

# email NETIQUETTE

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**1. Write Professionally**

You should use proper punctuation, capital letters where appropriate, and all other conventions of academic writing. This isn't a text message.

**2. Be Brief**

Keep paragraphs and messages short and to the point.

**3. Your Messages Reflect on YOU—Be Proud of Them**

Read your messages at least once before you sent them. Take time to make sure your messages make sense and are easy to read and understand.

**4. Read Messages Carefully**

Before responding to an email message, reread it to make sure that you fully understand it. Be sure your response clearly communicates your intent.

**5. Ask Clear Questions**

If you are mailing a question, make your question as clear and concise as possible.

**6. DON'T SHOUT!**

Beware of leaving the "caps lock" on when writing e-mail, because it is generally seen as shouting.

**7. Be Careful**

Never assume your email messages are private or that only you or the recipient will read them.

**8. Summarize**

When you are making a follow-up comment to someone else's message, be sure to summarize the parts of the message to which you are responding.

**9. Use Descriptive Subject Headings in Your Messages**

Always include a pertinent subject title for the message to ensure the user can locate the message quickly.

**10. Don't Overload the Message**

Focus on one subject per message. You don't want an important message to get lost.

**11. Signatures are Essentially e-mail Business Cards**

Include your signature at the bottom of email messages. Your signature footer should include your name, position, affiliation, and e-mail addresses and should not exceed more than four lines.

**12. *Acknowledgement is Good***

Email is not always reliable. You should not assume that, just because you clicked on “send” and no error message came back, your written message was received. The best thing to do is ask your correspondent to reply to the message. Don’t abuse this. Use it for those very important messages

**13. *Use Blind Copies***

People are very protective of their email addresses so use blind copies (bcc) when mailing to a group rather than broadcasting their addresses publicly.

**14. *Cite Appropriate References***

Use the underscore symbol before and after the title of a book, i.e. The Wizard of Oz. Cite all quotes, references, and sources. Respect all copyright and license agreements.

**15. *Missed Signals—Be Careful When Using Humor***

Without face-to-face communications, a humorous comment may be viewed differently than it was intended. When being humorous, use emoticons to express humor. :-)

**16. *To Forward or Not to Forward***

When forwarding, include a summary of what you’re sending instead of sending a jumbled e-mail message that the readers will have to spend time decoding. Tell them what you’re forwarding in a sentence or two. If it’s an attachment, tell them what it is or does. If it’s worthwhile to forward, it’s worth a moment of your time to summarize the reason why you are forwarding it.

It is considered extremely rude to forward personal email to mailing lists without the original author’s permission.

**17. *Always remember that the Person at the Other End is a Human Being***

Remember that you are playing an important role in building an online community—and we all want this community to be a nice, friendly place.

***Just like in life, it helps to be polite and courteous  
when sending email.***

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