after you have written your email to **avoid** sending your email earlier than expected

Always **include** a **greeting** line and do a **proper signature** closing.

REFERENCES
HTTPS://ECU.AU.LIBGUIDES.COM/DIGITAL-ESSENTIALS/EMAILS
HTTPS://WWW.KILGORE.EDU/SITES/DEFAULT/FILES/DOCUMENTS/FILE/WRITINGSTUDIOS/KCW
S-PROFESSIONAL-EMAIL-ETIQUETTE.PDF

Check the references in the module for full citation!

General Checklist

- Greeting
  - ❏ Verify you have used an appropriate level of formality for your greeting.
  - ❏ Remember to insert a comma at the end of your greeting.
  - ❏ Start your next text in a new line while leaving a space between your greeting and the main text of your email.
- Email content
  - ❏ Verify you have provided the receiver with the information needed to identify yourself.
  - ❏ Clear and easily understood purpose for the email.
  - ❏ Include due dates or important dates that may be relevant for your inquiry.

General Checklist

- Formal Ending
  - ❏ Check to see that you wrote your ending line separate from the content.
  - ❏ Set the appropriate tone.
  - ❏ Make sure to always keep formalities.
- Formal Signature
  - ❏ Make sure to include it right after the ending line.
  - ❏ Include the **big three** of contact information (Name, position/program, workplace/university's name).
  - ❏ Consider if optional information may be needed.

Bibliography

- Degiorgio, D. (n.d.). *LibGuides: Digital Essentials: Email etiquette*. Ecu.au.libguides.com. Retrieved April 21, 2022, from https://ecu.au.libguides.com/digital-essentials/emails
- Kosslyn, S. M. (2006). *Email Etiquette*. https://kosslynlab.fas.harvard.edu/files/kosslynlab/files/email-etiquette_v6_kosslyn.pdf
- *Practice good email etiquette | Career Education & Development*. (n.d.). York U. https://careers.yorku.ca/student_topic/practice-good-email-etiquette
- *Top 10 Tips for Writing a Professional Email*. (n.d.). https://www.kilgore.edu/sites/default/files/documents/file/WritingStudios/KCWS-Professional-Email-Etiquette.pdf
- *Unit 9: Email etiquette*. (2015, November 10). LearnEnglish. https://learnenglish.britishcouncil.org/business-english/english-for-emails/unit-9-email-etiquette
- North Dakota State University. (n.d.). *Email etiquette*. NDSU. Retrieved April 15, 2022, from https://www.ag.ndsu.edu/agcomm/professionalism-representing-

After completing the module, click on the following link to take the quiz and send the report to your professor:

https://forms.office.com/r/WH9f9uq4NN

Thank you for using our services!

To know more about our Center and the services we provide, visit:

https://generales.uprrp.edu/competencias-linguisticas/