

EMAIL ETIQUETTE FOR STUDENTS



What is Email Etiquette?

- **The 'Code of Conduct' for email communications**

It refers to the principles of behavior that individuals should use when writing and answering emails.

UNDERSTANDING 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 the email. The original receiver of the email will see this person added.

BCC (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. The Blind means the original receiver does not know anyone else is getting a copy.

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 (one screen length), use complete sentences, double check spelling/grammar/punctuation, use professional font (not decorative), and give a proper salutation that matches the message of the email (Thank you or Sincerely).

Why is it Important?

- **Supports Effective Communication**

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.

- **Makes Communication Easier**

Larger class sizes, busy schedules, & online classes make it difficult to have in person discussions with faculty about questions and/or concerns.

- **Leaves a Positive Impression**

You want your message to be understood in a positive manner as well as taken seriously.

- **Prevents Misunderstandings**

The written word can be easily misinterpreted resulting in the recipient holding a negative opinion or simply ignoring your email altogether.



TO:

CC:

BCC:

SUBJECT:

BODY OF THE EMAIL

tone

- **Avoid Grade Complaints via Email**

Don't email your professor to question or complain about grades. Schedule an in-person appointment to discuss areas of improvement instead.

- **Check Your Emotional State**

Consider the impression your tone will make. If you're emotionally charged, wait 24 hours before sending or responding.

- **Skip the All Caps**

Writing in all capitals reads as shouting to the recipient.

- **Show Respect**

Treat faculty and students the way you'd want to be treated. Avoid bad-mouthing others or drawing unnecessary attention to situations.

format

- **Keep Formatting Simple**

Special characters, images, and fonts may display differently for the recipient, so keep formatting minimal.

- **Use Clear Structure**

Screens make reading harder, so keep paragraphs short with space between them, and use numbers or bullet points to organize your message.

- **Stay Concise**

Avoid run-on sentences and lengthy emails. Emails should be brief and to the point, not a dissertation.

- **Skip Abbreviations and Emoticons**

The recipient may not understand their meaning. When in doubt, leave it out.

content

- **Proofread Before Sending**

Read and reread your email, checking spelling, grammar, and proper titles.

- **Streamline Your Message**

If you have multiple questions or your email is running long, consider revising it or meeting in person instead.

- **Verify Your Attachments**

Reference attachments in the body of your email, avoid overly large files, and consider sending as a PDF.

**SEND**

TO: JDoe@presby.edu

CC:

BCC:

SUBJECT: assignment

i can't find the assignment u gave in class.
can you send me a new copy? thx!

BAD EMAIL EXAMPLE



**SEND**

TO: JDoe@presby.edu

CC:

BCC:

SUBJECT: Jane Lee: Assignment #5
MAT117 MW 9am-10am

Dear Professor Doe,
I am emailing in regards to assignment #5. I have a couple of questions about some of the topics. May I come by during your office hours at 10am tomorrow to discuss these questions? If another time would be better for you, please let me know and I will reschedule. Thank you in advance for your help.
Sincerely,
Jane Lee

GOOD EMAIL EXAMPLE



other tips

- **Allow Adequate Response Time**

The rule of thumb is 24 hours for both sender and receiver. Follow up only after that window has passed.

- **Keep Chains Small**

Avoid copying your professor's Dept. Chair, Program Director, or Dean. Issues involving multiple parties are better addressed in person.