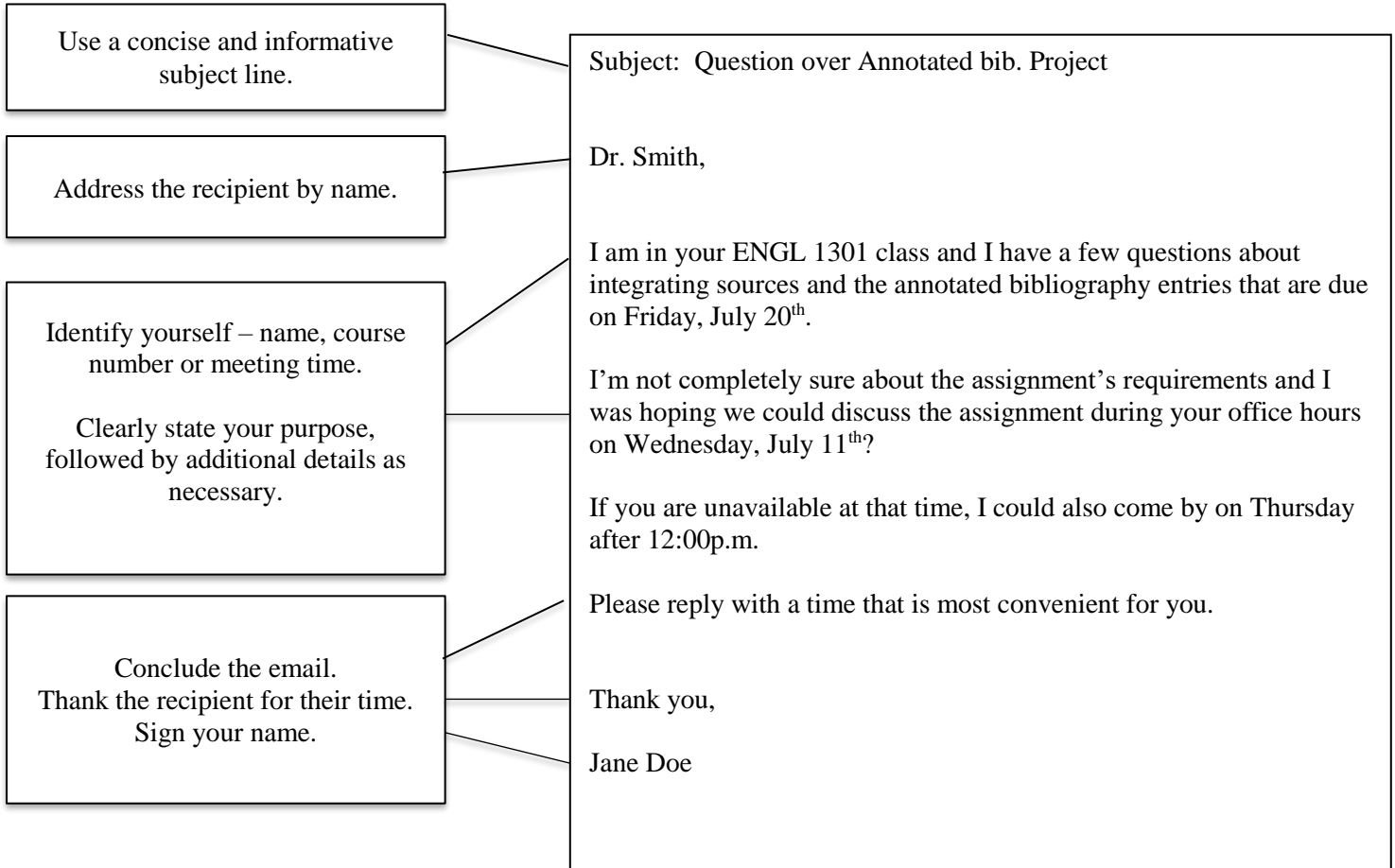# Email Etiquette

Email offers a convenient medium of communication to send or request information, transmit documents, and/or prompt a discussion. It is important to remember that there are differences between emailing a friend or peer and emailing your supervisor or professor. This handout provides suggestions and strategies for how to effectively compose email messages in a professional or academic setting.

The Basic Structure

Use a concise and informative subject line.	Subject: Question over Annotated bib. Project
Address the recipient by name.	Dr. Smith,
Identify yourself – name, course number or meeting time. Clearly state your purpose, followed by additional details as necessary.	I am in your ENGL 1301 class and I have a few questions about integrating sources and the annotated bibliography entries that are due on Friday, July 20th. I'm not completely sure about the assignment's requirements and I was hoping we could discuss the assignment during your office hours on Wednesday, July 11th? If you are unavailable at that time, I could also come by on Thursday after 12:00p.m.
Conclude the email. Thank the recipient for their time. Sign your name.	Please reply with a time that is most convenient for you. Thank you, Jane Doe

Write your own future!

Email Etiquette

TEXAS A&M UNIVERSITY CORPUS CHRISTI | CASA
CENTER FOR ACADEMIC STUDENT ACHIEVEMENT WRITING CENTER

The Do's and Don'ts of Writing Email

Consider your audience. To whom are you writing this email?	
Focus on your purpose. What do you hope to accomplish by writing this email?	
Use a professional and identifiable email address.	Do not assume email is private. Email is not private. Do not write anything in an email that you wouldn't want shared.
Be mindful of your tone. In the absence of non-verbal cues, your message could be misinterpreted by the reader(s).	Do not expect an immediate response. Most instructors have a 24-48 hour response window.
Keep message brief and to the point. Your reader doesn't need to know everything going on in your life.	Do not respond to or write an email when you are angry or upset. Give yourself space and time to think before writing.
Write, re-read, and revise your message before sending. Use spell-check!	Do not write in ALL CAPS – your reader may perceive this as SHOUTING! Also, limit your use of exclamation points!
Follow the conventions for effective paragraph writing. Each paragraph (section) should focus on the development of one idea.	Do not email your professor to ask them what you missed in class. Check the course website, talk to a peer, and/or make an appointment to visit them during office hours.
Use complete sentences.	Do not write in textese or txt-speak. Avoid the use of emoticons.
Use the top-down method: Begin with the most important information at the top of the message, followed by additional information and explanation.	

The information for this handout was compiled from the following sources:
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