



APSU Writing Center

Email Etiquette

What is an Email?

- Emails are a means or system for transmitting messages electronically between businesses, employees, students, professors, etc. Writing an email in a professional manner is crucial as it gives the first impression of you and your communication skills.

Question to ask before composing an email:

Who: Who is my audience?

What: What is my relationship to my audience? What do I want to express in my email?

Why: Why am I writing this email? Why should I explain this information?

What to include?

- Greeting (Hello, Good morning, Dear Dr. Johnston, etc.)
- Identify yourself (I am in my first year here at APSU and would like to speak with you regarding assistance with my writing assignment.)
- Meaningful subject line (ENGL 1010 Assignment Sheet Questions, Seeking an Internship, etc.)
- Standard spelling, punctuation, and capitalization
- Clear short paragraphs (2-4 sentences)
- Conclusion (I look forward to hearing from you soon, I appreciate your time, etc.)
- Closing phrase (warm regards, thanks, sincerely, etc.)
- Signature (name, contact information, etc.)

What to NOT include?

- Abbreviations
- CAPS LOCK
- Jokes & witty remarks
- Emoticons
- Sensitive or confidential topics
- Personal information, attacks, or grievances

Recipients

- Always doublecheck the recipient bar for accuracy. Some email programs default to Reply All, so make sure your message goes only to the intended individual(s). Be aware, however, that your message may be forwarded to others.

Answering Emails

- Do NOT reply to scam or phishing emails. If you are unsure on if an email is phishing or not please reach out to the [GOVSTECH Help Desk](#) with any questions or concerns before responding to an email.
- Make sure to respond to emails sent by your professors or classmates so they know you have received them.

OPENING

Greeting:

Identity:

Subject Line:

PARAGRAPH 1:

PARAGRAPH 2:

PARAGRAPH 3:

CLOSING

Concluding Statement:

Closing Phrase:

Signature:

 **Austin Peay**
State University
APSU Writing Center

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References

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