



Writing Email

What is Email?

Short for **electronic mail**, **e-mail** or **email** is information stored on a computer that is exchanged between two users over telecommunications. More plainly, e-mail is a message that may contain text, files, images, or other attachments sent through a network to a specified individual or group of individuals. The first e-mail was sent by Ray Tomlinson in 1971. Tomlinson sent the e-mail to himself as a test e-mail message, containing the text "something like QWERTYUIOP." However, despite sending the e-mail to himself, the e-mail message was still transmitted through [ARPANET](#). By 1996, more electronic mail was being sent than postal mail. Email has become very prevalent in most people's lives and many use it to cheaply and quickly communicate with friends, family, and co-workers. Although this technology is available to everyone, and most people are accustomed to using email, people still are not very savvy when it comes to understanding how email functions in a relationship both personally and professionally.



How we interpret email: While most people are aware that the computer is not a person and that emails do not have a character of their own, many people still react to them as though they do. Readers assign meaning to everything that people write and tend to perceive it as concrete because it is in black and white (or whatever color you may choose). This response, coupled with a lack of nonverbal cues, poses a serious challenge for email writers. It is easy for emails to be misinterpreted because people write as though they are having a conversation; however, the receiver does not read that way.

What needed for email:

- a computer with internet access
- an email account with a service provider such as Yahoo, Gmail etc

Setting up email account:

Parts of an email address: dwalker@surfcity-hb.org

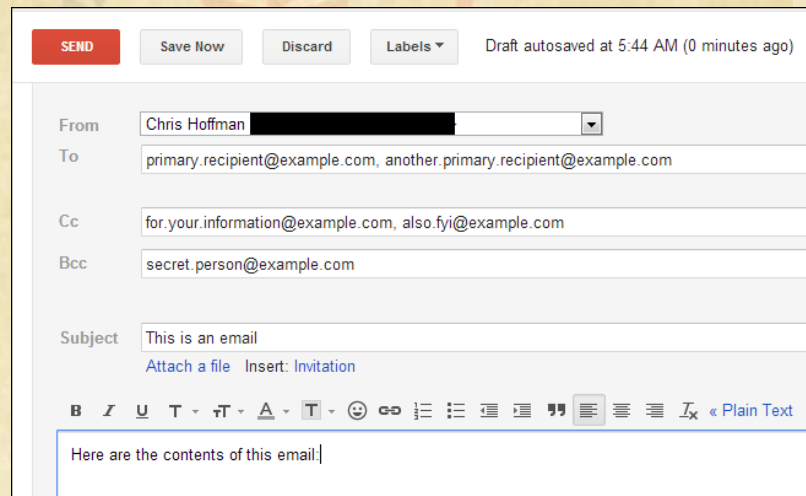
- user name : dwalker (you create your own) (each is unique)
- @ symbol : unique to email addresses (Shift key + 2)
- email provider's name: surfcity-hb (yours may be **yahoo, gmail**)
- domain : .org (yours may be **.com**)

Password:

- Something easy to remember, but difficult to guess
Do NOT use sensitive information, such as SSN, bank PIN, etc.
- Usually a combination of letters and numbers is best
- Verification questions in case you forget your password

Parts of an email:

- To : enter the exact email address of your recipient (remember: **name@provider.domain**)
For multiple recipients, separate each address with a comma
- CC : carbon copy
- BCC : BLIND carbon copy – is anonymous
- Subject : the topic of your email – very important
- Body : the message of your email
- Attachments : the paperclip symbol - files or photos



The screenshot shows an email composition interface. At the top, there are buttons for 'SEND' (in red), 'Save Now', 'Discard', and 'Labels'. A status bar indicates 'Draft autosaved at 5:44 AM (0 minutes ago)'. The 'From' field is set to 'Chris Hoffman'. The 'To' field contains 'primary.recipient@example.com, another.primary.recipient@example.com'. The 'Cc' field contains 'for.your.information@example.com, also.fyi@example.com'. The 'Bcc' field contains 'secret.person@example.com'. The 'Subject' field contains 'This is an email'. Below the subject field, there are links for 'Attach a file' and 'Insert: Invitation'. A rich text editor toolbar is visible with options for bold, italic, underline, text color, background color, link, unlink, list, and indent. The text area contains the placeholder text 'Here are the contents of this email:'.

Sending an email:

- Communication can be tough with written correspondence. No body language or facial cues to help.
- Err on the side of too formal
 - Punctuation & spelling
 - Greeting & closing signature
- ATTACH a file from computer/device hard drive or a flash drive
- Click on SEND to mail your letter
- Message will now appear in your SENT folder
- Once an email is sent, you cannot stop it or take it back
- Spell-check & proofread!
- Check your SENT box now.

