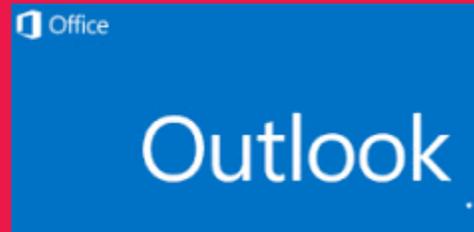# Malcolm X College

Carter G. Woodson Library

E-mail Basics

Prepared by the Malcolm X College Library staff.

©2016

CITY COLLEGES of CHICAGO
Malcolm X
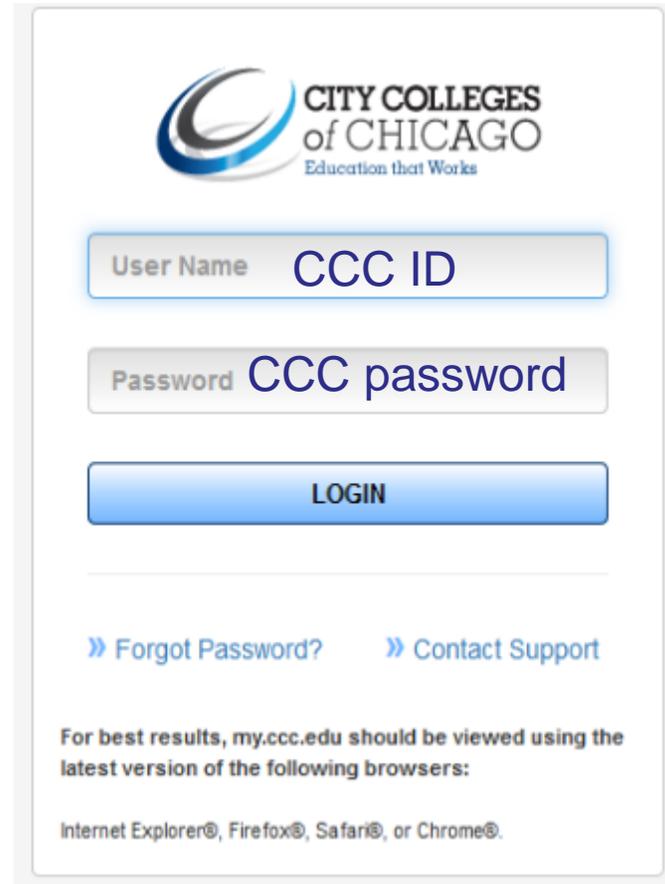Education that Works

Last revised July 11, 2016.

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 Blackboard and registration.

Then click on the login button.

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User Name   CCC ID

Password   CCC password

LOGIN

» Forgot Password?   » Contact Support

For best results, my.ccc.edu should be viewed using the latest version of the following browsers:

Internet Explorer®, Firefox®, Safari®, or Chrome®.

In-box Screen

This is the inbox. All your messages come here.

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.

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, 2016
- Thanks for you help with the XXX Project today

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.

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"

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

Sample of good a signature

Lonnie Washington | Information Technology Director
1900 W. Jackson Blvd. | Chicago, IL 60612
p 312.850.7154 | o 312.850.7153 |c 773.457.5355 |
**lewashington@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.

