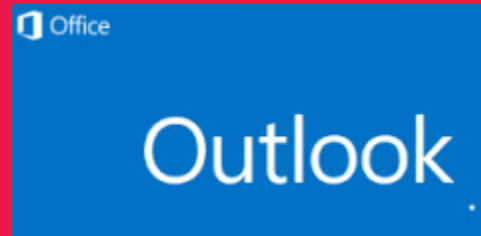


Malcolm X College

Carter G. Woodson Library

E-mail Basics



Prepared by the Malcolm X College Library staff.

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CITY COLLEGES of CHICAGO
Malcolm X
Education that Works

Outline

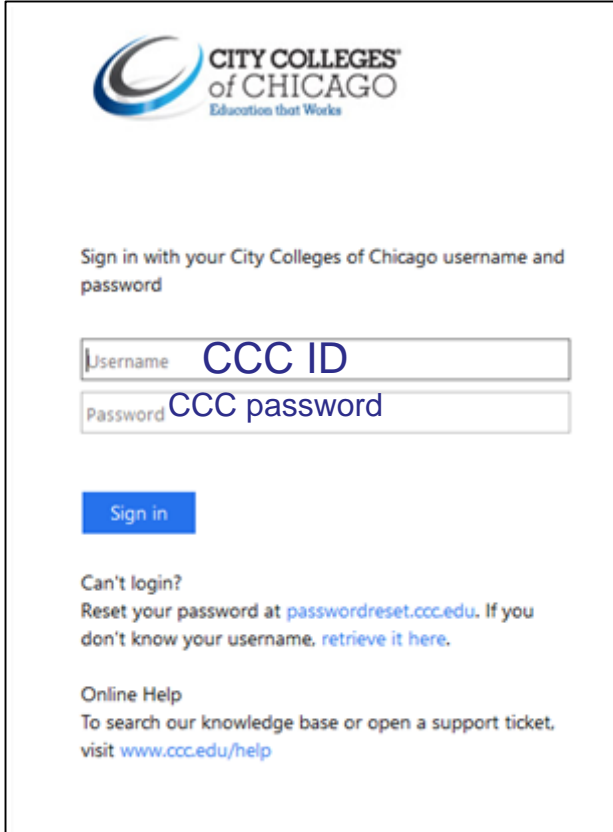
- **Signing in to CCC e-mail**
- **Why use CCC e-mail**
- **Effective subject lines**
- **Signatures**
- **Effective content and style including formatting**
- **Attachments**
- **Professionalism**

Sign-in Screen

Use the URL: mail.ccc.edu for this login screen. The user name is the same as Brightspace and registration.

Enter CCC ID name and CCC password.

Then click on the sign in button.



The screenshot shows the sign-in interface for City Colleges of Chicago. At the top left is the logo, which consists of a stylized blue and white 'C' followed by the text 'CITY COLLEGES of CHICAGO' and the tagline 'Education that Works' below it. Below the logo, the text reads 'Sign in with your City Colleges of Chicago username and password'. There are two input fields: the first is labeled 'Username' and contains the text 'CCC ID'; the second is labeled 'Password' and contains the text 'CCC password'. Below these fields is a blue button with the text 'Sign in'. At the bottom, there is a section for users who cannot login, with the text 'Can't login? Reset your password at passwordreset.ccc.edu. If you don't know your username, [retrieve it here](#).' Below that is an 'Online Help' section with the text 'To search our knowledge base or open a support ticket, visit www.ccc.edu/help'.

In-box Screen

This is the inbox.
All your messages
come here.

