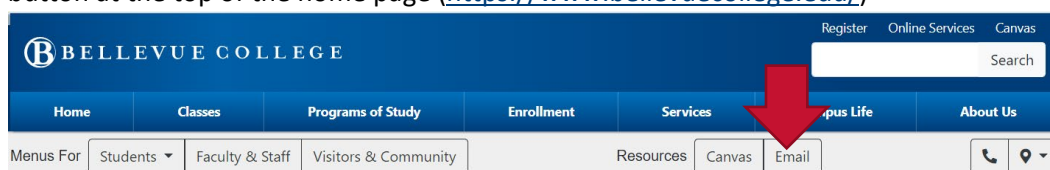


## Effective Email Guidelines

Email is an essential piece of communication for students, faculty, and staff. Your Bellevue College (BC) email is your main source of communication from faculty and staff at BC. It is important to know how to write an email so that you are able to clearly communicate with faculty and staff at BC. Below you will find guidelines to follow to communicate effectively via email. Keep in mind your instructors may provide additional guidelines.

### Bellevue College Email

- Every BC student has a BC email. This email is through Microsoft Outlook and is different from your Canvas email. It is very important that you use your BC email for a few reasons:
  - BC communications about events and resources
  - Outreach to you from faculty and staff
  - [FERPA](#) laws only permit faculty and staff to communicate with a student about their personal information via BC email (not a personal email).
- Students can access their BC email from the Bellevue College website, by clicking the “Email” button at the top of the home page (<https://www.bellevuecollege.edu/>)



- [BC email](#)
- [Create your BC email account \(NetID\)](#) (Create Account, Change Password, Lookup Username)
- [Forward your BC Email to another Email Address](#)

### Email Phishing

- Not all emails are safe. Before clicking on a link or an attachment in an email make sure that it's from someone you know or a reliable source!
- [Recognizing Malicious E-mail](#)

### Urgent Emails

- Urgent is often a situation that needs a response within 24 hours. In this case, please write Urgent in the subject line of your email.
- Please do not use e-mail in emergency situations - call 9-1-1."

### Response Time

- Allow at least 24 hours for a reply.
- Keep in mind business hours and that faculty/staff may not read and respond to emails outside of these business hours, over the weekend, and over breaks.
- If it has been over 48 hours you can send another email to follow up but keep in mind that the recipient has classes, meetings, other emails, and other responsibilities that they need to address so they may not be able to reply immediately.
- Some offices may have a longer response times.
- If your situation is urgent do not email the recipient multiple times.

## Parts of an Email

To:

- Recipient(s)
- Enter the Email(s) of whoever you want to send this message to.

CC:

- If you want to include anyone on this email so that they will receive a copy of the email.



Subject:

- Enter a brief subject that explains the purpose of the email.
- Keep it short and simple, but not vague.
- Be specific to what you are emailing about
- If emailing regarding a class reference the class in the beginning of your Subject line.
- Avoid putting your SID in the subject line for privacy reasons
- If email is regarding an urgent matter please include the Urgent in your subject line
- *Example:* ENG 101 Assignment

Body:

- This is where you will type out your email message.
- Start with a greeting.
  - Dear (name of recipient of email),
  - Hello,
  - *For Example: Dear Professor Smith,*
- Introduce yourself (full name, preferred pronouns) and why you are emailing them.
- Use full sentences. Do not abbreviate words or use acronyms.
- Use “I” language (“I’m confused about some of the details on this assignment....”) rather than “You” language (“Your assignment is really confusing.”).
- Include relevant details and context so that the person you are emailing understands your questions or your message.
- Include clear, direct requests in the form of questions.
- Respectful requests and asking for support gain better responses than demands, especially when faculty flexibility is at faculty determination and not an expectation.
- Include your SID number and your Full Name and preferred pronouns. This way your recipient knows exactly who you are and if they need to they can look up information related to your email.

Signature:

- Sign the email with your Full Name, preferred pronouns, and SID.
- Include a phone number in case your recipient prefers to speak with you about your email.

- How you sign your email may change depending on the purpose of your email. Here are some options for how to sign an email:
  - Sincerely
  - Thank you
  - Take Care
  - Best
  - Regards
  - Warmly
  - In Solidarity
  - Respectfully
  - *Example:*

Sincerely,  
Jane Smith

## Tone

Think about how your email will read to the recipient.

- Strive to craft a message that maintains the relationship with the other party. A good working relationship is almost always more important than the issue covered in e-mail.
- If you have a concern about an assignment, test, or grade email your instructor to schedule a time to discuss your concern.
- Be polite and respectful. Thank your recipient. Consider their busy schedule and other responsibilities.
- Use full sentences and include relevant information (such as screenshots, pictures, links, etc.) so that the recipient can understand.
- Use proper sentence structure (Capitalization, full sentences, proper spelling), spell out words completely and do not type in all capitals.
- If you are having strong feelings or a strong reaction to something, wait before you send a strong worded email. Take some time to cool off and reflect before sending an email. Often times its best to speak with someone about a serious topic rather than discuss it over email so that there is no misunderstanding or assumptions of how someone feels.

## Format

- Be mindful of your formatting. Use neutral fonts and colors.
- Keep your information organized by paragraphs or use bullet points if necessary. If you have specific questions list them clearly and ask for the recipient to address them.
- Only include relevant information. Avoid long emails – its better to keep it shorter and to the point. If more explanation is needed request to schedule a time to speak with the person.
- Avoid using abbreviations, acronyms, emoticons, and other media as it might not translate well to the recipient of your email.
- Special fonts or formats might not appear the same for the recipient. Keep to a neutral formatting.


## Content

- Always read your email before you click send.
- Check for spelling and grammar errors.

- Make sure your message/question is clear.
- If you are asking a question make sure it is clear that you wish for the recipient to respond (especially if you are trying to get a communication back in group projects, or sometimes even include when you are available). If asking for a response be mindful that the recipient may need 24 hours or more to see your email and to gather the information you are asking about.
- If sending an attachment, make sure it is attached before clicking send. Make sure to reference the attachment in your message so the recipient knows why you have included it.
- Make sure you include your Full Name, preferred pronouns, SID number, and a reliable phone number you can be reached at.


## Example Emails

What not to do:

 Send	To...	<a href="mailto:john.Doe@bellevuecollege.edu">john.Doe@bellevuecollege.edu</a>
	Cc...	
	Subject	assignment

i cant find the assignment u gave in class. can you send me a new copy? thanks.

Good Email Example:

 Send	To...	<a href="mailto:john.Doe@bellevuecollege.edu">john.Doe@bellevuecollege.edu</a>
	Cc...	
	Subject	Math 141 Assignment #5 questions

Dear Professor X,

My name is Jane Smith and I am in your MATH 141 course (Course Item #1234). I am emailing you in regards to assignment #5. I have a couple of questions about some of the topics that I would like to discuss with you. Can I come by your office hours this week to discuss my questions? Or would it be better to schedule a separate time to talk? Please let me know what works best for you. Thank you in advance for your help.

Sincerely,  
Jane Smith  
SID 95072123