

Email is the official method of communication at CGTC. Learning good email etiquette can enhance your academic and future professional career. This guide outlines some advice to keep in mind when composing your email messages.



Why is Email Etiquette Important?

Email is a form of communication. Just as conversation norms are followed in face-to-face communication, there are guidelines to follow for written communication.

In a college environment, it is not always easy to meet up with someone in-person for discussing classes, advisement, scheduling, etc.. Email allows for flexibility in communication.

Your email should address your questions and/or concerns and be understood in a positive manner. It is good to keep in mind that the written word can easily be misinterpreted.



Parts of an Email:

To:

Type in the email address of the person the message is intended for.

Cc (Carbon Copy):

This field is to add the email address of someone else who needs a copy of the email. The direct receiver (**To...**) of the email will see that this person was added.

Bcc (Blind Carbon Copy):

Use this field when you want another individual to receive a copy of the email but do not want the receiver(s) of the email to see that anyone else is included in receipt of the message.

Subject:

Used to title your message. Keep is short & simple, but not vague. A good rule is to include your name, class, and what the email is specifically regarding.

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 conclude with a proper salutation that matches the message of the email (Thank you or Sincerely) followed by your name and any additional contact information, if desired.



Send

To...

Instructor@email.com

Cc...

Advisor@email.com

Bcc...

Subject

COLL 1500 Schedule?

Body of the Email.

Instructor,

I am interested in taking COLL 1500 in the Fall. Could you please let me know what dates and times this class might be offered?

When discussing my upcoming schedule with my Advisor, we noticed that the Fall Semester course listings did not show any COLL classes. Is this a mistake?

I have included my advisor in this message if needed for questions/comments.

Thank you!
 Student
 910-ID-NUMBER



Notes and Tips:

- It is important to check your email often and delete messages to avoid a full inbox.
- Use proper structure and layout. Reading from a screen can be difficult; ensure your email has a structure and concise layout. Having short paragraphs with spacing in between, using numbers or bullet points when making points, and concisely organizing your message are a few ways to enhance your emails.
- When writing emails, avoid using abbreviations and emoticons. The receiver may not understand or be aware of the meaning. When in doubt, it is best to leave it out.
- Always review your emails before sending to double check spelling, grammar, proper titles, etc.
- If sending attachments, double-check that the correct attachment is provided, and that the file size is not excessively large.
- While waiting for a reply to your email, keep in mind response time. Allow the receiver of your email at least 24 hours (business hours for schools, offices, and businesses) to read and reply. If there is no response after waiting the appropriate amount of time, then a follow-up inquiry email can be sent.