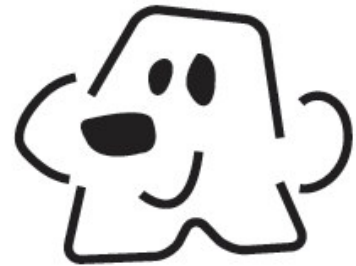


GIGGLEIT PROJECT



How to Write and Use Email

Take some time to explore your email software. One thing we do not do well, is apply the rules of **Netiquette** to email. If you wish to receive prompt replies to your emails remember the following simple rules:

Netiquette

- Include a greeting and a sign off using your full name and some information about yourself so the person receiving the email knows who they are talking to.
- Be polite at all times.
- Email is also regarded as legal tender. This means that it can be used in a court of law so don't write anything you wouldn't say face-to-face.
- You should NEVER re-send emails from one person on to another unless you have permission to do so. Any email message belongs (copyrighted) to the person who wrote the original document.

Making Meaning

- You must be careful to make sure your meaning is not misunderstood. When using email we can't see each other's body language (eye contact, smiles; we all use our hands when we talk) so misunderstandings often happen.
- Netiquette symbols such as ☺ (emoticons) are useful, but don't overdo it.
- Write as clearly as you can at all times. Using short-hand text is fine if you know the other person understands your meaning. Otherwise write clearly and don't use short-hand abbreviations.
- Just because email works twenty-four hours a day, don't expect the person at the other end to be working those hours!
- Be patient – sometimes a reply might take some time.

Writing/Presentation/Layout

- Keep your emails short. Time is a major factor when dealing with large numbers of email messages. If you have a lot to say, then put it in an attachment that can be downloaded and saved by the recipient for reading at a later time.
- If you are replying to an email message, don't include the previous message. Include relevant details from the message within your reply.
- Always indicate what the email is about in the subject line. This way the recipient who may receive many emails won't delete it by mistake.
- Always identify yourself (full name, school and GiggleIT Project) when sending an email.



Sample Email

Email to:

From: pstewd@stanhopecoll.nsw.edu.au
Sent: Wednesday, 14 July 2009 10:44 AM
To: GiggleIT Team

Subject: Stanhope College, Australia, GiggleIT Project, School Information
Attachment: StanhopeCollegeGiggleIT.doc

Clearly says who it is from and what the email is about

Greeting

Dear GiggleIT Team,

Document attached

Please find attached the information for Class 5 from Stanhope College. The attachment contains the information about our country (Australia), our town (Wagga Wagga), our school (Stanhope College) and about us (class 5).

Concise message, courteous at all times.

My thanks

Pam Grace

Student: Class 5, Stanhope College

Teacher: Mr Downer

Email: class5@stanhopecoll.nsw.edu.au

Full name, student and teacher identified

This email is confidential and intended only for the use of the individual or entity named above. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email is strictly prohibited. If you have received this email in error, please notify me immediately by return email or telephone and destroy the original message.

Copyright and confidentiality statement