

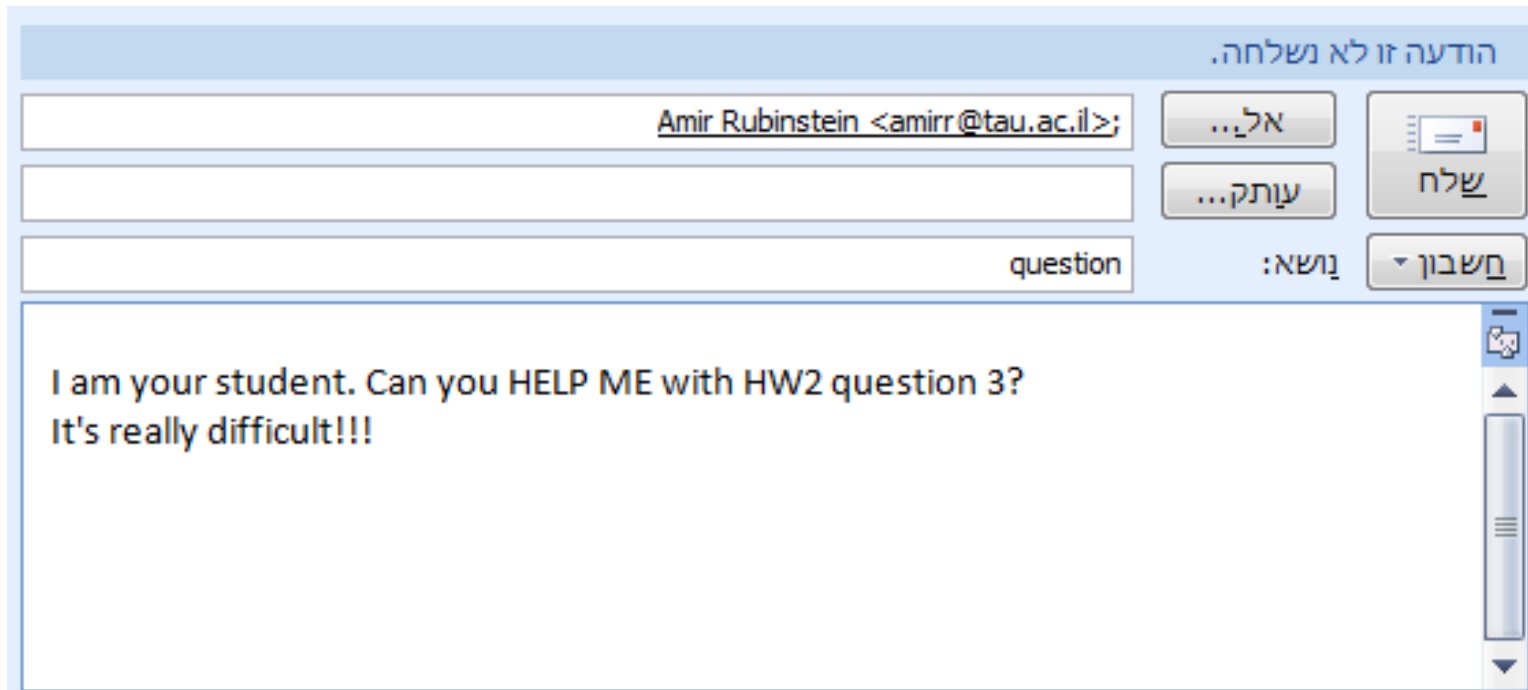


# Email Etiquette

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Scientific Writing, Winter 2012

# What's wrong here?



- Well, we should have asked what's not wrong...

# Writing Academic Emails

- Email is different from:
  - Text msg., Letter, Phone, Face to face, facebook,...
- Academic emails are:
  - not official, less formal than letters
  - mostly personal
- The level of **politeness** and **friendliness** depends on whom you are writing to, and your status of relation with the receiver
- I will focus here on writing emails to **seniors** / people in academy whom we are **not familiar** with

# Subject line

- Never leave **empty**
- Write a **meaningful, short** subject line

Good	Bad
Subject: <b>“Bioinformatics conference on January 4th at TAU “</b>	Subject: [Blank]
Subject: <b>“That file you requested“</b>	Subject: <b>“Important! Read Immediately!!“</b>
Subject: <b>Question about data collection for our project”</b>	Subject: <b>“Question“</b>
Subject: <b>“Open position at Intel“</b>	Subject: <b>“Hello“</b>
	Subject: <b>“open position at Intel“</b>

# Greeting

- Always include a **greeting** at the beginning
- Helps create a **friendly** but **academic** tone
- Usually “Dear” / “Hello” / “Hi”
- For first communication to seniors – use  
“Dear” + title + last name
- Spell names / titles correctly:
  - Prof. / Professor
  - Dr.
  - Miss (unmarried) / Mrs. (married) /  
Ms. ('unknowns' and any woman who wishes to use it)
  - Mr.

