Communicating with your professors, advisors, supervisors and coaches in a professional manner is a key way to presenting yourself as a young adult. Here’s what you need to know to send emails that will earn their respect and get you the response you need:

**Use the subject line to convey your request.** For example, put your class number and a short summary of your question (BIOL 101 registration) in the email subject line.

**Begin your email with a salutation.** Diving right in to your message can seem rude and disrespectful. Always begin your message with a professional salutation, such as “Dear Professor Smith,” or “Hello, Dr. Smith.” Never begin an email with “Hey”.

**Use titles.** Always address someone by their title when contacting them for the first time (eg. Mr. Smith, Dr. Brown, Pr. Stevens). When they respond, check their signature to see how they would like to be addressed by you.

**Sign with your full name.** Consider using an email signature with your major (if decided) and year of graduation, and including links to your LinkedIn, portfolio, etc. To add an email signature in Outlook, click the settings button in the top right and search “email signature.”

**Reply with history.** If you simply reply and do not reply with the thread of previous email exchanges, you risk your message begin taken out of context.

**Be respectful.** Never make demands, accusations, or insistences through email. Since meaning can often get lost or misconstrued over email, save sensitive and emotional topics for in person conversations.

**Include your availability.** If you are scheduling an appointment, make sure to include your availability in the original email request for a meeting. If not, it will likely take several follow up emails to arrive at a mutually agreeable time, which can be frustrating and inefficient.

**Proofread!** Grammar and spelling mistakes make you seem lazy and aloof. Never use text language or emoji.

**Don’t expect a reply immediately.** Many faculty, advisors, and supervisors are away from their computers during the day teaching, in meetings, and doing other work. This means that their time at the computer is limited, and it’s possible they may not be able to reply for a day or so. It’s also probably that your email means extra work—researching information, liaising with other offices, comparing availability—which can slow down response time. Give them an opportunity to respond before you start sending follow-up emails.

**And finally...Use your Clark email.** Always use your Clark email when contacting people from the University or performing Clark-related duties. If you do use another email account, make sure the handle of the email address is appropriate and professional.