

CS 104 – E-mail Overview

This handout covers some of the content discussed in class that is not explicitly covered in the text.

Some basic rules & etiquette:

1. Use reply-all only if your response is relevant to the majority of those who will receive it. If your response has become more of a one to one conversation, do not use reply-all.
2. Watch attachment sizes – either your e-mail server or the server you are sending your message to may reject an e-mail due to large attachments. You may or may not receive a message indicating that the send failed.
3. Make good use of subject lines. Avoid being overly terse and overly wordy.
4. LEAVING CAPS LOCK ON IS THE SAME THING AS SHOUTING- MOST PEOPLE DO NOT APPRECIATE BEING YELLED AT FOR AN ENTIRE CONVERSATION
5. also avoid long lazy text emails dropping caps and punctuation can make things hard to read it can also obscure meaning in certain cases a couple sentences might be reasonable but it tends to look unprofessional
6. For legal reasons, it's often advisable to restrict the use of work e-mail to work related tasks. When in doubt, check with a supervisor regarding the guidelines. Also, just because it's your e-mail doesn't always mean that others don't have legal rights or access to it.