# Greeting

Good	Bad
Dear Prof. Rubinstein,	Dear Prof.,
Hello Mr. Obama,	Hey Mr. Obama,
Hi Amir, Shalom Amir,	Hi, Hey, Hi! Hi, what's up? Hey dude,

# Announce who you are

- “This is” + [first and last name] + [relevant info]

Good	Bad
This is Amir Rubinstein, the student who talked to you last week regarding PhD.	I am Amir Rubinstein.
	This is Amir, you must remember me.

- Sign at the end with your **name**: first and last
  - often the email address of the sender does not indicate exactly who it is from, e.g. 0385915d@polyu.edu.hk
- when contacting someone **outside your own organization**, sign your full name and affiliation (+ link to homepage if you have one)

# Sign off

- Use a “sign off” word before signing your name

Good	Bad
<p><u>Polite:</u> Sincerely Faithfully yours (British) Best Regards Regards Best wishes Thank you, Many thanks</p>	<p>(Good for more casual emails) All the best Best Cheers Warmly Take care See you</p>
<p><u>Informal:</u> Thanks Have a nice day/evening/etc.</p>	<p>See ya CU Thanx 10x Love</p>



# Abbreviations / emoticons

- When writing to a **friend** or a close colleague, it is OK to use “smilies”:  
:-)    )-:  
abbreviations:    BTW    LOL    IIRC
- In **academic** emails, take care with these.
  - The recipient might not be aware of the meanings
  - May be considered impolite

# CAPITALS

- DO NOT WRITE IN **CAPITALS**.

IF YOU WRITE IN CAPITALS IT SEEMS AS IF YOU ARE **SHOUTING**. THIS CAN BE HIGHLY ANNOYING.

- Also avoid exclamation marks !!!!!

# Ongoing correspondence (1)

- Once you have exchanged emails with a person on a given subject, it is probably OK to **leave greetings out** of your follow-up emails.

# Ongoing correspondence (2)

- If someone asks a lot of questions, it may be OK to embed your answers into the sender's message copied at the bottom of your email.
  - Distinguish your text from the sender's text, not only with colors / fonts
- For example:
  - >> How long are you staying?  
Less than two weeks.
  - >> Will you have time to visit with us?  
I'm really hoping to, but my schedule will be pretty tight. Let me get back to you about that after the weekend.

# Gender

- Keep your language gender neutral.

Good	Bad
The user should add a signature by configuring <b>the</b> email program	The user should add a signature by configuring <b>his</b> email program.
The user should add a signature by configuring <b>his/her</b> email program	

# How to politely ask for something

Good	Bad
<p><u>Very polite</u> Could you please send me the file?</p> <p>I would be very grateful indeed if you could send me the file. <del>?</del></p> <p>I would appreciate if you could send me the file. <del>?</del></p> <p>Could I ask you to send me the file?</p>	<p><u>Not polite</u> I need the file.</p> <p>Send me the file.</p> <p>Please send me the file ASAP.</p>
<p><u>Somewhat polite</u> Could you send me the file?</p> <p>Please send me the file.</p>	

# Really obvious

- Avoid emails containing **offensive**, **racist** or **obscene** remarks.
- Don't forward virus hoaxes and chain letters.

# A general tip

- If you have doubts about how polite you should be – it is usually better to be **over** polite than **not enough**.

