

Breakout Session 3

Room 1028

When Telepathy Doesn't Work

Writing effective emails and notes

2015 Spring Advisor Institute

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Example of bad email

From: departmentname@unm.edu

Subject: Report

Kelli,

Did you get my request last week? I haven't heard back and wanted to make sure.

Can you please call me so we can discuss?

Thanks!

(anonymous)

When Telepathy Doesn't Work

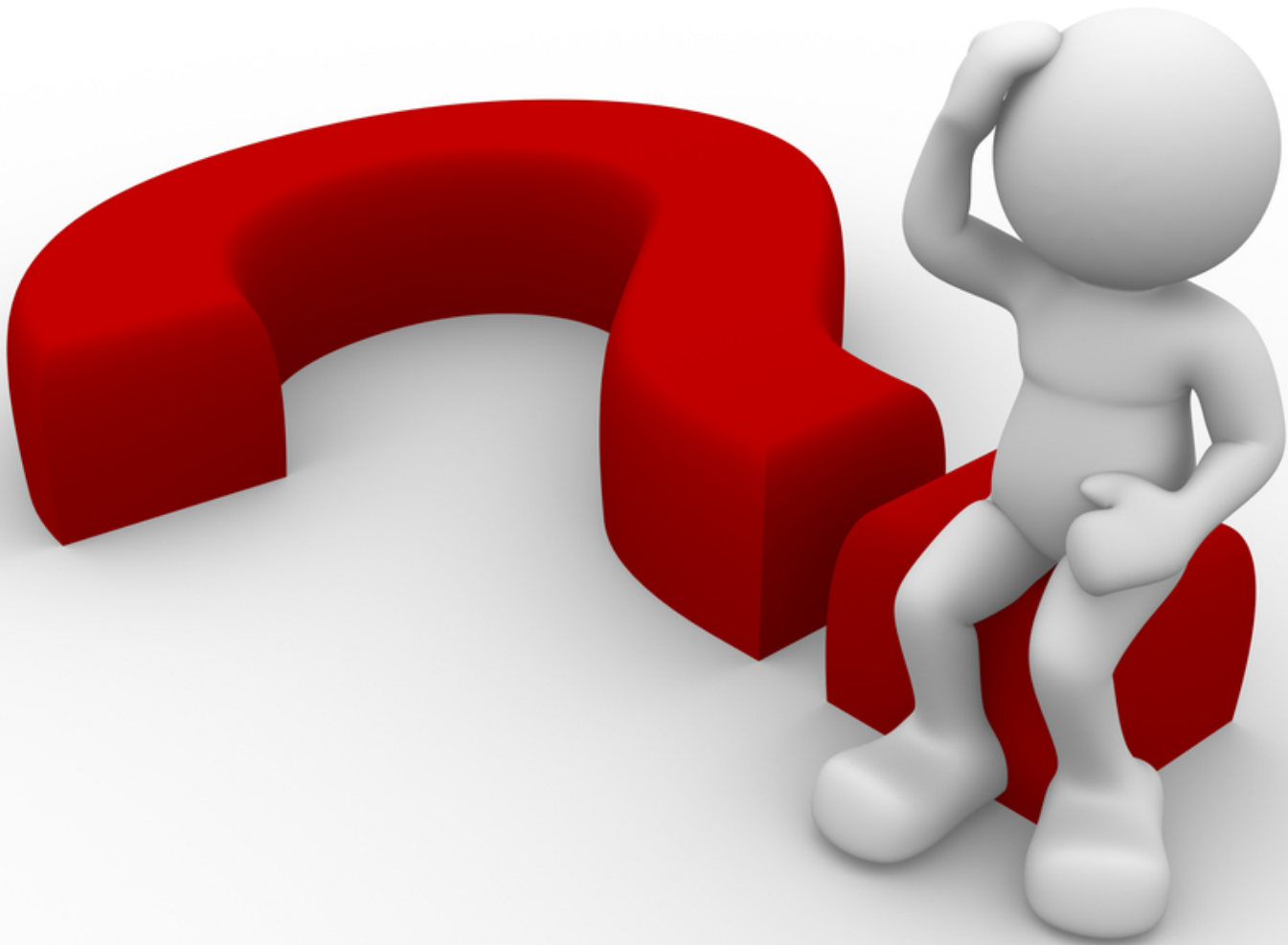
Writing effective emails and notes

Part 1: Writing effective emails

Write effective emails

EVERY DAY

EVERY ONE





Professional

You are what you email

Email is part of advising

Identify the rules

Small Group Activity- Part 1

Discuss what you believe are the various components, or traits, that make emails effective.