Draft emails & saving for later:

Drafts: When creating an e-mail the computer will automatically save your work periodically. If for any reason you should be interrupted (i.e. lapse in internet connection) you can retrieve your latest work what is called the DRAFT BOX.

Receiving email:

- If you have any messages you should see them listed on the screen or in your Inbox
- At the top of each message is a header with information about the sender, date, and routing of each message.

From: dwalker@surfcity-hb.org (Danielle Walker)

To: you@yahoo.com

CC:

Subject: Email Basics class

Date: Mon, 12 April 2020 8:31 BST

Replying to an email:

- Reply vs Reply All
- When you click on Reply, your message will automatically be sent to the person who sent you the email (FROM field in header.)
- When you click on Reply All, your message will automatically be sent to the person who sent you the email AND everyone in the TO and CC fields in the header.

Forwarding an email:

- When you click on FORWARD, you may share the email you've received by sending it to others.
- You may add your own message before sending.

Opening attachment:

- Usually photos or documents
- If you don't know the sender, do NOT open the attachment
- SAVE vs OPEN file dialog box

Deleting an email:

- Once you've read an email, you must decide if you want to save it or delete it.
- Click on delete to send the email to the TRASH CAN
- The message disappears from your list of messages but is not truly deleted yet, so if you make a mistake you can get the message back.
- Just look in the Trash folder. However, once you exit the program, the messages are usually deleted for good.

Elements of Email Etiquette:

- Basics
- Tone
- Attachments
- Good topics for email
- Bad topics for email

Some Basics

When mailing a teacher, ALWAYS include your **full name, class, group etc.**

Example: *Md. Saidur Rahman Khan, Class 10, Group: Science, Roll: 13*

Include your class and what the email is specifically regarding in the subject.

Example: *Subject: Class 10: Assignment on ICT*

- *Think twice about whether or not the content of your email is appropriate for virtual correspondence - once you hit Send, anyone might be able to read it*
- Try to keep the email brief (one screen length)
- Respond to emails within the same time span you would a phone call
- Check for spelling, punctuation and grammar errors before clicking Send
- Use a professional font, not decorative

Length: A number of experts have a wide range of opinions on how lengthy an email should be. Some say that it does not matter and others say that an email should be as long as the text box without scrolling. Both perspectives appear to be correct. In general emails should be short and to the point.

Time: It is considered rude not to respond to an email as soon as possible. Writers should strive to respond to emails as quickly as they would a phone message, which tends to be immediately. If the email requires a longer message than the writer is able to provide at that moment, it is considered proper etiquette to let the sender know that the message was received and that the writer is planning to respond as soon as time permits.

Grammar and Punctuation: For the professional work world it is imperative that writers use capitalization, grammar, and other traditional ways of writing to include neutral fonts.

Tone

- Write in a positive tone
 - *When I complete the assignment versus If I complete the assignment*
- Avoid using negative words
 - *Words that begin with “un, non, or ex” or end with “less”*
- Use smiles ☺, winks ;-) and other graphical symbols only when appropriate
- Use contractions to add a friendly tone

Points above are ways to create a document that sounds friendly and “nonverbally” open. While it is important to follow rules of punctuation and grammar in email, using contractions can create a conversational style that isn’t intimidating.

Attachments

- When you are sending attachments, include in the email the filename, what format it is in, and the version of the program
 - *Attached: “Project Merits of Using ICT.doc” This file is in Microsoft Word 2007.*
- Consider sending files in rich text format (rtf¹) or portable document format (PDF) to ensure compatibility

Good Topics for Email: You should email your teacher if:

- You have an easy question that can be answered in a paragraph or less
- You have an assignment that you are allowed to submit via email

If you have a simple question that is easier to email to your teacher than talk directly during his/her office hours, then go right ahead and send the email. Keep in mind that asking long questions can be irritating to answer, especially if you were not clear and the reader does not understand exactly what you are asking. If you want to discuss a complicated matter, it’s best to speak to your teacher outside of email.

Bad Topics for Email: There are some rules that it’s best to follow, such as:

- Don’t try to turn in an assignment through email if your teacher has specified against it
- If you have to get an extension for an assignment, do it in person
- Don’t bring up any topic that will require continuous conversation
- If things become heated, there is a large risk for misunderstanding, so it’s best to talk face-to-face

¹ Stands for “Rich Text Format,” **RTF** is a file format standardized by Microsoft for creating formatted text files. ... The nice thing about the **RTF** format is that it is a universal format, meaning it can be read by nearly all word processors.

Below is given a sample of an email format for a student to represent on answer scripts.

Date (Optional)

From	
To	
Bcc	
Subject	
Dear	
(Body)	
(Signature)	

Reference:

1. Purdue University Writing Lab

