

Basic Email Etiquette

Composing the message

- Begin with a subject line that states the topic or purpose of the email.
- Use formal titles in the salutation such as “*Dear Dr. Jones*”, or *Good afternoon Mr. Smith*. If you are on a first-name basis with the recipient, it is acceptable to use their first name. (Whitemore, 2016)
- The composition and writing of the email should be professional. Keep your message concise and to the point. Remember to stay on topic, and that an email should only cover one topic. Review your email and determine if the tone is appropriate. Most importantly, avoid using slang, emoticons, and texting shortcuts in your message.
- Ask yourself a question; is this a message that should be delivered in person or over the phone? Assume that others will see what you write, so don't email anything you wouldn't want everyone to see. This is especially true regarding passwords and other sensitive, confidential information. (Smith, 2016)
- Before sending, review the email, checking spelling, grammar and usage.

Replying to a message

- Reply to emails promptly, even if you do not have an answer. Both students and colleagues appreciate a swift response. Let the recipient know that you will reply as soon as you have a suitable answer.
- If you receive an email is incorrectly addressed to you, email the sender and include the email of the intended recipient, along with a brief note of explanation. (Smith, 2016)
- When do you use cc and bcc? A rule of thumb is to “cc” (carbon copy) your supervisor and recipients who request to be copied on emails related to the topic. If someone needs to be copied without the others on the list receiving his or her email, use “bcc” (blind carbon copy). This will maintain the privacy of recipient’s email addresses. It is important to remember to only copy people who need to know the information you are sending. (Mayne, 2017)
- Avoid using “reply all”. When a message has multiple recipients, clicking “reply all” sends a copy of the sender’s reply, along with the original message to all recipients a second time, clogging recipient’s mailboxes with information they already have.

Email Signature

Your UIW email should include an email signature. Your signature should include your name as well as your contact information. According to *UIW’s Responsible Use of Computing Resources*;

“E-mail is treated as any other form of communication. State and federal laws, as well as all university policies regarding communications, apply to the content and use of UIW e-mail systems. Stationary use, the use of personal “taglines” that quote a philosopher, religious text, use a “phrase of the day” or make any philosophical or political statement are *prohibited*, as are any image

attachments as part of the sender's signature, except the university's logo."
(University of the Incarnate Word, 2013)

All email exchanges must contain one of three approved signature options in the email string. The following options are available as official university signatures:

UIW e-mail signature #1: standard version, with logo:



name
title
college, school or department (if not evident from title) University of the Incarnate Word
4301 Broadway, CPO XXX
San Antonio, Texas 78209
210-XXX-XXXX (office phone)
XXX-XXX-XXXX (mobile phone, optional; may be used in lieu of office number)
Fax 210-XXX-XXXX (if used)
www.uiw.edu
Departmental Web Address (if desired)

UIW e-mail signature #2: standard version, without logo:

name
title
college, school or department (if not evident from title)
University of the Incarnate Word
4301 Broadway, CPO XXX
San Antonio, Texas 78209
210-XXX-XXXX
XXX-XXX-XXXX (mobile phone, optional; may be used in lieu of office number)
Fax 210-XXX-XXXX (if used)
www.uiw.edu
Departmental Web Address (if desired)

UIW e-mail signature #3: short version:

name
title
college, school or department (if not evident from title)
210-XXX-XXXX
XXX-XXX-XXXX (mobile phone, optional; may be used in lieu of office number)

Works Cited

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- Mayne, D. (2017, September 26). *Importance of Proper Email Etiquette*. Retrieved from www.thespruce.com: <https://www.thespruce.com/importance-of-proper-email-etiquette-1216846>
- Smith, J. (2016, February 1). *15 email-etiquette rules every professional should know*. Retrieved from Business Insider: <http://www.businessinsider.com/email-etiquette-rules-every-professional-needs-to-know-2016-1/#1-include-a-clear-direct-subject-line-1>
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- Whitemore, J. (2016, March 25). *The Do's and Don'ts of Email Etiquette*. Retrieved from Entrepreneur: <https://www.entrepreneur.com/article/272780>