



The Center for the Study of Languages and Cultures



Email Etiquette

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The Center for the Study of Languages and Cultures

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English for Academic Purposes (EAP) Program

- Workshops
- Tutoring & Consultation Services
- Courses for graduate students
 - AL 73003 — Pronunciation Strategies and Techniques for English Language Learners
 - AL 73002 — Academic and Technical Writing for International Graduate Students



Email Etiquette



1. How to use email appropriately
2. How to construct a professional email
3. How to make a polite request
4. Other Considerations



Email Etiquette



1. How to use email appropriately

Think of a time when you were writing an email and you were not sure how to write it appropriately.

To whom were you writing
and what were your difficulties or questions?



Email Etiquette



1. How to use email appropriately

For which of the following scenarios would it be appropriate to write an email? **And why?**

- To set up an appointment with your adviser
- To ask a colleague to email you a detailed response to an article
- To describe to your adviser problems you are having with a student in your class
- To submit written work to professor
- To ask a professor to be your advisor
- To answer a student's question about homework
- To report a student for academic dishonesty



Email Etiquette



Basic rules for emailing:

1. Keep them short (one screen length only)
 - Get to the point
 - Do not include unnecessary information
2. Only email requests that can be answered quickly (in a few sentences)
 - If a longer response is required, ask to meet in person
3. Only submit written work electronically, if the person has specifically requested you to submit your work electronically
4. Be prompt (respond within 24 hours)
5. Ask important requests in person
6. Try not to discuss sensitive or difficult issues via email



Email Etiquette



Dear Professor Smith,

I received your request for a draft of my first chapter. My draft will be completed by Friday, and I will send you a copy then.

Best Regards,
Mark



Email Etiquette



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Email Etiquette



Letter #1 (to an advisor)

Hey Mary, thx for the feedback it was awesoem!!!!!! 😊



Email Etiquette



Letter #2 (to a professor)

Dear Dr. Smith,

The last homework assignment does not make ANY sense. COULD YOU PLEASE EXPLAIN THE DIRECTIONS AGAIN?

Thanks,
Julie



Email Etiquette



Letter #3 (to an editor of Journal- whom you have never met before)

Dear Prof. Peterson,

Seven weeks ago I submitted a proposal for you journal. If I don't hear from you soon, I am thinking about submitting it to another journal. You better get back to me ASAP, if you want to publish it. Thank you for your time.

Best,
Augustine



Email Etiquette



2. How to construct a professional email

How Formal should you be?

Who is your audience?

How well do you know them?

How formal are they?

When can you address your professor by first name?

- Follow the lead of the professor

Error on the formal side

Use a professional email address

- not techwarrior332@



Email Etiquette



2. How to construct a professional email (continued)

Structure:

Greeting: Dear Prof. Kim,
(space)

Body: I was wondering if....
Something something...
something something...

- Divide thoughts into separate paragraphs
- Add space between paragraphs

Also, would you be able to....
Something something

(space)
Closing: Thank you for your time,
Silvia



Email Etiquette



	Very Formal: For a person with whom you are not acquainted	Formal: For a professor you are acquainted with	Informal: For certain close professors and others with whom you are acquainted	Casual: for friends, family, very close colleagues
Greeting for a professor:	Dear Professor John Peterson,	Dear Prof. Peterson,	Prof. Peterson, <i>or</i> Dear John,	Hey Prof. Peterson, <i>or</i> Hello John,
Greeting for others:	Dear Carolyn Miller,		Dear Carolyn,	Hey Carolyn, Hey,
Closing:	Sincerely, Peter Smith	Best Regards, Peter <i>or</i> Thanks, Peter	Best, Peter <i>or</i> Thanks, Peter	- Peter <i>or</i> (no closing)



Email Etiquette



2. How to construct a professional email (continued)

Other Polite closings:

Best wishes

Kindly,

Warmly,

Sincerely yours,

Kind Regards,

All the best,

Thank you,

Thanks,

57 examples:

<http://www.forbes.com/sites/susanadams/2013/09/27/57-ways-to-sign-off-on-an-email/>



Email Etiquette



Connecting... x +

www.forbes.com/sites/susanadams/2013/09/27/57-ways-to-sign-off-on-an-email/

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Best – This is the most ubiquitous; it’s totally safe. I recommend it highly and so do the experts.

My Best – A little stilted. Etiquette consultant Lett likes it.

My best to you – Lett also likes this one. I think it’s old-fashioned.

All Best – Harmless.

All the best – This works too.

Best Wishes – Seems too much like a greeting card but it’s not bad.

Bests – I know people who like this but I find it fussy. Why do you need the extra “s?”

Best Regards – More formal than the ubiquitous “Best.” I use this when I want a note of formality.

Regards – Fine, anodyne, helpfully brief. I use this.

Rgds – I used to use this but stopped, because it’s trying too hard to be abbreviated. Why not type three more letters? OK if you’re sending it from your phone.

Warm Regards – I like this for a personal email to someone you don’t know very well, or a business email that is meant as a thank-you.

Warmest Regards – As good as Warm Regards, with a touch of added heat.

Warmest – I use this often for personal emails, especially if I’m close to someone but not in regular touch.

Warmly – This is a nice riff on the “warm” theme that can safely be used among colleagues.

Take care – In the right instances, especially for personal emails, this works.

Thanks - Lett says this is a no-no. “This is not a closing. It’s a thank-you,” she insists. I disagree. Forbes Leadership editor Fred Allen uses it regularly and I

Hi? Dear? The State Of The E-Mail Salutation
Susan Adams
Adams Forbes Staff

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CONFERENCES AND MORE



Email Etiquette



2. How to construct a professional email (continued)

Grammar

- Use full sentences
- Use proper punctuation
- Always proofread

Avoid:

- typos, grammatical mistakes (a few are OK)
- using all CAPITAL LETTERS
 This looks like you are shouting
- acronyms (LOL, BTW)
- emoticons

Use a professional font and black text



Email Etiquette



2. How to construct a professional email (continued)

Tone: be positive and grateful

- Why?
Emails can very easily sound dull, rude, and ungrateful
- To compensate, we must be positive and grateful intentionally
- If you receive an email that upsets you, try to read it in a positive light

The sender may have upset you on accident



Email Etiquette



2. How to construct a professional email (continued)

Tone: be positive and grateful

Begin with cheerful greeting:

- “I hope you are doing well”
- “I hope your break was restful”
- “It was nice seeing you today”

Keep a cheerful tone throughout:

- “We are enjoying the warmer weather this week”
- “I enjoyed your lecture very much”
- “This is a very interesting topic”
- “I look forward to seeing you soon”

Say thank you:

- “Thank you for your time”
- “Thank you for your consideration”
- “I am grateful for your help/time/thoughts”



Email Etiquette



Tone exercise:

Your advisor send you this message:

“I left an article in your box. Please take a look at it. I suspect it will be relevant to your project.”

But you can't see the relevance

How would you respond?



Email Etiquette



Possible responses:

Response #1

“I read that article, but I could not figure out what it was talking about. It was very confusing. I’m not sure why you had me read it. I really need some help.

Response #2

“I worked through the article for hours, but I cannot see how it actually relates to my project. Why did you want me to read it?”

Response #3

“Thanks for the incredible article. Thank you so much for sending it to me. You always make such great suggestions. I still have a couple questions. Could we meet to discuss them? You always do such a fantastic job explaining things to me.”



Email Etiquette



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Email Etiquette



Examples:

Example #1

Dear Professor White,

I have a chapter for you to read, ASAP. I will leave it in your mailbox soon. So, please pick it up next time you are there.

Example #2

Dear Professor Bradley,

I have completed a draft of my paper. Please read it and give me comments by Wed.?



Email Etiquette



3. How to make a polite request

Do not sound demanding or impatient

- Avoid simple imperatives
 - “Send me your paper”
 - “Read my paper, when you get the chance”
- “Please” can sound pushy
 - “Please give me some feedback”

Do not appear to assume that they will complete your request

- Give the person the option to deny your request
 - “If you have the chance, could you...”
 - “I know you are busy, but if you have time could you...”
 - “I was wondering if you would be able to...”

Give specific options

“I am free on Mon. or Wed. afternoon.”

Letters of Recommendation: give two weeks notice



Email Etiquette



Examples:

Example #1

Dear Professor White,

I have a chapter for you to read, ASAP. I will leave it in your mailbox soon. So, please pick it up next time you are there.

I have completed a chapter and will leave a copy in your mailbox this afternoon.”

Example #2

Dear Professor Bra

I have completed a
comments by Wed.

I have completed a draft of my paper, and I was wondering if you would have time this next week to look over it. If you are not too busy, I can email you a copy. If you do not have enough time right now, I completely understand. I can ask someone else to look at it.



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Email Etiquette



Use **subject line**

- Why?
It helps addressees find your email and keep track of your email
- Communicate main idea
- Examples:
 - “Quick question”
 - “Schedule appointment”
 - “Question about Mechanical Engineering class tomorrow”

When you are **sick**

- Just say you are sick
- Do not describe your symptoms

Use **Attachments** for longer messages (e.g. with cover letters)

- Name the attachment logically,
- Mention the name in the email
- Send as PDF



Email Etiquette



- Use **Reply** to keep an email thread going
Don't press "reply all"
- Never **forward** someone else's email without permission
- **Important messages**
 - Insert email address last
That way you won't send it accidentally before you're ready
 - Or, write the actual message as a word document
and then paste it into the body of the email
 - Consider saving the email as a draft, and then editing it the next day
before hitting send
- **How long to wait**
 - Give professor a week to respond
 - Then write back politely, and apologize for asking twice



EAP Resources

Tutoring:

<http://cslc.nd.edu/about/reservations/>

EAP Blog:

<http://eapcslc.nd.edu/>



Upcoming Events!

DATE	DESCRIPTION
Thurs. March 5	EAP & Fischer, O'Hara-Grace Party!!
Tues. March 17	Enhancing Your Vocabulary
Thurs. March 26	Giving & Receiving Student Feedback
Wed. April 1	Organizing a Research Paper
Mon. April 13	Talking with Others About Your Research
Tues. April 21	Editing and Revising Academic Writing



Evaluation:

Email Etiquette

http://nd.qualtrics.com/SE/?SID=SV_1ZZMwciAv13WIYd