Formatting Text
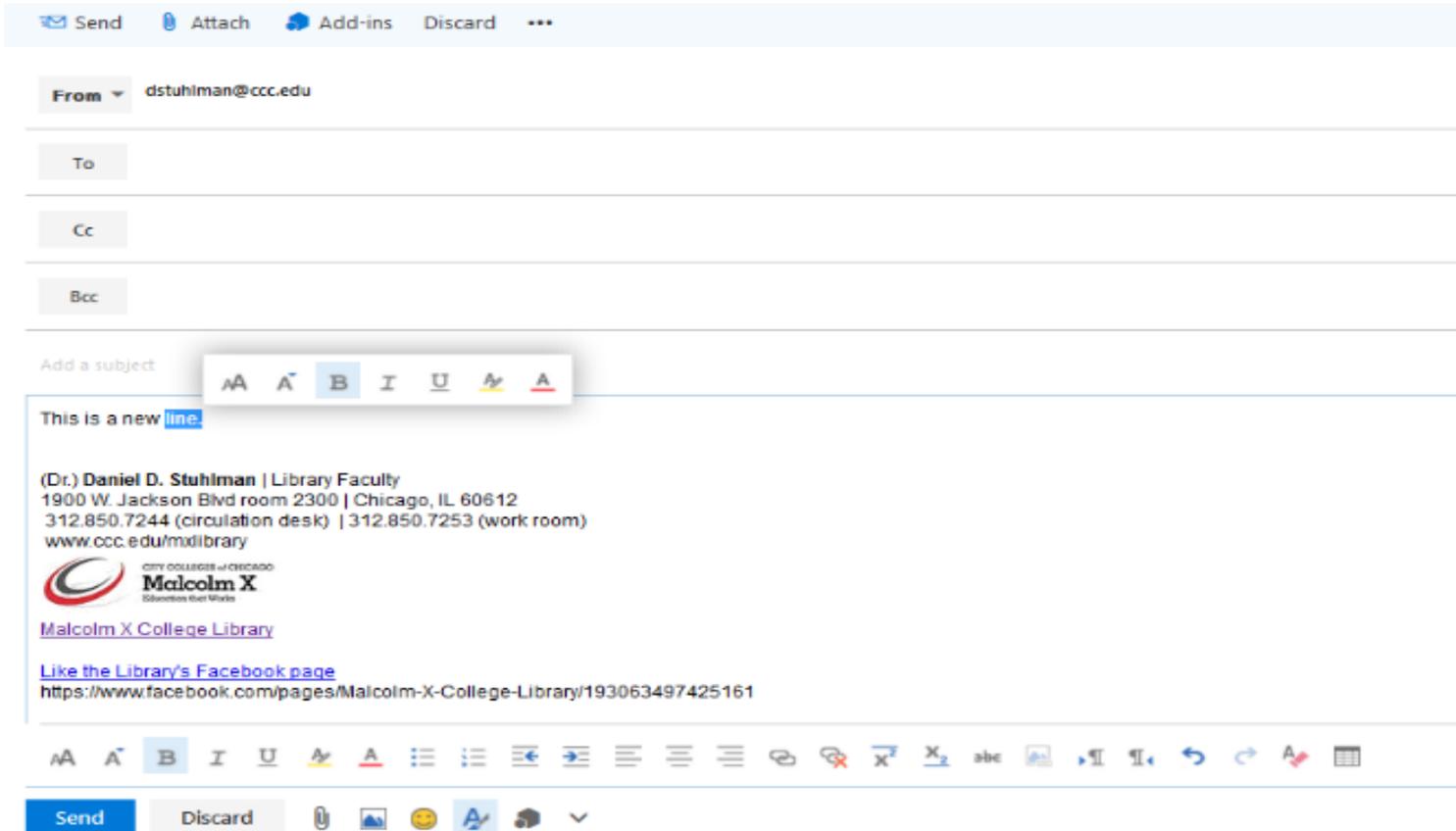
Text can be formatted for bold, italics, font, and size by taking the cursor and highlighting the text.
In the example I highlighted the word "line." A box opened. "B" will bold or unbold the text. The double "A" will change the font. The single "A" will change the size. "I" is for italics. "U" is for underline. The last two options are highlight and font color. These are the same options available on every Windows based program.
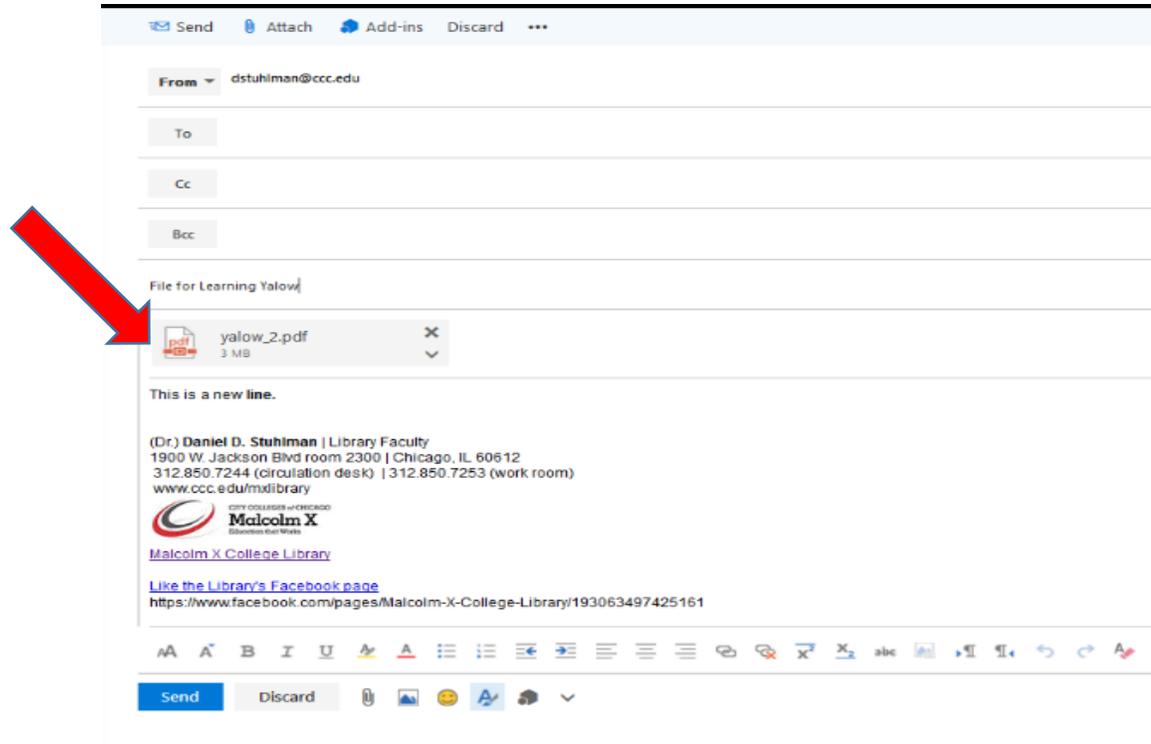
Attachments 1

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.

Attachments 2

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

Attachments 3

New Message

Recipients

Subject

This is a sample line.

Using the Color Photocopier.pdf (933K)   ×

Sans Serif B I U A ≡ ