

HOW TO EMAIL INSTRUCTORS OR STAFF FOR THE FIRST TIME.

GENERAL TIPS

- There are staff and faculty here to help you. Asking for help or assistance is good!
- Always use your University of Arizona email address. Certain information can only be sent between UArizona email addresses. Additionally, spam filters can block non-UArizona email addresses.
- Email is not always the best way to contact someone. Use their preferred method.

		BAD	NOT GREAT	FINE/ACCEPTABLE	PROFESSIONAL/FORMAL
1	Email Subject Line	You wrote something rude or demanding.	You left it blank or extremely general. Example Subject: Class	You included course title and 2-3 words of your question.	You were clear, concise, informative, and used appropriate capitalization.
2	Salutation <i>Addressing the email</i>	You were very casual. Example: Hey	You used no salutation/greeting.	"Hi"	"Hello" or "Dear"
3	Honorific & Name <i>Are you using someone's name, title or pronouns?</i>	You misgendered, used an incorrect title, name or no name.	You used no honorific, or ignored the preferred title. Used someone's first name without permission, or confused their name (not the full name)	Generic title, "Dr." or "Professor"	You double checked the syllabus or a website to confirm appropriate title.
4	Nicety* <i>Easing into the question or request</i>	Provide a story or information not relevant to the email.	Long introduction or explanation of question	Immediately asked question.	Start with a greeting of some kind. "I hope you had a nice weekend."*
5	Reminder* <i>How/why are you connecting with this person</i>	You made no mention of what class you are in or how you know the individual.	Provide a reference that doesn't supply to much information. This can vary based on who you are emailing and your request.	Provide a concise summary of how you are connected. I am in your Math 181, MWF morning course.	Provide an intro that may help the individual remember who you are. When emailing someone you don't know, just include the reason for your email.
6	The reason for your email	You did not provide information about why you are emailing	Your reasoning for email is confusing or difficult to follow.	Purpose is clearly stated, but included some good but not necessary information.	Clear explanation of purpose in writing, did not include superfluous information.
7	Politely make your request	Tone is angry, demanding or threatening.	Tone is polite, but didn't clearly state request. You asked for information that is clearly written in syllabus or D2L.	You clearly stated what action is needed (question answered, approval need, something signed) but didn't thank you for your help.	You clearly stated what action is needed, and expressed appreciation or gratitude.
8	Sign-Off <i>Ending the email</i>	No sign-off, ended with something casual. Did not include full name.	Just name	Ended the email with full name and something generic.	Ended the email with an expression of gratitude and full name.
9	Proofread	Writing in all caps, bad grammar, or spelling.			

* Adding in niceties, gratitude or affirmations isn't required in professional emails, but it is nice and builds communication and community.

Adapted from: <https://www.learningscientists.org/blog/2017/4/23/weekly-digest-56>