Create a list.

Small Group Activity- Part 2

Prioritize the list

Identify the top 3

Identify our rules

Recommended Key Components

Include a specific subject line.

Appropriate salutation & closing

Proper grammar, spelling, punctuation

Keep it short & get to the point

Proof read & check for tone

Should Also Consider

White Space

Spell it out

Avoid short cuts to real words

Include complete contact info

Beware of the “reply all”

Rules Specific To Advising

Follow FERPA

Some responses are time sensitive

Use templates for FAQ's

Personalize if possible

Do not overdo auto reply

Practice

Example 1

From: sexybeast@yahoo.com

To: randomadvisor@unm.edu

Cc: everyoneincreation@unm.edu

RE: URGENT MATTER!!!

Help. I don't know what to do. I'm toadly
confussed.



DUDE, WHY HAVEN'T YOU ANSWERED MY E-MAIL?

www.dilbert.com scottadams@aol.com



YOUR MESSAGE WAS SO POORLY WRITTEN THAT I DIDN'T UNDERSTAND IT AND I DIDN'T DARE TO START A DIALOGUE.

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MAYBE I SHOULD HAVE A TALK WITH YOUR BOSS.

MAYBE YOU SHOULD E-MAIL HIM.

Example 2

From: conferencecommittee@XYZ.org

RE: Conference Registration

Dear Kelli,

Unless you fail to inform us in advance of your inability to attend the training event, you will not be billed for those presentations which you cannot avoid missing.

Sincerely,

Name

Title

Organization

Example 3

From: Advisor@unm.edu

To: Coordinator1@unm.edu, coordinator2@unm.edu, coordinator3@unm.edu

CC: departmentchair@unm.edu

Date: (9 days before end of term)

Hello Kelli,

123456789 Student enrolled into a course 7 times. He is aware he was only supposed to get credit 5 times but the system is giving him credit 6 times because the course number change numbers. It used to be a topics course, then it got a number and the student is taking them again. This would affect his graduation and not sure what to do. Can you please look into it so that we don't grant him a degree then take it back because he got too many credits for the same class.

S:12 XYZ310 3.0 A- >R T: Noodle Making

F:13 XYZ314 3.0 B >R Noodle Making

F:14 XYZ314 3.0 B+ >R Noodle Making

S:15 XYZ314 0.0 IP >D Noodle Making

S:13 XYZ314 3.0 B >R Noodle Making

S:14 XYZ314 3.0 B+ >R Noodle Making

S:15 XYZ310 3.0 IP >R T: Repercussions of Old Cheese

Thank You,

Advisor's name

Department of Arts and Sciences Advising

Senior Academic Advisor

505-277-4621 Office

When it comes to email, I have learned that...

Common sense is not often practiced

Concise \neq clear

Never assume prior knowledge

Emails are permanent and public

Proof read & check for tone

To be continued...

...at the next Institute

When Telepathy Doesn't Work

Part 2: Writing effective notes

Resources

Gift, M. (2007, December). Leaving the 'hey' behind: communication etiquette. *Academic Advising Today*, 30(4). Retrieved from:

<http://www.nacada.ksu.edu/Resources/Academic-Advising-Today/View-Articles/Leaving-the-Hey-Behind-Advising-Communication-Etiquette.aspx#sthash.x0EJO6t6.dpuf>

How not to write an email, March 31st, 2014 @ Kirt Manecke, Retrieved from:

<http://www.smilethebook.com/how-not-to-write-an-email/>

25 Tips for Perfecting Your Email Etiquette, Lindsay Silberman, Published June 14, 2010,

Retrieved from: <http://www.inc.com/guides/2010/06/email-etiquette.html>

Wright, S. (2013, September). Put it in writing: Using business writing tips in email communications with students. *Academic Advising Today*, 36(3). Retrieved from: <https://www.nacada.ksu.edu/Resources/Academic-Advising-Today/View-Articles/Put-it-in-Writing-Using-Business-Writing-Tips-in-Email-Communications-with-Students.aspx>

Blog... Retrieved from: <http://www.teachingcollegeenglish.com/2009/07/26/examples-of-poor-email/#sthash.m8G9oWg4.dpuf>