The screenshot shows the Outlook interface. The top bar includes 'Office 365' and 'Outlook'. Below it is a search bar and a menu with options like 'New', 'Delete', 'Archive', 'Junk', 'Sweep', 'Move to', and 'Categories'. The left sidebar shows a 'Folders' pane with 'Inbox' selected, containing 3804 items. The main area displays an email from Sharon Silverman, dated 'Today 3:29 PM', with the subject 'Global: Amazon's Quiet Dominance of Higher-Ed Learning Platforms'. The email body includes a quote: 'I am, was, and always will be a catalyst for change.' --Shirley Chisholm. Below the email, there is a 'Subscribe Today' button for 'THE CHRONICLE OF HIGHER EDUCATION' and a link to 'Sign up for this newsletter'. The article title 'Global' is followed by the date 'Wednesday, July 6, 2016'. The section is labeled 'Commentary' and features the article 'Amazon's Quiet Dominance of Higher-Ed Learning Platforms' by Phil Hill, with a brief excerpt: 'More and more colleges have moved their learning-management software to "the cloud." What they don't realize is that it's all on the same cloud.' The 'News' section is also visible at the bottom.

When to Use CCC E-mail

All official CCC and MXC messages are sent to your CCC e-mail account. These messages could be routine, important, or urgent. Your CCC account should be used to communicate with your professors. Some professors will not read student e-mail from other accounts such as Yahoo or Gmail. You may change your options to send all CCC email to another account.



Effective E-mail

To be effective write subject lines that give enough information to the reader to want to open the message. The subject line should convey what the message is about.

Effective subject lines

- Are clear and unambiguous
- Are descriptive of the content
- Include critical information that shows the importance of the body
- Enable receiver to decide what to open first

Effective Subject Lines

- How Does a State College Survive, and Thrive, on Emergency Funding?
- Party planning meeting rescheduled for 4 pm today
- Help, I can't find Nursing ACT Document
- Reminder, assignment BIO 121 due on Wednesday
- Question about Sociology 121 essay assignment
- Congratulation on winning a Fullbright Scholarship
- Weekly Schedule for July 11 – 19
- Thanks for you help with the XXX Project today

Effective Subject Lines 2

Subject:	Date:
Re: Re: Re: [Fwd: [Fwd: [hrfac] Reminder: Deadline for Spring Semester Is Jan. 15]]	9:17 am

Remove extra email prefixes such as “Re” or “Fwd”

Ineffective Subject Lines

- Hi
- Just one question
- Meeting
- Some thoughts
- Just one more thing
- Greetings fellow Soc 121 classmates
- Some thoughts
- FRG is LOL
- <blank subject line>

Do not use ALL CAPITAL LETTERS in the subject or body. This either means you are shouting or you can't figure out what the Caps Lock key is used for.

Signatures

- Use your full name and contact information. People don't like to guess who sent the message. Do not expect people to know you just from your return address
- Be brief and informative
- Do not include pictures that are not professional.
- Be professional – don't use quotations or animations

Samples of good signatures

Lonnie Jackson | Information Advisory Director
1900 W. Jackson Blvd. | Chicago, IL 60612
p 312.850.7154 | o 312.850.7153 |c 773.457.5355 |
ljackson58@ccc.edu



Samuel J. Smith | Student
Malcolm X College
1900 W. Jackson Blvd. | Chicago, IL 60612
[SSmith34@student.ccc.edu](mailto:ssmith34@student.ccc.edu)

Sample of useless signatures

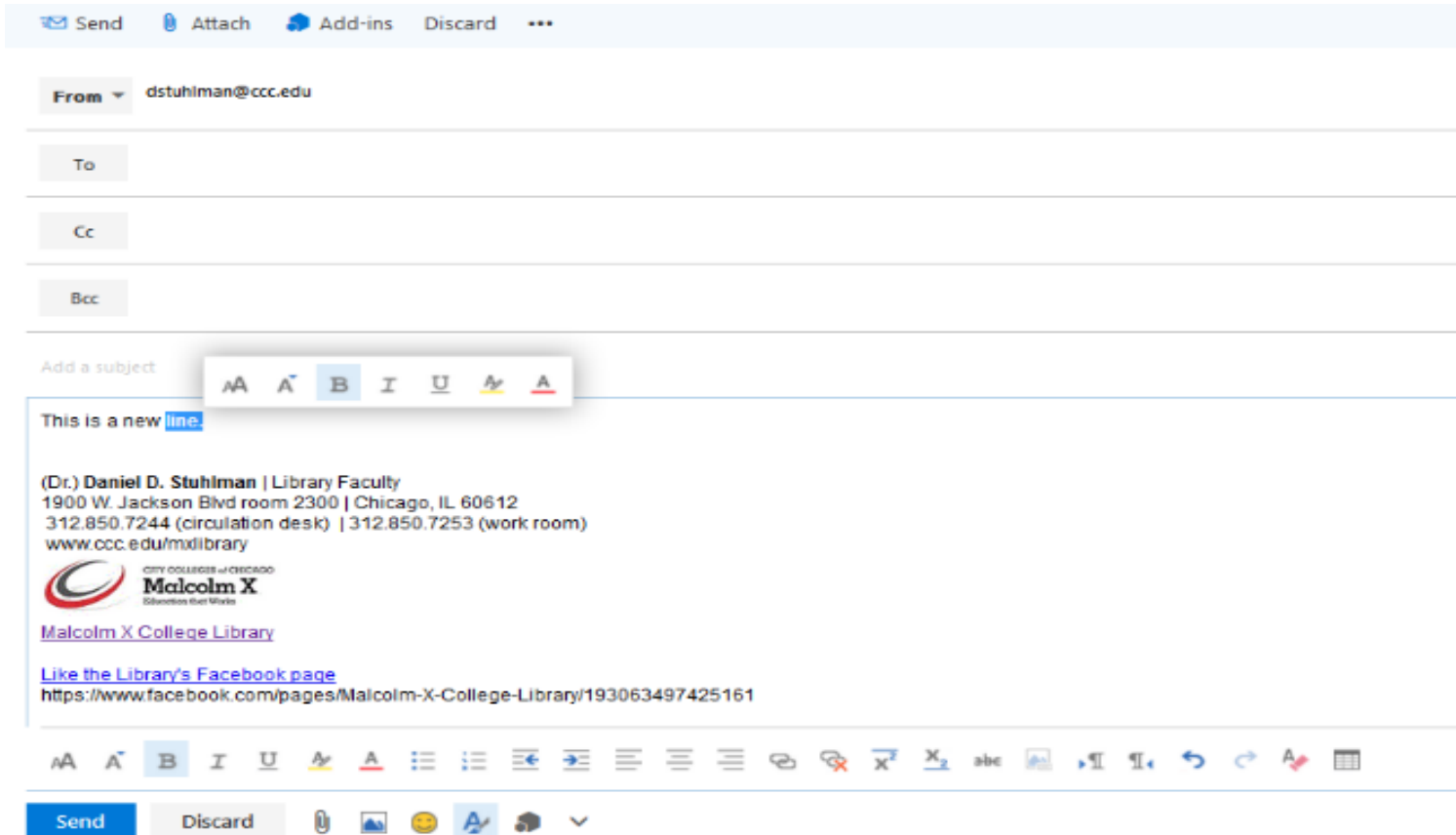
Thanks,
Deb

Dave
Sent from my iPhone

Email Content

- Use polite and respectful greetings and closings – such as
 - Dear Professor Anderson:
 - Hello Megan,
 - Respectfully, <your name>
 - Sincerely, <your name>
- Even though e-mail is less formal than other forms of written communications, it still must be clear and written with all the rules of good spelling and grammar that make communications effective.
- Tone and emotion are easily misunderstood. Use emoticons (emojis) to help your receiver understand intent.  
- Do not use jargon or abbreviations that the receiver will not know.
- Use full words, not “ur”, “lol” or “ty.”

Formatting Text



Text can be formatted for bold, italics, font, and size by taking the cursor and highlighting the text. In the example I highlighted the word "line." A box opened. "B" will bold or unbold the text. The double "A" will change the font. The single "A" will change the size. "I" is for italics. "U" is for underline. The last two options are highlight and font color. These are the same options available on every Windows based program.

Attachments 1


Click on the paper clip. (It is circled in the example, but not in the program.) A dialog box will open with the file directory. Choose the file you want to include. Click Next.

