## Email Etiquette and Exploration

Tabs:

- ❖ COMPOSE: Used to create a new message.

- ❖ INBOX: Used to check received messages.

- ❖ STARRED: Used to mark a message as important or for follow up.
  - ➢ To STAR a message from your inbox click on the star next to the sender's name.
- ❖ IMPORTANT: Gmail denotes messages as IMPORTANT for various reasons, using a yellow tab next to the sender's name.
  - ➢ Click the yellow tab to teach google not to mark messages like this as important again.
  - ➢ Click the blank tab to teach google to mark messages like this as important in the future.

- ❖ SENT MAIL: Used to verify that a message was sent and to whom it was sent.

- ❖ DRAFTS: Messages that have not been sent are saved in the DRAFTS tab, and can be _____

  and _____.
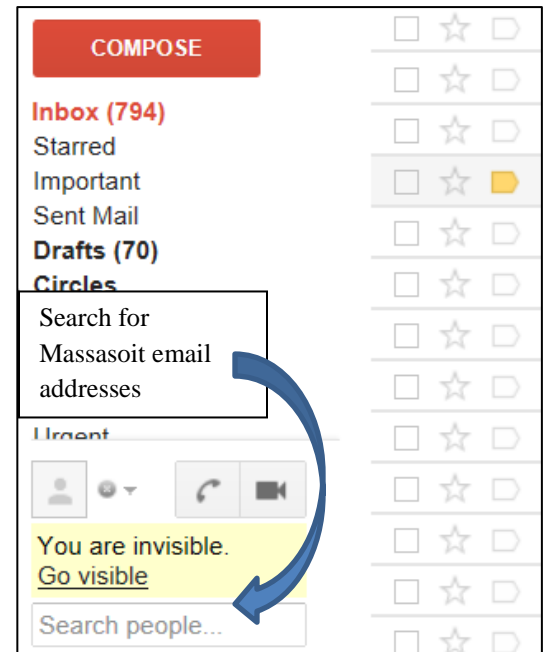
Email Composition:

- ❖ COMPOSE: Opens new message in bottom right corner of screen:

- ❖ TO: For recipient's email address. Multiple addressess can be added.

- ❖ CC: For people not in the conversation, but to whom the conversation is relevant.
  - ➢ **Recipients' information is visible to each other.**

- ❖ BCC: For people not in the conversation, but to whom the conversation is relevant.
  - ➢ **None of the recipients' information will be visible to other recipients.**
  - ➢ BCC is used to protect privacy; it is not a spy tool.

- ❖ SUBJECT: Used to indicate purpose and content, making it easier for recipient to prior_atize and respond.
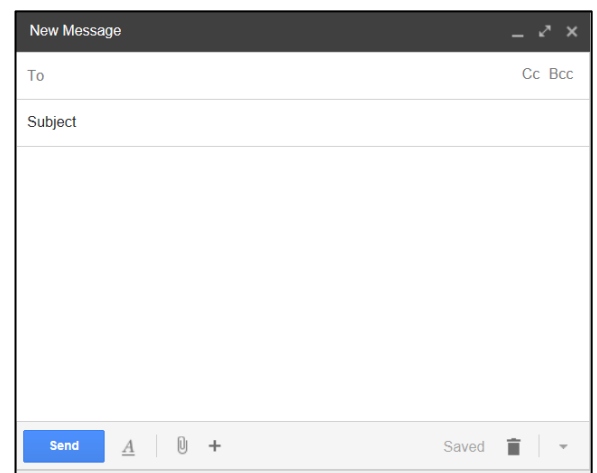
Drafting:

- ❖ "Opening Salutation,"
  - ➢ Dear Mr./Ms. _____, Professor _____,
  - ➢ Always place a comma at the end of a salutation.

- ❖ Body
  - ➢ Business format: Block Letter = NO INDENT!
  - ➢ Formality
    - ▪ Always introduce yourself.
    - ▪ Formality = Respect, especially when dealing with someone new. As relationships progress, writing may become more informal.
    - ▪ Avoid abbreviations (LOL, etc), contractions, slang, and emoticons ;)
  - ➢ Be concise.
  - ➢ Separate small paragraphs for separate ideas, topics, or questions.

