

HOW TO COMPOSE APPROPRIATE E-MAILS TO FACULTY AND STAFF AT TEMPLE UNIVERSITY

1. E-mail is the official means of communication at Temple University. **Students are required to send all emails to those who work in the Temple community from their Temple e-mail accounts ONLY.** Staff members who receive e-mails from non-Temple e-mail accounts will either respond directly to the student's Temple e-mail account or write back to the personal e-mail account and request that the e-mail be sent using a valid Temple account. If you are using an alias, please make sure your preferences are set so your alias is capable of receiving replies. If you have concerns about this, please contact the Computer Services at 5th floor of Azabu Hall.
2. **Make sure you fill in the subject line in all e-mails.** It is easier for those who deal with students on a daily basis to identify what an e-mail is in regards to when the subject line relates to the e-mail topic.
3. **Address your e-mails appropriately.** Be sure to start all e-mails with: *Dear Mr., Ms., Dr., or Professor _____* rather than diving right into the subject matter. Additionally, make sure that you sign your e-mails with your first **and** last name. If you are writing an e-mail to a member of the Temple team, be sure to include your TUID number in addition (this is a nine-digit number starting with the number "9").
4. You may have had previous communication with the individual you are writing an e-mail to, but this does not mean that they will remember your individual situation in its entirety. **Be sure to provide a thorough and concise description of what it is that you need.** Also, make sure if you use the "reply" feature that the *original* correspondence is included at the bottom of your e-mail message.
5. **Do not send the same e-mail multiple times.** If you do not get a response from someone in 48-72 business hours, do not try to forward the original message again. Instead, write a follow up message inquiring if they received your first message and ask how long they presume it will take to receive a response. Additionally, please do not send the same e-mail to several different people at once. Instead, utilize the Carbon Copy (CC:) feature.
6. **Do not use "text-speak."** These types of e-mails are difficult to understand and are extremely unprofessional. Always type using complete sentences and try to avoid abbreviations. Finally, always spell-check and proofread before sending an e-mail.