Emails

*Email is the primary form of official, traceable communication in an academic and business environment. However, many struggle with the usually unspoken rules of emailing peers and superiors. To start, "email" as a word means "**e**lectronic **mail**," meaning it needs to be written **like a letter**, rather than a text.*

Why do we use email?

Email is a traceable and archivable form of communication for academic, business, and bureaucratic settings. To explain…

- **Traceable:**
    - The university can track emails, email addresses, when emails are sent, and who emails are sent to.
        - They keep records of communication across the university to ensure that communication is appropriate and provable.
    - Your university email is paid for and controlled by the university.
        - The university could be responsible/liable for anything faculty, staff, or students do with their approved email.

- **Archivable:**
    - Emails can be organized more easily than other forms of communication.
        - Email software includes the ability to make folders. These can be labeled and emails can be kept in said folders for as long as needed.
        - You can star and flag emails to mark them as important or as a reminder that they need to be answered.
        - Emails include the address of the sender and any recipients.

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Elements of an Email

Email Addresses:

- Check that the email addresses you are entering are correct.
  - Jane.Doe@kysu.edu **OR** John.Smith1@kysu.edu

Recipient Fields:

- These are the lines defining HOW you are sending an email. There are three of these lines: **To**, **CC**, and **BCC**.

  - **To:**
    - The most common recipient field, this will send the email you wrote to that person. It means that you specifically wrote it for them.
  - **CC:**
    - This means "carbon copy." This is a way to send an email to someone else **without** it being specifically for them.
    - Email addresses that are CC'd can be seen by everyone and should only be included when appropriate.
    - Do **NOT** include someone who has no reason to see the email.
  - **BCC:**
    - This means "blind carbon copy." With this, the person you send the email to **cannot** see who was included on the email.
    - Do **NOT** include someone who has no reason to see the email in this way. This can be academically dishonest.

Subject Lines:

- Subject lines should **get to the point**, **use no more than 50 characters**, and **ask for something doable**. Never leave them blank.
  - Too Vague: "Question" // "My Grades"
  - Short, Clear, Actionable: "Question on Essay #1 Requirements" // "Schedule Meeting to Discuss My Current Grade"

<u>Writing an Email</u>

Try to save the reader's time, be respectable, and keep your goal clear.

Formula:

1. An email should have a **proper salutation**.
   i. "Dear Mr. Smith" // "Good morning Ms. Nguyen" // "Greetings Dr. Torres"
   ii. If this is your first time contacting the person, introduce yourself. If you are a student, include your class.

2. An email should have a **concise, courteous, and actionable body**.
   i. Get to the point quickly, but do not sound demanding or rude.
   ii. Make sure that there are actions to take.

3. An email should have a **proper sign-off**.
   i. "Sincerely," // "Thanks for your time," // "Regards," // "Cordially," // etc.
   ii. Then, your full name should be underneath for more official emails.

4. An email should be **proofread for professionalism**.
   i. Are there spelling or grammar errors? Did you capitalize proper nouns? Does it sound too conversational?

Follow-Ups:

- **Urgent?** You can follow up an email after 24 hours.
- **Not urgent?** You can follow up after 24 – 72 hours.

- Follow-up email subject lines and bodies should be very short and direct:

Follow-Up: Meeting for Essay #1 Grade

Greetings Dr. Torres,

I hope you are doing well. As per my last email, would it be possible to schedule a meeting this week concerning my essay #1 grade? I am free both Thursday and Friday after 1:00 PM.

Regards,
Jane Doe

Example

Here is an example of an email in Outlook. This may be longer than your usual email, as it has an introduction and a reason for the CC.

Send	From ∨	Jane.Doe@kysu.edu
	To	● Professor.Thorobred@kysu.edu
	Cc	● My.Advisor@kysu.edu
	Bcc	● Hidden.Email@kysu.edu
	Subject	Schedule Meeting for Feedback on Week 3 Quiz

Good morning Professor Thorobred,

My name is Jane Doe (ID# 11111111). I am in your ENGL 102 class on Tuesdays and Thursdays from 9:00 – 10:15 AM. Because of my off-campus job, I am unable to attend any of your office hours. Would it be possible for us to meet in your office this week to speak about my grade on the Week 3 Quiz? I do not understand the feedback you provided on my missed questions and would like to understand how to improve going forward. I am free from 1:30 – 4:30 PM on Wednesday and Friday. I am happy to meet in person or through Teams.

At their request, I have CC'd my advisor to let them know that I am working towards improving my grade in your class.

Thank you for your time!

Respectfully,
Jane Doe