- ❖ "Closing Salutation,"
  - ➢ Thank you,   ➢ _____,

  - ➢ _____,   ➢ _____,

  - ➢ Always place a comma at the end of a salutation.

- ❖ Always Spell Check: Click the arrow in the bottom right corner of the current message to access spell check.

- ❖ Attach not copy/paste: Papers, resumes, etc.
  - ➢ Click the tab on the bottom of the message that looks like a paper clip to include an attachment.
  - ➢ Always let the reader know that there is an attachment.

- ❖ Electronic Formatting: Next to the paper clip tab is the format tab – <u>A</u>
  - ➢ Use simple and consistent font and colors because not all accounts support these options.
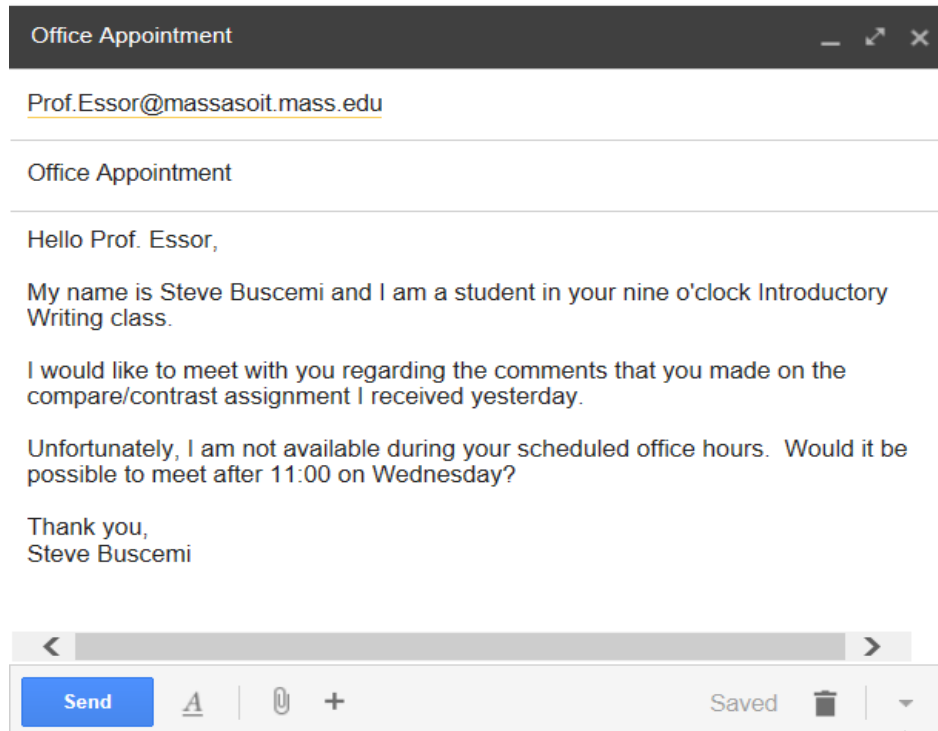
- ❖ SEND: Only send when complete.

Reply:

