

E-mail Netiquette

- 1. Proofread an e-mail message before you send it; you may also want to use the spell checker. Make sure that your message is clear and that you have not said anything you will later regret.**
- 2. Keep e-mail messages brief, preferably one screen and no more than two. If what you need to say is longer than that, send a letter or pick up the phone.**
- 3. Keep the subject line short and specific. For example, “May 5 assignment” is a more informative subject line than “Class” if you are e-mailing an instructor.**
- 4. Do not write in ALL CAPITAL LETTERS. They are the e-mail equivalent of shouting and make the message hard to read.**
- 5. Use a salutation, and sign off with your name and e-mail address (and your phone number if you have asked your correspondent to call you).**
- 6. Fit the tone of your e-mail to your audience and purpose. In general an e-mail is a more informal communication than a business letter.**
- 7. Do not write anything in an e-mail that you would be embarrassed to have a third party read; because e-mail is transmitted through system computers, other people, such as the system manager or your employer, can access it.**
- 8. If you are responding to a message, quote only as much of it as is necessary; do not automatically include a complete copy.**