

Email Etiquette

Using appropriate email etiquette can ensure that you receive a timely response that provides the answers to any concerns you may have

Appropriate email etiquette varies depending on who the recipient is, so first determine your audience. Once you have determined your audience refer to the table below for specific tips.

Always

- Include a relevant & brief subject
- Use a greeting & salutation
- Use @kent.edu email address
- Be concise & respectful
- Provide all information necessary
- No emoticons or text language
- Consult relevant information before asking questions: website or syllabus
- Thank them for their time
- Put main point in first two sentences

Professor

- Include class name & section number or days & times the class meets
- Address by title (Dr. or Professor)

Advisor/Financial Aid Representative

- Include student ID Number
- State how you prefer to follow-up

Initial Point of Contact

- Introduce yourself
- Say how they can help you in the first paragraph
- Include contact information in last paragraph