

Johnetta Haley Scholarship

Email Guidelines

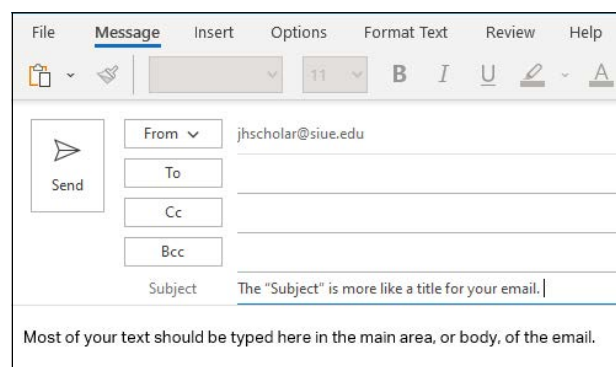


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As a college student, you are expected to communicate clearly and in a professional manner. How your email is written may affect how the reader reacts and their ability to help you.

Follow These Guidelines for Professional and Effective Email Communication:

1. Always use your SIUE email account when contacting university staff, including your instructors and advisor(s). Email sent from your personal email account is more likely to get filtered as spam or junk mail.
2. If your purpose (why you are sending the email) is related to an email someone previously sent to you, find that email and forward it or reply to it.
3. Use the "Subject" area properly:
 - Do not type your entire message in the "Subject" area. The "Subject" is more like a title for your email. Most of your text should be typed in the main area, or body, of the email.
 - If you are forwarding an email or replying to one, do not change the subject line.
 - For new emails, type a brief description or title for your email in the "Subject" area. This should be ten words or less, and it does not need to be a complete sentence.
4. An email is basically like writing a letter. Start with a friendly, proper greeting, such as "Dear Dr. Smith," or "To Whom This May Concern," and end with a friendly closing, such as "Thank you," before typing your first name and last name. If the email is to an SIUE staff member, include your 800 number.
 - The easiest way to make sure you don't forget to include this important information is to set up an email signature. It is recommended that you include your first name, last name, and 800 number in the signature for your SIUE email account. To learn how to set up an email signature, watch this video: <https://www.youtube.com/watch?v=xULkxCsVIFw>
5. State your purpose. What do you need from the reader?
 - Give specific and detailed background information. Include dates when helpful.
 - Refer to people/places/things/events, etc. by their full, proper names to help your reader's understanding.
 - If you are going to attach a file to the email, mention in the email that you are including an attachment, what the file is, and why you are sending it.
6. Choose your words very carefully. Because people cannot see your face or hear your voice when they read your email, your words may have effects that you do not intend. Be aware of your emotions, and always use a polite, respectful tone.
 - Do not TYPE IN ALL CAPITAL LETTERS LIKE THIS in your email. This may be viewed as shouting or an angry, aggressive, threatening, or rude tone. No matter the situation, typing in all caps is not appropriate.
7. Communicate in full sentences and use proper capitalization, spelling, punctuation, and grammar.



Before Sending Your Email:

1. Did you include your first name, last name, and 800 number?
2. Will your email make sense to the reader? If anything could be confusing, try to explain it more clearly.
3. Will the reader have any questions? Include more information if needed.
4. Does your email have a polite, respectful tone? If you are experiencing strong emotions as you write the email, you may wish to have someone else look it over for the proper tone. You could also wait until you are calmer to re-read the email and fix any issues with the tone.
5. Check your spelling and grammar. In Outlook, under the "Review" tab, click "Spelling & Grammar."
6. If you mentioned an attachment in your email, did you attach the correct file(s)?