E-MAIL ETIQUETTE

Rowan University conducts official business through Rowan 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 formality from a text message. When writing an e-mail, make sure that you include

- proper and descriptive subject line; if you change the topic in an e-mail, start a new thread with a new subject line
- formal greeting (for example, “Dear Dr. Polikar”, and not “Hey!” 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 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 for e-mail 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 of 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:

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 can take Course E from the ________Community College in 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 loop up your record)

Registration related e-mail

First, provide a descriptive subject line of your e-mail
- Subject: Request capacity override for 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 of your e-mail
Subject: Request for an appointment

Greeting:
Dear Mr. / Ms. Technician 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 may 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, 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 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
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 details.
- 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, and also the CRN of relevant course, if your request includes registration to that course.