The screenshot shows an email composition window with the following elements:

- Send bar:** Send, Attach, Add-ins, Discard, and a menu icon.
- From:** dstuhlman@ccc.edu
- To:** (empty)
- Cc:** (empty)
- Bcc:** (empty)
- Add a subject:** (empty)
- Body text:**

This is a new line.

(Dr.) Daniel D. Stuhlman | Library Faculty
1900 W. Jackson Blvd room 2300 | Chicago, IL 60612
312.850.7244 (circulation desk) | 312.850.7253 (work room)
www.ccc.edu/mlibrary

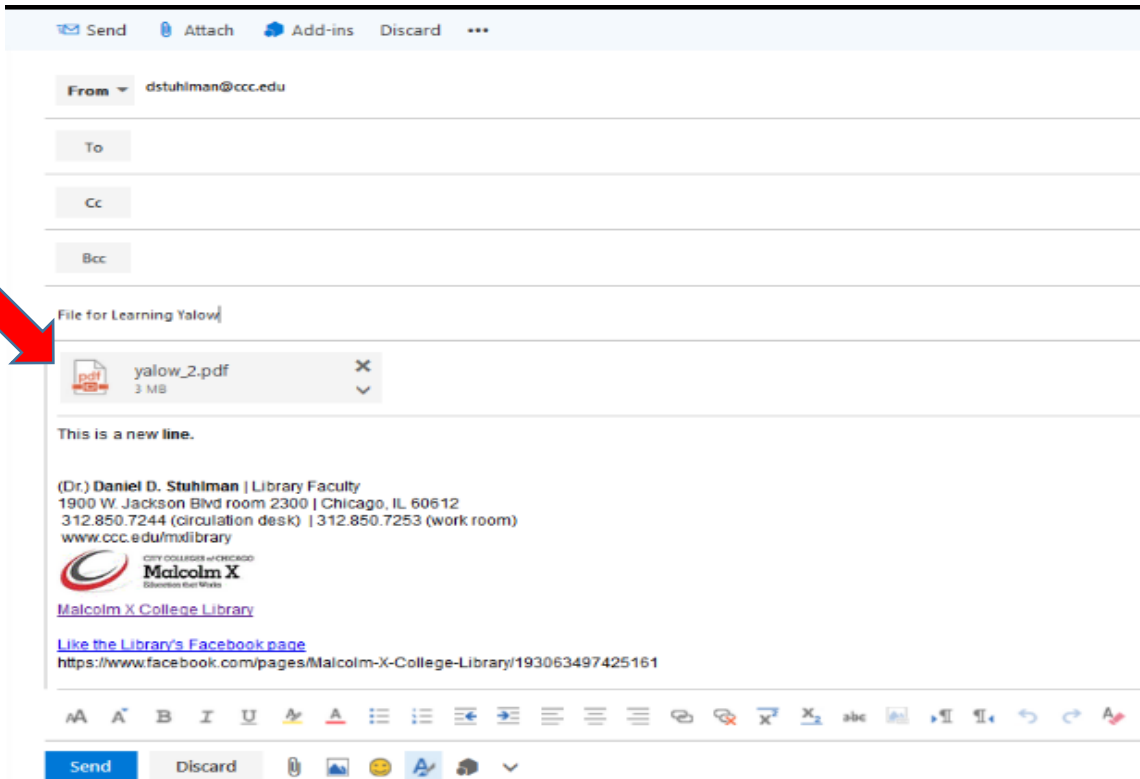
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[Like the Library's Facebook page](#)
<https://www.facebook.com/pages/Malcolm-X-College-Library/193063497425161>
- Rich Text Editor:** Standard text formatting tools (bold, italic, underline, link, unlink, bulleted list, numbered list, indent, outdent, link, unlink, undo, redo, insert link, insert image, insert video, insert audio, insert table).
- Bottom Bar:** Send, Discard, and a paper clip icon circled in red with a red arrow pointing to it.
- File Selection Dialog:** A window titled "OneDrive - City Colleges of Chicago" showing a file list. The file "yellow_2.pdf" is selected. The "Next" button is visible at the bottom of the dialog.