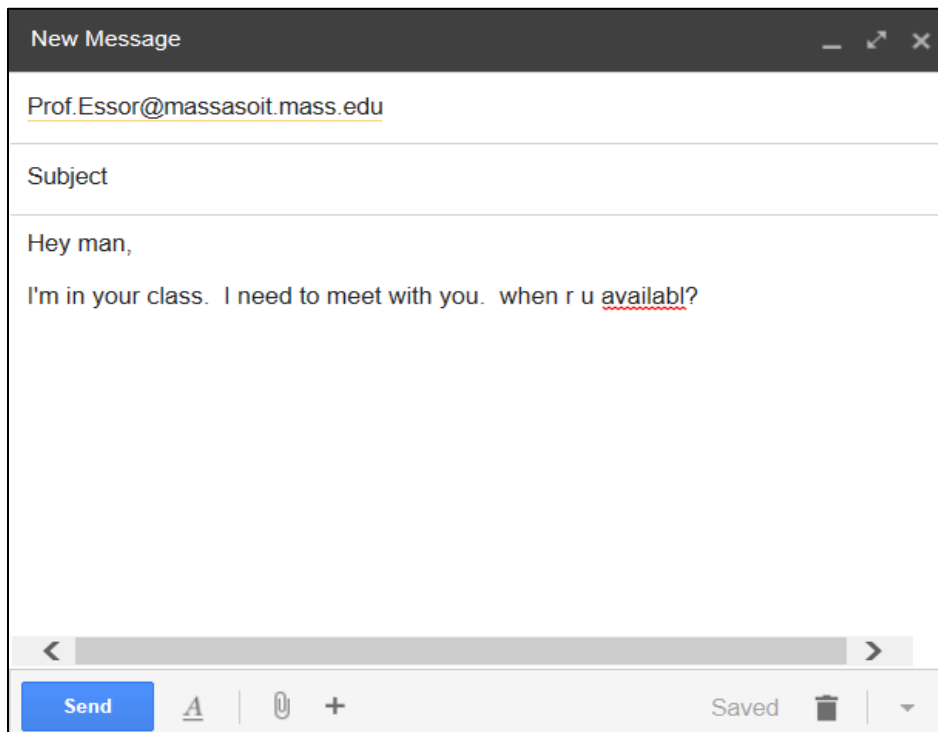- ❖ Reply promptly and only to the sender, unless it concerns the group.

MASSASOIT COMMUNITY COLLEGE

The Academic Resource Center

Do:

Office Appointment

Prof.Essor@massasoit.mass.edu

Office Appointment

Hello Prof. Essor,

My name is Steve Buscemi and I am a student in your nine o'clock Introductory Writing class.

I would like to meet with you regarding the comments that you made on the compare/contrast assignment I received yesterday.

Unfortunately, I am not available during your scheduled office hours. Would it be possible to meet after 11:00 on Wednesday?

Thank you,
Steve Buscemi

Send   _A_   📎   +   Saved 🗑

Attachments

Spell Check

Don't Do:

New Message

Prof.Essor@massasoit.mass.edu

Subject

Hey man,

I'm in your class. I need to meet with you. when r u availabl?

Send   _A_   📎   +   Saved 🗑

MASSASOIT COMMUNITY COLLEGE

The Academic Resource Center

Email Reminders:

❖ Visit the Help Desk in T544 or call extension 1139 if you need technical assistance.

❖ Use the COMPOSE tab to start a new conversation rather than hitting REPLY to an old one.

❖ Tone: Sarcasm does not read! Example:

> "Will you have that customer's problem resolved by tomorrow?"
> "Oh yeah, absolutely."
> Now this person's supervisor will think the issue is settled.

❖ Choose a simple and appropriate username and email address, or use your Massasoit account:
  ➢ Yes rsmith@massasoit.edu
  ➢ Yes rsmith88@google.com
  ➢ No Freakzilla@yahoo.com
  ➢ No PinkChic344543@google.com

❖ Only send information to _____ when solicited, otherwise it is spam.

