WRITING PROFESSIONAL EMAILS

Two Locations: In the Lyman Beecher Brooks Library, First Floor and Madison 109

Tel: 757-823-2271
Email: writingcenter@nsu.edu
Website: nsu.edu/writing-center
Do you think it matters how you write an email to your friends? To professors? To your mother?

In this workshop session, you will have an opportunity to learn the protocols for composing emails appropriately for professional and academic audiences.
It has come to the attention of the Writing Center that email correspondence from students to professors, deans, and even NSU’s president has disappointed the recipients regarding email etiquette and writing skills.

Which is more formal in format and language: Handwritten letters or emails?
PARTS OF AN EMAIL
A Note about the Subject Line – the topic of the message

- **Inform the receiver EXACTLY** what the email is about
- **Specificity increases the chances** your email will be read

When emailing your professor, always note your course name and section
Is the information written in the subject line specific enough to indicate exactly what the email will cover?
Is the information written in the subject line specific enough to indicate exactly what the email will cover?
Salutation

The Greeting

- *It is not necessary to use the endearment “Dear” when addressing emails to recipients.*
- *Simply identifying the specific person(s) is sufficient.*

Dear Professor Marable,
Professor Marable,
Salutations

Other Designations

Ms. = non-married woman; unaware of marital status
Mrs. = married woman/widowed woman
Dr. = a person who holds a PhD or a licensed physician
Prof. = a college instructor who does not hold a PhD

Hey Dr. Marable
Omitting salutation
Body and Closing

The Body

• Usually contains a request for action
• Intermix short and longer sentences; easier to read
• Multiple paragraphs, usually one or two sentences in length

The Closing

• Use a closing appropriate for your audience.
• Avoid casual closings in formal emails at all costs.
Signature

The name and contact information of the sender

- Make sure to include contact information, including your full name, title (if applicable), phone and email address
- If you have additional email addresses, you may want to include these as well
- In a professional setting such as your company, always include full mailing address

Luther Van Dross
757-555-1234
lvdross@spartans.nsu.edu
Dear Jack,

Thank you for following up with me. This is certainly an important issue that needs fi.

We can talk more about this at our meeting next Wednesday. In the meantime, don't can provide you any further assistance.

Thank you,
Joanna

Joanna Doe
Director of Operations
Kentucky Community and Technical College System
300 North Main Street
Versailles, Kentucky 40383
P: (859) 555-5555
C: (859) 555-5555
F: (859) 555-5555

**HIGHER EDUCATION BEGINS HERE**
MORE TIPS TO MAINTAIN
Professionalism (especially w/professors and NSU president)

Wait Time for Response

When requesting information or a response from recipient of your email, respectfully allow at least 1-2 days for a response. You are NOT the only student or sender of emails.

PROOFREAD, PROOFREAD, PROOFREAD!

Your mistakes will be noticed; you may be judged for making them. Don’t rely on spell-checkers.

Watch your Tone

Your email lacks vocal cues and facial expressions. Read and reread your email aloud before sending it.
MORE TIPS TO MAINTAIN Professionalism (especially w/professors and NSU president)

Keep a Classic Style

Use fonts such as Arial, Calibri, or Times New Roman, 10-or 12-point type, and for color, black is best.

Emoticons: Don’t!

The result can appear too emotional or immature.

Nothing is Confidential

Every electronic message leaves a trail. If you wouldn’t say it face-to-face, don’t say it online.
You will now submit a "TEST EMAIL" to your workshop presenter. Follow the Netiquette guidelines, and use the practice email scenario on the next slide.

In the subject line of your email, type your last name, first name, and "TEST_EMAIL".

For example, if your name is Zeke Raker, the subject line in your email will read: "Raker_Zeke_TEST_EMAIL"
Compose a practice email based upon the scenario below.

Practice email scenario

It's Tuesday morning, and you are getting ready for your class that begins at 8:30 AM. You have your course packet, notes, and homework in your backpack. Suddenly, you (or your child) falls ill and needs a doctor’s attention. Therefore, you will not be able to attend class this morning.

Based on what you know about the course attendance policy and what you have learned about Email Netiquette, you need to send an email to your professor.
● Professionalism and appropriate protocols do matter when your audiences are professional or academic

● Be specific in your subject line to increase the chances that your email will be read

● Use appropriate salutation according to whom you are sending the email

● Always proofread before sending that email.
REFLECTION

Workshop Evaluation for students

Workshop Evaluation for faculty

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