

Email

Tips & Etiquette

Email Basics



- **Subject Line:** Be specific & brief
- **Don't Assume:** Start with basics (full names, class, period) at the beginning of the e-mail, then go into detail
- **Keep it Concise:** Keep messages brief and to the point. Use bullet points, bold underline to highlight important info.
- **Written like a Letter:** Include a salutation, the message and a conclusion. An Electronic Signature saves time and keeps it consistent.

Email Tips

BEST PRACTICES

CHECK YOURSELF!

Punctuation & Grammar: Use punctuation in a normal manner. No acronyms or emoticons.

Spelling: Almost all e-mails systems now have a spell checker as part of their "tool box".

Always Reread Before You Hit Send!

EMAIL PITFALLS

Reply To All. Use it sparingly. Almost Never.

Attachments: Triple check your attachments

Forward: Make sure you forward email cautiously

SHARING

Download Size: Graphic signatures & attachments can make e-mails take longer to download.

Keep the Thread. Use the reply option, keeping the message in the "thread", to make it easier to follow. Don't forward without context!

EMAIL ETIQUETTE

1

DON'T YELL

All Caps is the equivalent of yelling, IT'S NOT NICE!!

2

DON'T EMAIL ANGRY

No emailing when you're angry. As a guide, ask yourself, "Would I say this to the person's face?" If you can ask someone else to read it before sending

3

PATIENCE IS A VIRTUE

Before sending a reminder, allow time for a response, possibly even a few days. Not everyone is online 24 hours a day.

4

CHECK YOUR PRIORITY

Avoid marking an email 'high priority' when it is really 'normal' priority.

ONLINE DISCUSSIONS

Tips & Etiquette



Chat & Discussion Tips

START WITH A GREETING

Always start with Hi or Hey. If talking to a specific person in a group setting use their name or tag them.

KEEP IT SHORT

These platforms are meant for brief and simple updates. Long conversations will create clutter & confusion

USE ABBREVIATIONS CAREFULLY

When in doubt, type it out. Though some short-hand abbreviations can be used (LOL, NP, BRB) Be sure they are appropriate and universally understood.

Chat & Discussion Etiquette

1

THIS IS NOT YOUR FRIEND GROUP TEXT

Avoid inside jokes. Remember if you wouldn't say it to the entire class or in front of your Mama, it doesn't belong in the chat

2

GIFS, MEMES, PICS...OH MY!

Each class and work environment has different rules & cultures, but when in doubt leave it out!!

3

IF YOU HAVE NOTHING NICE TO SAY...

Don't reply if it's not professional and appropriate.

Video: Conferences & Presentations Rules



BE ON TIME

Log in a few minutes early

Check your device and internet before the meeting starts

Double check your video & audio too

DON'T INTERRUPT

Use the Chat Feature

Raise Your Virtual Hand

Provide an Agenda for meetings to help with flow and questions.

STAY FOCUSED

Put your cell phone away. No TVs or other devices should be on

This is not lunch time

You're the one in the class/meeting not your parents, siblings etc.

Video Conferencing

DRESS CODE

1 Dress just like you would in person (or better).

2 Wear Pants Please!!

3 Make sure your necklines are appropriately covered

4 Aim for Business Casual Attire

Video Conference & Presentation Tips

1 BACKGROUND/SETTING

Be aware of what is behind you!

If you don't have a great work space blur your screen or choose a simple, 1-color background

3 SILENCE IS A VIRTUE

Mute yourself, when not talking.

Be careful of background noise

No side conversations or interruptions.

2 SCREEN SHARING

Make sure when only the pages you need are pulled up.

No email, Facebook, Minecraft, etc.

4 BE ENGAGED

Sit-up, be present

Raise Your Virtual Hand

Ask Questions?!?