

E-MAIL ETIQUETTE & POLICY

In general, class related questions should be asked in the class, so that everyone can benefit from the discussion. If your question requires a longer time to answer, or perhaps you need advising, then please make an appointment with your advisor or professor, and ask in person. This is the best way to ensure that your questions are answered. Use e-mail as a last resort.

If you do use e-mail, however, remember that we expect you to follow proper courtesy, respect and professional etiquette for electronic communications, including a formal greeting (for example, “Dear Dr. Polikar”, and not “Hey!” or “Listen, Robi, help me out here...”), formal language and formal signature line (including your name, last name **and Banner ID**). E-mails that do not follow proper etiquette **will not be answered**, and may affect the professionalism portion of your grade in a class and/or your professional standing in the eyes of your professors.

A proper e-mail to a professor should therefore have the following format.

Advising related e-mail

First, provide a descriptive subject line of your e-mail

Subject: Request to substitute a class at Community College for ECE09.XYZ

Greeting:

Dear Dr. Advisor (substitute actual name):

Provide personal and content specific background information:

My name is _____, and I am a freshman/sophomore/junior/senior. Last semester I took Course A, B, and C, but due to _____ reason I was not able to take Course D (ECE09.XYZ).

State your question / request, and provide supplemental information

I was wondering whether I can take Course E from the _____ Community College in summer in lieu of ECE09.XYZ, Course D. The content of these two courses appear to be similar. I am attaching the syllabus of Course E for your review.

Proper closing

Sincerely,

Full name and Banner ID

Janice Hardworker

91XXXXXX (Banner ID is essential for your advisor to quickly loop up your record)

Course related e-mail

First, provide a descriptive subject line of your e-mail, make sure to include the name / acronym of the class

Subject: DSP - Request to be excused from your class on Monday, April 19

Greeting:

Dear Dr. Polikar:

Provide personal and content specific background information:

My name is _____, and I am in your Digital Signal Processing class this semester.

State your question / request, and provide supplemental information

As you know I actively participate in IEEE activities, and there will be an IEEE regional meeting on Monday, April 19. The meeting time conflicts with your class, and I was wondering if I can be excused from the class. I understand that I am responsible for making up and learning all the material that I will miss on that day

Proper closing

Sincerely,

Full name and Banner ID

John Dedicated

91XXXXXX

Finally, and these are very important:

- Make sure that your Rowan e-mail account is active. We will use your Rowan e-mail address exclusively, and cannot / will not follow up with messages that bounce back. All e-mails sent **MUST come from your Rowan e-mail address**,
- All e-mails must have **an appropriate subject line**. If you are replying to an e-mail, but the reply introduces a different subject, make sure to update the subject line accordingly.
- Read and double check your e-mail before sending, and make sure that there are **no typos or spelling mistakes**. There is no excuse for sloppy writing other than laziness and lack of attention to details.