E-MAIL ETIQUETTE

Rowan University conducts official business through Rowan's e-mail accounts and, as a result, expects all faculty, staff, and students to check, read, and respond to e-mails. Therefore, it is important to follow proper courtesy, respect, and professional etiquette when using e-mail. Note that e-mail is very different in its intent, scope, and formalism from a text message. When writing an e-mail, make sure that you include:

- proper and underline descriptive subject line ("Spring 26", "registration", "help", "clinic", "electronics," etc. **are not descriptive enough**, see examples below for proper subject lines); if you change the topic in a reply, start a new thread with a new subject line;
- formal greeting (for example, "Dear Dr. Jones", and not "Hey!" or " Good morning John", or "Listen, Robi, help me out here…");
- proper and formal language (no acronyms like LMK, LOL, IMHO, TTFN, etc., or unprofessional language such as "we're cool," "yeah," and certainly no profanity / disrespectful language); and
- a formal signature line (including your name, last name, **and Banner ID**).

Registration-related e-mails **must also include the course number and the CRN** for the courses in question. E-mails that do not follow proper etiquette **may 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. Proper communication is a critical part of being a professional. Remember, an e-mail is forever: it can never be completely deleted, so never write things that you may later regret. Always proofread the e-mail before sending it. **Always!**

Here are some examples of e-mails with proper format and language that you can use when e-mailing faculty or staff (or anyone really):

Advising related e-mail

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

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

Greeting:

Dear Prof. *Advisor (substitute actual name) / Ms. Perez-Colon / Ms. Dashefsky / Mr. Garcia:*

Provide personal and content-specific background information:

My name is _____, and I am a first-year student/sophomore/junior/senior in ECE. Last semester, I took courses 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 could take Course E from the _____Community College in the summer in lieu of ECE09.XYZ, Course D. The content of these two courses appears to be similar. I am attaching the syllabus of Course E for your review.

Proper closing

Sincerely,

Full name and Banner ID

Aaliyah Hardworker

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

Registration related e-mail

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

Subject: Request capacity override for Fall 24 ECE09.XYZ, Section 1, CRN: 12345

Greeting:

Dear Dr. Polikar:

Provide personal and content-specific background information:

My name is _____, and I am a junior in ECE. Next semester I need to take *ECE 09.XYZ: A Very Important ECE Class*. The only section of this class that does not have a time conflict with my other classes is Section 1, and I cannot change the schedule of my other classes because _____(state verifiable reason/justification). On the other hand, Section 1 is currently full, preventing me from registering for this class.

State your question/request, and provide supplemental information

While this section has reached its course capacity, Section Tally indicates that the room size can accommodate one more student. I was wondering whether a capacity override is possible for me to take Section 1 of ECE 09.XYZ (CRN: 12345).
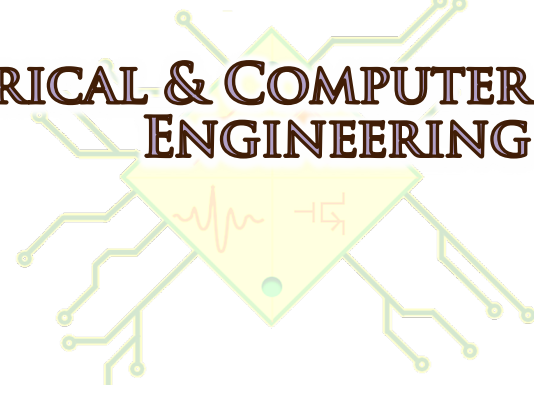
Proper closing

Thank you for your consideration,

Full name and Banner ID

James Professional

91XXXXXX (Banner ID and CRN are essential for all registration-related requests)

Request from a staff member

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

Subject: Request for an appointment for a design review

Greeting:

Dear Mr. / Ms. *Technician or Staff Last Name*:

Provide personal and content-specific background information:

My name is _____, and I am a junior in ECE. I am currently taking *ECE 09.XYZ: A Very Important ECE Class*, which includes a project component. For my project, I am working on my PCB design, following the directions you provided in your guest lecture.

State your question / request, and provide supplemental information

I have completed my design, but I was wondering whether I could request a few minutes of your time to go over it before I submit it for fabrication. Monday, Wednesday, and Friday afternoons are best for me if you are also available at any of those times.

Proper closing

Thank you for your time,

Full name and Banner ID

Janice Dedicated

91XXXXXX

Course-related e-mail

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

Subject: DSP - Request to be excused from your class on Monday, April19

Greeting:

Dear Dr. Ravi:

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 could 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

Regards,

Full name and Banner ID

Jamal Courteous

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** (except students who do not have their Rowan e-mail yet set up).
- If you are replying to an e-mail trail in which you have already introduced yourself, you do not need to re-introduce yourself as "My name is _____;" however, you still need an appropriate greeting (though you may drop "Dear", and instead simply say, "Hi/Hello Dr.___"), and most importantly, you must still include your name and Banner ID at the end of **each** e-mail.
- All e-mails must have **an appropriate subject line.** If you are replying to an e-mail, but the reply introduces a different subject, then that should be a separate e-mail, with an updated or new subject line that is representative of the new topic.
- 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 detail. Use both typo and grammar checkers.
- Again, remember that an e-mail is forever. Do not write anything that you may regret later. Always be respectful to whomever you are writing – not just to your professors, but also to staff and even your peers.
- **Always** read the e-mail before sending it.
- **Do not forget to put your full name and Banner (student) ID number** at the end of each e-mail, as well as the CRN of the relevant course, if your request includes registration for that course.