

Email Communication

At university, emails are a common form of written communication. Think of an email as a form of business correspondence. Adopting 'email etiquette' is necessary in this setting as it mirrors the way you are expected to write in a workplace. You will use formal format for written communication such as:

- the cover letter for a job application
- a letter to a government department
- liaising with a client

A carefully worded email can save time and maintain positive relationships between sender and receiver. Email style can change depending on the recipient and your relationship with them. It can also change over the course of a conversation involving multiple emails. Use a professional email address also, especially for business-related purposes. No one will take you seriously for a job interview if your email address reads: lazycrazyguy@hotmail.com.

Basic principles

1. THINK FIRST: how will your reader/s react to the message? Then EDIT.
2. Introduce ONE single purpose for your message.
3. Include information your readers want AND need.
4. Place the most important information in the FIRST paragraph.

Structure

1. STATE the purpose of your email in the subject line.
2. Cc or Bcc others who need to know about your communication.
3. Summarise the purpose in one sentence, FIRST.
4. Indicate the number of requests/issues that require a response.

Examples

The following examples illustrate the basic principles of composing a formal email in the university setting.

Email about group work

To: Abhinav Sharma
Cc: all other team members
Subject: article for background summary

Hi Abhinav,

You were looking for an article to introduce our project. I found this one that might work. The article is Ball-on-plate systems & issues: IEEE Explore doi 10.1109/ICMECH.2019.8722850

Can you please do these tasks?

1. Write a brief summary with reference.
2. Add it to the introduction section in the master doc in Share drive.

Thanks! If you have any questions, you can call me tonight (after 9pm) or Tran (before 7 pm).

Regards,
Sim

Email to your lecturer/tutor

To: Prof. Constantino

Cc:

Subject: Assessment 2 inquiry

Dear Professor Constantino,

I have been looking at the assessment guidelines in the course description for PLIN2015, and I note that we are required to submit short answer exercises and diagrams to you by Sunday, 5 May. That's in two weeks.

I have two questions:

1. Can I produce the answers in an Excel file, or would you prefer them in a Word document?
2. Can I create my own diagrams or would you prefer I use the models from the textbook to explain?

Thank you for your attention.

Best regards,
Caitlin Lombardo
3045678
Monday 9.30 tutorial

Email to manage group member absence

To: Alice

Cc: Juanita Suarez, all other team members

Subject: Absence concerns for ENGIN2802

Dear Alice,

We have not heard from you for three weeks, and you have missed two meetings, and not answered our emails. We hope you are okay.

Please contact ENGIN2802 course coordinator, Juanita Suarez, asap. I have cc'ed her into this correspondence.

1. If you still intend to participate in this assignment, please contact me asap so I can update you on our progress, and we can discuss your task load.
2. If you do not intend to participate, please contact me asap and I will reallocate your tasks between other members.

Best regards from the team,

Jono Zhou

NB: asap = as soon as possible

Before sending

READ and check your draft carefully:

- Are your facts right?
- Have you avoided using slang or sms text?
- Is the tone of your writing polite, reasonable and calm?
- Are there any spelling errors?

Other helpsheets available

- Group Work: Strategies
- Editing your Writing