When Telepathy Doesn’t Work

Writing effective emails and notes
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)
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Writing effective emails and notes

Part 1: Writing effective emails
Write effective emails
every day
every one
The best way to get along with you focus on the way you're going.
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 confused.
Dude, why haven't you answered my e-mail?

Your message was so poorly written that I didn't understand it and I didn't dare to start a dialogue.

Maybe I should have a talk with your boss.

Maybe you should e-mail him.
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
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 ≠ clear

Never assume prior knowledge

Emails are permanent and public

Proof read & check for tone
To be continued...

...at the next Institute

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Part 2: Writing effective notes


