**EMAIL TIPS**

*The following are guidelines that most businesses, professionals and the College expect. Different expectations may be acceptable in less formal circumstances.*

* **Add a subject (Subject line)-** every email should contain content in this line; a short description of the email content. Include your class/section here (ex: 01, psnt1, pswb1 or NT1, etc.).
* **Responding –** In many cases, it is respectful to acknowledge that you have received an email; respond quickly if the sender has made a request.
* **Addressing the email**- in the body of your email begin by addressing the person with the highest level of formality (i.e. Dear Ms., Dr., Instructor, etc.). This shows respect and professionalism.
* **Content of email**- Compose your email in the white content box, not the subject line. Use the “default” font when composing an email. No colors or fancy fonts. **Always use proper grammar that is clear and concise.** Avoid slang words or acronyms like “sup”, “u” instead of “you”, or “LOL”. Limit the use of emoticons.
* **Replies -** Click the single reply arrow to keep the thread of information intact. The double arrow, **“Reply All”**- should only be used if everyone in the address bar needs to be informed of your comments.



* **Cc** - carbon copy (coping) should be used when several people need the document or email you’re sending—KEEP IN MIND when you Cc’d, everyone will have each other’s email address. Do not publicize someone else’s email without permission.
* **Bcc** - blind copy (in the upper right corner) is used when all parties do not know each other or when you want to keep people’s email private and still email many people at the same time. Clicking “To” and “Cc” will allow you access to the outlook address book as well.



* **Attachments-** do not send attachments that were not requested (such as political or religious advice). Also, send files in the format requested by the instructor (MS Word, etc). Use the paperclip icon to search your computer for the file to attach to the email- located at the bottom of your email when composing.



* **Forwarding information**- do not forwardunsolicited commercial email such as jokes or consumer information.
* **Sign emails-** type your name at the end of your email or create an electronic signature provided by Outlook.
* **Misunderstandings-** if you use all capital letters in the body of an email, it is comparable to shouting. Proofread your sentences to make sure someone won’t misunderstand the tone or content. *Ask yourself, “Would I say this to the person’s face?”* Avoid sarcasm or humor since your message may not be interpreted as you intend or may be taken out of context.
* **24 Hour Rule-** when you receive an email that is frustrating or annoying, do not respond immediately. After giving yourself time to think productively, decide how to respond professionally or simply delete the email. Swearing and verbal attacks are unacceptable.
* **Expectation of Privacy-** your College is subject to oversight. Everything you create, send, reply or forward has the potential to be seen by others and your words are archived by the College and subject to retrieval and later review.
* **Security-** your password protects you from pranks or harm
	+ **DO NOT CLICK ON ATTACHMENTS or LINKS in emails if you cannot identify the sender**
	+ Do not share your password with anyone, change it if you think someone else knows it
	+ Always logout when you are finished using an online service or site and close your browser