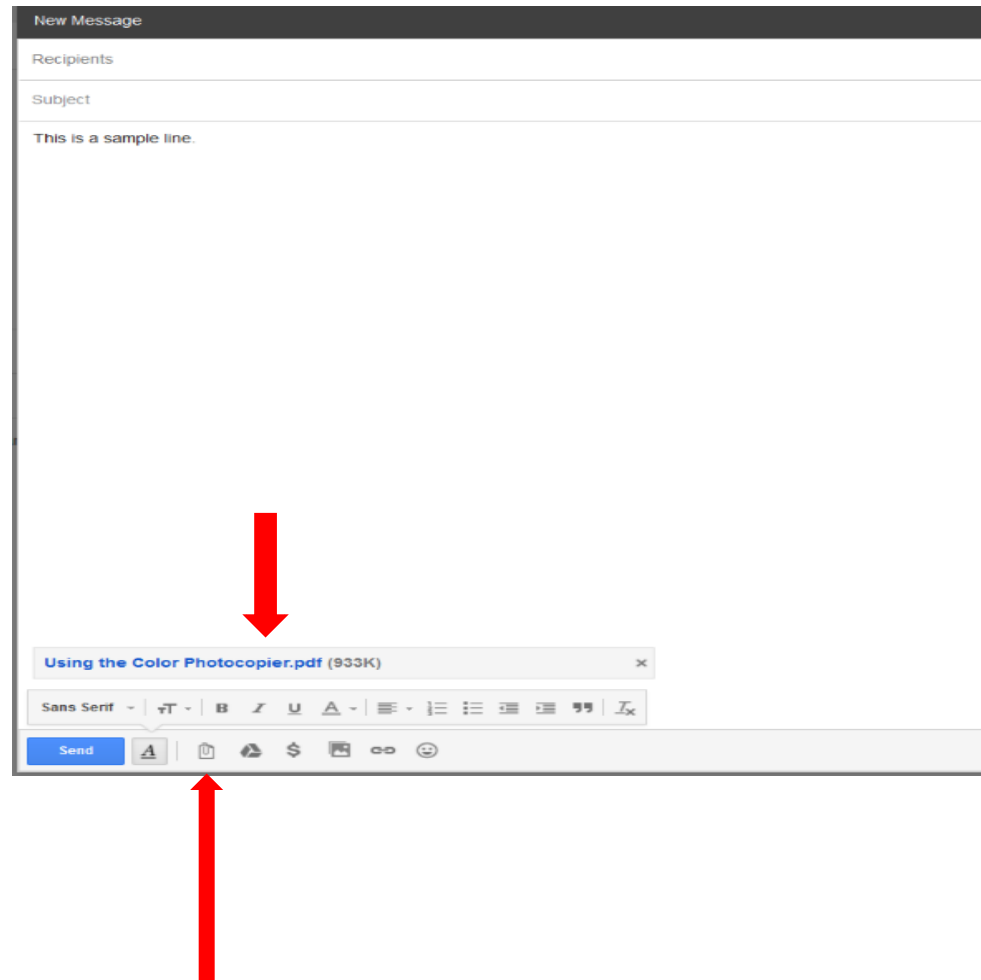
Attachments 2

When the file is chosen, it will appear above the message.



Attachments 3

This is an equivalent screen from Gmail for attaching files. The paper clip is on the bottom row and the file to be sent is above the formatting options.



Professionalism

- Proof read email to correct errors in meaning, intent, spelling, grammar and punctuation. Reading documents aloud helps make sure content is clear.
- Always spell-check before sending. Be careful with Spell-check since it sometimes makes errors.
- If the message is very important, sleep on it before sending.
- Understand that some emails will never go away
- Many readers will judge you on the basis of what you have written.

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If you have any questions or comments on this presentation please direct them to the Library Reference Department 312-850-7244 dstuhlman@ccc.edu or the general library email: mxclibrary@ccc.edu

This presentation is available from the Library home page.



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