Email Etiquette:
Professional Communication

Follow these steps every time you send an email in a professional context.

**TOP 5 TIPS**

**Proper Subject Line**
- Include a specific topic.
- Keep it short. Be clear about the email’s topic.

**Spelling & Capitalization**
- Do not write like you’re sending a text message; use formal grammar.
- Never write in all capital letters; it seems like you’re screaming.
- Use spellcheck.
- Use a salutation and address your contact by name.

**Re-read Before Sending**
- Check your syllabus for the information FIRST.
- If you’re feeling emotionally charged, do not send the email. Wait until you can speak in person.

**Signature Line**
- Always include your contact information.
- Keep it brief: no drawings, etc.

**Additional Tips**
- Use your ACC email address.
- Use the “To” field for the person you’re actually contacting.
- Use the “CC” field for other people who might need to read the information.
- Don’t “reply all” unless everyone really needs to know.

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**What NOT to do:**

<table>
<thead>
<tr>
<th>Subject:</th>
<th>Hey</th>
</tr>
</thead>
<tbody>
<tr>
<td>From:</td>
<td><a href="mailto:Glitter420@yahoo.com">Glitter420@yahoo.com</a></td>
</tr>
</tbody>
</table>

No,

_can u tell me how to do number 4 on the problem set. i do u went over it in class but i have had a VERY LONG week lol tests ha ha ha and i lost my notes. pleease help_

_jill_

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**What TO do:**

<table>
<thead>
<tr>
<th>Subject:</th>
<th>EDUC 1300-33131:Missed Class</th>
</tr>
</thead>
<tbody>
<tr>
<td>From:</td>
<td><a href="mailto:Thomas.McDaniels1@g.austincc.edu">Thomas.McDaniels1@g.austincc.edu</a></td>
</tr>
</tbody>
</table>

Dear Professor Pittman,

I am sorry I missed class on Tuesday. I know I will miss out on the attendance points for the day, but I was hoping to still turn my paper in, even if it is for a late grade. Can I come by your office hours Wednesday at 1:00pm?

Thank you for your time,

Thomas McDaniels

Thomas.McDaniels1@g.austincc.edu
ACCeID: t1101565