

E-MAIL ETIQUETTE AT THE UNIVERSITY

Adrienne Lynett, Ph.D.
Program Manager

UCLA Graduate Writing Center



Contents

- Components of an e-mail
 - Subject Line
 - Greeting
 - Introducing Yourself
 - Making Your Request
 - Closing
- Do's and Don't's
- Additional Resources



Contents

- Components of an e-mail
 - Subject Line
 - Greeting
 - Introducing Yourself
 - Making Your Request
 - Closing
- Do's and Don't's
- Additional Resources

Downloadable packet available at

https://gwc.gsrc.ucla.edu/workshop_videos/email_etiquette_university



Components of an E-mail

- Subject Line
- Greeting
- Introducing Yourself
- Making Your Request
- Closing



Subject Line

Which of the following example subject lines is/are appropriate for an e-mail in the university setting?

- Hi, I'm Jane Doe
- Interest in TA position for English 101W
- Inquiry about Funding Application
- Math 820 Syllabus?



Subject Line

Which of the following example subject lines is/are appropriate for an e-mail in the university setting?

- Hi, I'm Jane Doe
- Interest in TA position for English 101W
- Inquiry about Funding Application
- Math 820 Syllabus?



Greeting

- Salutation
- Address
- Recipient name



Greeting

- Salutation: *Dear/Hello/Hi*
- Address
- Recipient name



Greeting

- Salutation: *Dear/Hello/Hi*
- Address: *Dr./Mr./Ms.*
- Recipient name



Greeting

- Salutation: *Dear/Hello/Hi*
- Address: *Dr./Mr./Ms.*
- Recipient name

Example: *Dear Dr. Smith/Dear Mr. Smith*

Dear Chris Smith (gender unknown)



Greeting

- Salutation: *Dear/Hello/Hi*
- Address: *Dr./Mr./Ms.*
- Recipient name

Example: *Dear Dr. Smith/Dear Mr. Smith*
Dear Chris Smith (gender unknown)

Additional options: *Dear Hiring Manager*
To Whom It May Concern



Greeting

- Salutation: *Dear/Hello/Hi*
- Address: *Dr./Mr./Ms.*
- Recipient name

Example: *Dear Dr. Smith/Dear Mr. Smith*
Dear Chris Smith (gender unknown)

Additional options: *Dear Hiring Manager*
To Whom It May Concern



Introducing Yourself

Relevant details

- Name
- Institution
- Department
- Field of study



Introducing Yourself

Relevant details

- Name
- Institution
- Department
- Field of study
- Referral (if applicable)



Introducing Yourself

Relevant details

- Name
- Institution
- Department
- Field of study
- Referral (if applicable)

Examples:

1. *My name is Mary Jones, and I am a doctoral candidate at the Georgetown School of Music.*
2. *I'm a Georgetown graduate from the French department, and Jane Doe recommended that I email you.*



Introducing Yourself

Language focus: Articles and prepositions

I am ...	<p>a History PhD student</p> <p>a doctoral candidate</p> <p>an MA student</p> <p>a master's student</p> <p>a second-year student</p>	<p>at UCLA</p> <p>at the UCLA School of Music</p> <p>in the Department of Urban Planning</p> <p>in electrical engineering</p> <p>in the Master's in Public Health program</p>
----------	--	---



Making a Request

1. Justify your request



Making a Request

1. Justify your request
2. Minimize the burden on recipient
 - a. Communicate your desire not to impose
 - b. Use indirect verb phrases and other words



Making a Request

- Use “if”

- Examples:

1. If you have any availability in the next two weeks, I would love to meet with you to discuss my thesis proposal.
2. If at all possible, I would very much appreciate your input on my application materials.



Making a Request

- Avoid “I want”
- Use “I would like”/“I would be interested in”
 - Examples:
 1. I want to thank you for meeting with me to discuss my research proposal.
 2. However, if you have some time in the next few weeks, I would like to meet with you in person or speak with you over the phone.
 3. Since your work makes use of the methods I plan to employ, I would be very interested in hearing your perspective on my project.



Making a Request

- Use “I would love” with discretion
 - Example:
 1. If you are available, I would love for you to be on my dissertation committee.



Making a Request

- Use “I was wondering if”
 - Examples:
 1. I am very interested in applying to the Ph.D. program in public health, and I was wondering if I could meet with you to learn more about the application process. Would you have time to talk in the next week or so?



Making a Request

- Use “would it be possible”
 - Examples:
 1. Would it be possible to set up a time to talk?
 2. Would it be possible to meet with you to discuss my dissertation defense?



Making a Request

- Use “I (just) wanted”

- Examples:

1. I am considering going back to school for interactive design/graphic design at either CreativeWorks or WAT, and wanted to learn more about the working conditions of the field from someone firsthand. If you have any time coming up, would it be possible to meet with you for an informational interview? My schedule is flexible, but I am usually free on...
2. I just wanted to thank you for taking the time to speak with me about your experience at the WHO in Morocco.



Making a Request

- Use “please” sparingly
 - Examples:
 1. If you have any questions, please contact me at...
 2. Please see my resume for more information; my academic transcripts, references and writing samples are also available upon request.



Requesting an Informational Interview

- Provide appropriate timeframes for requests



Providing Appropriate Timeframes Example

Email 1	Student: Would you be free to meet in the next week or so? <u>I have time on Monday, Wednesday, and Friday after 2 pm and Tuesday and Thursday before 10 am and after 3 pm.</u>
Email 2	Professor: I'd be happy to meet with you. Let's meet in my office next Friday (the 20 th) at 2:30 pm.
Email 3	Student: That sounds great. See you then.



Closing

- Thank you lines:
 - I look forward to hearing from you.
 - Thanks
 - Thanks very much, and I hope to hear from you soon!
 - Thank you for your consideration.



Closing

- Complimentary closings:
 - ❑ Best,
 - ❑ Best wishes,
 - ❑ Sincerely,
 - ❑ Take care,
 - ❑ Regards,



DOs and DON'Ts

Do ...

- respond promptly to emails.
- put a space between the greeting and the first paragraph, as well as the last paragraph and the closing.
- create a separate paragraph for each new point. (One-sentence paragraphs are okay, but an email composed entirely of one-sentence paragraphs would be excessive.)
- check spelling.
- keep the email as short as possible—about the size of an email window.



DOs and DON'Ts

Don't ...

- use emoji.
- write words in all-capital letters.
- delete words (e.g., “Got your message”; “Just wanted to follow up”) or use ellipses (e.g., “I was wondering ... would you have time to meet on Friday?”).
- use non-standard fonts and colors.
- send an attachment without including a message in the body of the email.
- omit capitalization and punctuation (such as necessary commas, periods, apostrophes).



Resources

- GWC writing appointments for UCLA graduate and professional students
 - Free one-on-one assistance with dissertations, theses, journal articles, course papers, résumés, CVs, cover letters, etc.
- Webpage: <http://gwc.gsrc.ucla.edu/>
- Appointments: <https://app.gsrc.ucla.edu/gwc/appointments/>
- Workshops: <http://gwc.gsrc.ucla.edu/Workshops>
- Contact us: gwc@gsa.asucla.ucla.edu

Thank you!

UCLA

Graduate Writing Center

