Email Etiquette

MARSHALL

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Email is the preferred method of communication at Marshall University and the employers for each CEE site have been informed that they will receive emails from you prior to your attendance. Your email should reflect the professional nature of the relationship that you have with this person. These emails should be formally and professionally written. Be sure to double check your spelling and grammar.

Helpful Tips for Writing a Professional Email:

- Your email should be concise and clearly communicate your intentions and ask questions that will inform you of the expectations for this experience.
- Compose a professional subject line that represents the content of your email.
- Use correct grammar, spelling, and punctuation. Do not use multiple exclamation points.
- Do not write any part of your email in ALL CAPS BECAUSE THAT INDICATES THAT YOU ARE SHOUTING! The only instance that all caps is appropriate is if the company formally refers to itself with an acronym.
- Avoid sarcasm and humor as these things are more difficult to decipher in an email. You don't want to be misunderstood.
- Do not write anything that would not be appropriate in a professional public place.
- Always represent yourself in a positive and professional tone. You could be emailing your future boss.
- Always include your signature at the conclusion of each email.
- Check your email often and reply to emails promptly. This indicates that you are engaged, interested, and dedicated to your professional development.
- If you have attached a document, be sure to indicate the attachment in the email with an explanation of the document.
- It is generally a good idea to write and respond to email when you are not in a hurry. Rushing a professional email, or replying hastily, often results in errors and misunderstanding. Do yourself the favor of thoughtfully crafting emails and replies.
- If more than one person is included on an email, be sure that you are sending replies to the appropriate people. Using the "reply all" feature to include people in conversations that are not relevant to them becomes annoying.
- Do not use abbreviated words, especially those associated with slang (lol, omg, nvm, smh, etc.) – this is not texting.
- Always show gratitude professionally. Do not use terms like "Thank you so, so much" or "OMG Thank You". Simply use a phrase such as "Thank you for your time" or "This experience is appreciated".
- Be brief. Professors, hiring managers, and most likely anyone professional you're emailing is busy. If your email is too long-winded, chances are it'll get skipped right over. Aim for short and sweet.

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