> Irrelevant, unsolicited, and inappropriate emails, typically sent to mass recipients, are spam. If a recipient marks your emails as spam, they will not go to their inbox.
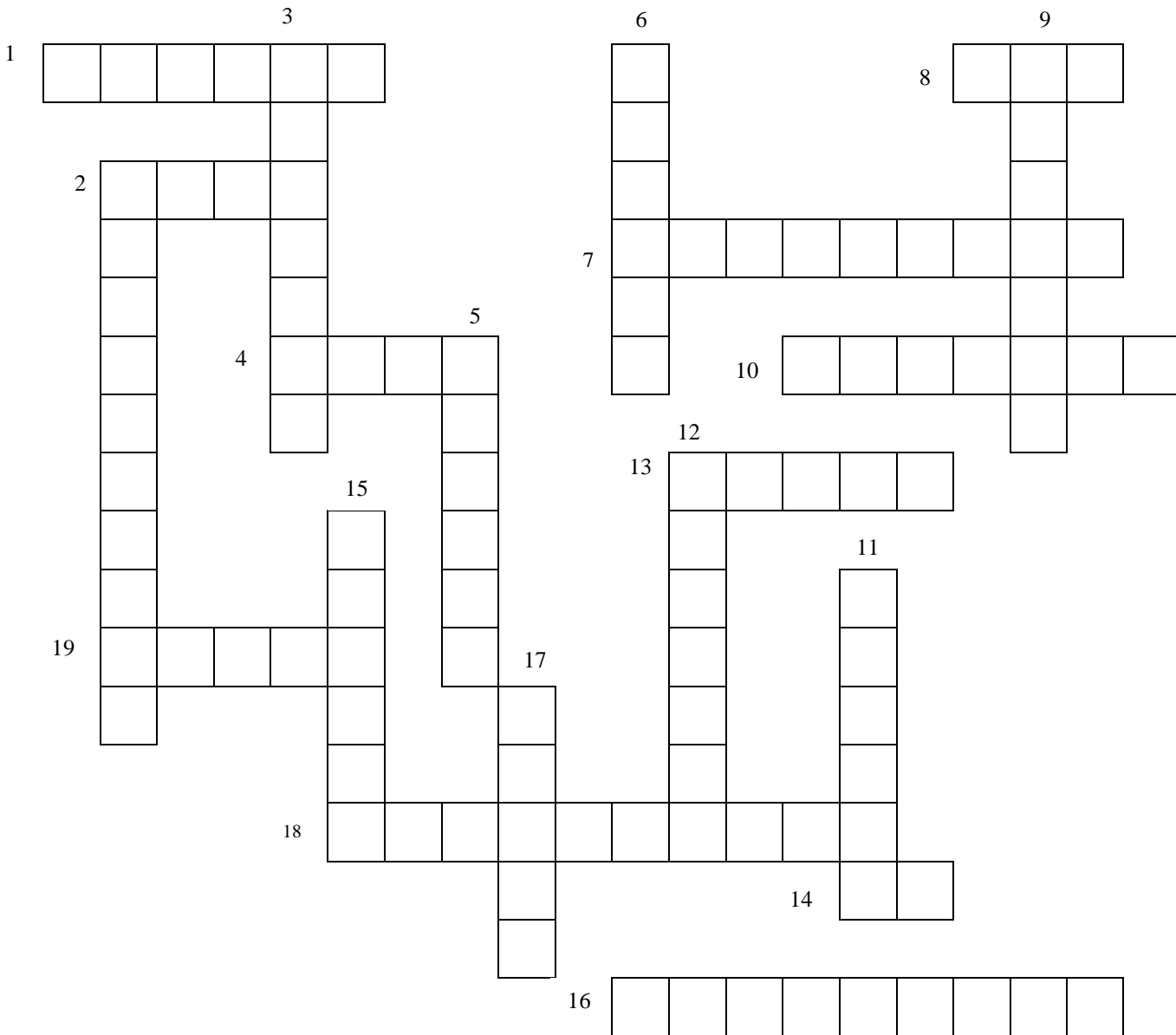
❖ Use email only when necessary, not to avoid face to face communication.

❖ Be Careful: Email is not private or temporary. In fact, it can be used in court!
  ➢ Never email angry. Write a draft, sleep on it, then revise.

MASSASOIT
COMMUNITY COLLEGE

Email Etiquette

The Writing Center

Across

1. Always _____ documents rather than copy/pasting them.

2. Unsolicited or inappropriate messages are known as _____.

4. Make sure your message is complete and correct before clicking _____.

7. Always _____ yourself when emailing someone new.

8. ____ is used to protect recipients' privacy.

10. The ____ field is used to indicate the purpose of your message, making it easier for the recipient to prioritize and respond.

13. ____ promptly and only to those are in the conversation.

14. The ____ field is for the recipients email address.

16. Choose an appropriate username and email address, or use your _____ account.

Down

18. Always include an opening and closing _____.

19. Always include a ___ after a salutation.

Down

3. Click ____ to start a new conversation rather than replying to an old one.

5. ____ unwanted messages in order to keep your inbox open.

6. Use separate small paragraphs for separate ideas, ___, or questions.

9. _____ is used to consolidate your contacts in Gmail.

11. Never ____ your paragraphs when using business format.

12. Formality shows _____ to your recipients, especially new ones.

15. Unsent messages are saved in the ____ tab and can be edited and sent.

17. Not only is email permanent and public, it can also be used in ____.

MASSASOIT COMMUNITY COLLEGE

The Academic Resource Center