

THE QCC OFFICE OF CAREER SERVICES

EMAIL ETIQUETTE AND TIPS

Things to check before you hit ‘SEND’

1. When writing to a QCC professor or member of the administration always use your QCC email address. Personal email addresses are not appropriate and may end up in the Junk folder. If you are having problems with your QCC email, contact the Help Desk, helpdesk@qcc.cuny.edu.
2. Don't forget the subject line. It should be short and simple, but, most importantly clear. For example, when writing to your advisor for an appointment to discuss next semester's classes, the subject line could read: SUBJECT – Spring 2024 Advisement Appointment.
3. Do you have an appropriate greeting/salutation? 'Yo' and 'Hey' are NOT appropriate! Formal emails, those you would send to a professor or your advisor, should include the person's title: Dear Professor, Dr., Mr., or Ms., followed by the person's name. For less formal emails, you may use Good Morning, Afternoon or Evening, Hello, Hi, followed by the person's name.
4. When writing to professors, advisors or other school administrators, always include your full name, CUNY ID number, and, if appropriate, the class and section.
5. Be polite: Saying please and thank you goes a long way.
6. Keep your email brief. People are busy, you are busy. Make your point in a clear concise manner.
7. Check your spelling errors, not just the ones a spell checker will find:
 - a. Start with the recipient's name. Misspelling the name of the person to whom you are writing is unprofessional and can leave an impression of you being sloppy and unconcerned with important details. It can also be interpreted as disrespectful.
 - b. Have you typed 'too' when you meant to type 'to'?
8. Have you reread the email for grammatical errors?
 - a. Do your subject and verb tenses agree? "We was" going to meet for a job interview., won't get you that job. "We were" going to meet for an interview, might open the door to your future.
 - b. Is your email written in text speak? How r u? is not acceptable. You should be writing: How are you? Do not use slang. Use Proper English, only.
 - c. Some useful websites: Daily Grammar: <http://www.dailygrammar.com/archive.htm>, English Grammar: <https://www.englishgrammar101.com/>.
 - d. Have you used correct capitalizations and punctuation?

Example: i want to talk to you about my classes so i can graduate and go to a four-year college to get a degree

Corrected Example: I would like to speak with you about my classes for next semester. I am hoping to graduate in the spring and move on to a four-year college to study accounting.

Also, a comma can save lives: “Let’s eat, grandma” is inviting granny to join you at the dinner table. “Let’s eat grandma” is a dinner invitation to a bunch of cannibals and granny is the main dish!

e. Try to get someone else to read your email. If you can’t get another person to read your email, read it out loud. If it sounds bad to you, it probably will sound that way to the person to whom you are writing.

9. Make sure you use a proper closing: Thank You, Regards, Best, Sincerely, are some common options. For example:

Sincerely,

A handwritten signature in black ink that reads "Joan Greenhut". The signature is written in a cursive style with a large initial "J" and a long horizontal flourish at the end.

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