Student E-mail Etiquette

- E-mail is an electronic communication between people and should be written in good style with correct grammar and punctuation.
- E-mail is not private. Even though it is treated confidentially, it is monitored and logged. Do not use e-mail to communicate private or sensitive information.
- The subject line of your e-mail should contain a short statement pertaining to the content of your message. The recipients of your e-mail will be able to better organize and save their incoming e-mails. Subject lines will also help administrators combat spam mail and help spam filters to identify legitimate mail from spam mail.

- The body of the message should state the problem or question clearly. It should be written without internet short-hand. Text messages are the easiest types of e-mail to send. Large graphic messages tend to take a long time to process.

- If you have a question relating to a class, be as specific as you can about the problem you are encountering and include information to help identify your class and instructor.

- Always include your full name and student ID when communicating with an instructor or LSSC staff member, preferably at the end of the message. Give your name as it is listed on the class roster, not your nickname.

- Spell check is a good thing. You can set your e-mail options to automatically spell check each e-mail before sending.
➢ **Be sure you respond to the intended person.** When responding to an email, always be certain who you are responding to. Sometimes, e-mails are sent to an individual and other times to a larger audience (listserv). If you have questions about an e-mail you have received, make sure you are responding to the contact person who can answer your question. This is not always the person sending the e-mail!

➢ **You should always re-read your messages before sending.** Don’t be too hasty to send an e-mail. With the convenience of e-mail, people are quick to send e-mails or reply in a hurry. This is alright when you have something quick to say, but when you are upset or angry, remember the ease of pressing the SEND button can get you in a lot of trouble. If you are disconcerted and you are composing an e-mail, you can write it as hastily as you wish, just don’t hit the SEND button when you are done. Instead, let the e-mail sit there and walk away for awhile. When you return, review the e-mail, and try to read the e-mail as though you were the recipient. Make the changes you feel are appropriate, and once you feel comfortable with what you have written, go ahead and send it.

➢ **Write with professionalism.** High standards are appreciated in all aspects of life and make you look good.

IT-Revised 07/03/13