



ACADEMIC SUCCESS PROGRAMS



PROPER EMAIL ETIQUETTE GUIDE

Subject: WSUE 102A: Shock, Wu: Proper Email Example

The Subject should summarize the content of the email in as few words as possible.

Dear President Bardo,

Appropriate greetings: Can be Dear, Hello, or (sometimes) Howdy; and are always followed by the person's name and title (Mr./Ms./Dr.). Inappropriate greetings: Hey, Yo.

My name is Wu Shock. I am the mascot for Wichita State University and I am emailing you today to demonstrate proper email etiquette. Emails are not like text messages or instant messages, as they are more formal and require more thoughtful consideration of what is to be said. A proper email should always contain an appropriately titled subject, a greeting, an introductory statement, the actual content of the email, a respectful close, and a salutation. Signatures which come after the salutation are optional, your name is not.

An introductory statement is not needed if you already know the person well, but is needed if they don't know you.

If you are attaching a document, it is wise to reference the document in the email with a statemnt such as: "Attached you will find a scanned .pdf copy of this guide." If you are confirming an appointment via email, it's wise to fully expand the date and time so as not to be misunderstood. Example: "I would like to confirm our appointment on Monday, 18 September 2017, at 2:00 pm in room 115 of Neff Hall." Thank you for your valuable time.

Explain why you're emailing at the beginning of the email so the recipient does not have to look for it.

Very Respectfully,

It is wise to close your email with a respectful statement thanking the person for taking the time to read or respond to your email/request.

Wu
Mascot
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Salutations such as "Very Respectfully" and "Sincerely" are always acceptable, however more casual salutations may be used with people you know more on a personal level.