Lombardo College of Business Email Etiquette Guidelines

Proper email etiquette is an essential skill. It demonstrates professionalism, your respect for others, and your ability to communicate. Clear and concise messages reduce the risk of misunderstandings and miscommunications. Proper etiquette signals that you value your recipients time, promotes positive relationships, and is more likely to elicit a positive and timely response.

Below are some guidelines for undergraduate business students to follow when it comes to email etiquette:

1. **Use a Professional Email Address:**

   • Use a professional email address, a variation of your name (e.g., your.name@millersville.edu). Avoid using nicknames or inappropriate handles. For emails to faculty use your Millersville email address.

2. **Use a Clear and Concise Subject Line:**

   • Use a subject line that accurately reflects the content of your email. A clear subject line helps recipients prioritize their emails and understand the purpose of yours.

   Subject: BUAD161 - Chapter 1 Homework Help

3. **Use a Proper Greeting:**

   • Start your email with a polite greeting, such as "Dear Professor Smith" or "Hello Mr./Mrs./Ms. Johnson." If you're unsure about how to address someone, use their title and last name.

4. **Introduce Yourself in the First Sentence:**

   • Professors see a lot of students. Unless you are certain we know you well use this format:

5. **Get to the Point:**

   • Be concise in your emails. State your purpose clearly and directly. Avoid lengthy explanations or off-topic information.

   Dr. or Professor X,

   This is _____ from your 9:00 accounting class. I am writing to you about…

6. **Be Mindful of Tone:**

   • Maintain a respectful and professional tone in your emails. Avoid using slang, emojis, or excessive exclamation points, which can come across as unprofessional.

7. **Use Proper Grammar and Spelling:**

   • Proofread your emails for spelling and grammatical errors before sending them. Poor language can negatively impact your credibility.

8. **Attachments:**

- Clearly mention any attachments you're including and ensure they're appropriately named and relevant to the email's content.

9. **Use a Professional Signature:**

- Include a professional email signature with your full name, contact information, and any relevant affiliations (e.g., your university or major).

Thank you,

Your Name
M00123456
Business Major, Class of 2025
your.name@millersville.edu

Some additional guidelines and suggestions:

10. **Use Cc and Bcc Judiciously:**

- When sending emails to multiple recipients, use the "Cc" (carbon copy) field for those who need to be aware of the information but are not directly involved. Use "Bcc" (blind carbon copy) when you want to protect the privacy of recipients' email addresses.

11. **Reply Promptly:**

- Respond to emails in a timely manner, ideally within 24 to 48 hours. If you can't provide a full response immediately, acknowledge the email and let the sender know when they can expect a more detailed reply.

12. **Follow-Up Appropriately:**

- If you're waiting for a response or need to follow up on a matter, do so politely and professionally. Avoid bombarding the recipient with multiple follow-up emails in a short span. **Don't reply to all if unnecessary!**

13. **Respect Privacy and Confidentiality:**

- Avoid sharing sensitive or personal information through email. Respect the privacy and confidentiality of both your own and others' information.

14. **Avoid Using Email for Emotional or Sensitive Topics:**

- Email may not be the best medium for discussing emotional or sensitive matters. Consider having in-person or phone conversations for such topics.

15. **Use Out-of-Office Replies:**

- When you're away and unable to respond to emails promptly, set up an out-of-office autoreply with information about your absence and an alternative contact if necessary.

How to Create a Signature Block:

How to create an email signature in Outlook - Google Search

How to create an email signature in Gmail - Google Search

How to create an email signature in Apple Mail - Google Search

Additional Resources on Email Etiquette:

The Best Email Etiquette Tips For Students | Outlier

15 Essential Email Etiquette Tips for Every College Student — Word Counter

Emailing Your College Professor: Do's and Don'ts | Education | U.S. News (usnews.com)

Email Etiquette for Students – Office of Internships & Career Development | Berea College (beyondberea.org)

Email Etiquette | Office of Undergraduate Research (uconn.edu)