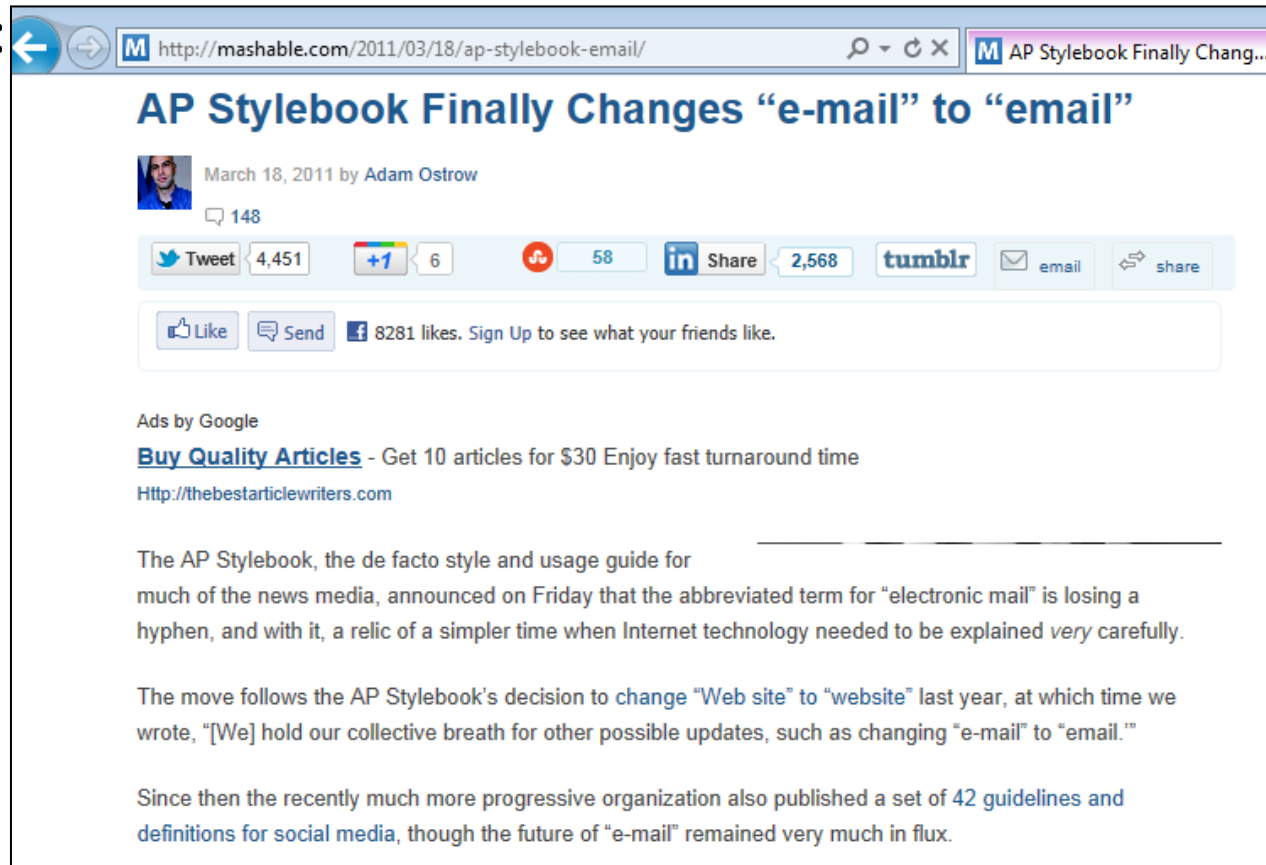


# email or e-mail ?

- Donald Knuth thinks it should be email:

<http://www-cs-faculty.stanford.edu/~uno/email.html>

- AP also thinks so:



The screenshot shows a web browser window with the URL <http://mashable.com/2011/03/18/ap-stylebook-email/>. The article title is "AP Stylebook Finally Changes 'e-mail' to 'email'". The author is Adam Ostrow, dated March 18, 2011. The article has 148 comments, 4,451 tweets, 6 +1s, 58 Dribbble shares, 2,568 LinkedIn shares, and a Tumblr share button. There are also buttons for email and share. Below the article is an advertisement for "Buy Quality Articles" from thebestarticlewriters.com. The main text of the article discusses the AP Stylebook's decision to change "Web site" to "website" and "e-mail" to "email".

AP Stylebook Finally Changes "e-mail" to "email"

March 18, 2011 by Adam Ostrow

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The AP Stylebook, the de facto style and usage guide for much of the news media, announced on Friday that the abbreviated term for "electronic mail" is losing a hyphen, and with it, a relic of a simpler time when Internet technology needed to be explained *very* carefully.

The move follows the AP Stylebook's decision to change "Web site" to "website" last year, at which time we wrote, "[We] hold our collective breath for other possible updates, such as changing "e-mail" to "email.""

Since then the recently much more progressive organization also published a set of 42 guidelines and definitions for social media, though the future of "e-mail" remained very much in flux.

# links

- <http://www.emailreplies.com/>
- [http://www.examplesof.com/education/writing\\_business\\_email\\_in\\_british\\_style.html](http://www.examplesof.com/education/writing_business_email_in_british_style.html)
- [http://facweb.northseattle.edu/mleek/Teaching/Dev\\_Eng\\_97-98/Handouts\\_PPTS/Academic%20email%20how%20to.pdf](http://facweb.northseattle.edu/mleek/Teaching/Dev_Eng_97-98/Handouts_PPTS/Academic%20email%20how%20to.pdf)
- <http://jerz.setonhill.edu/writing/e-text/email/#Identify>
- <http://www.wikihow.com/Email-a-Professor>
- <http://mleddy.blogspot.com/2005/01/how-to-e-mail-professor.html>
- <http://owl.english.purdue.edu/owl/resource/636/01/>
- Video: [http://www.ehow.com/video\\_4989325\\_write-email-professor.html](http://www.ehow.com/video_4989325_write-email-professor.html)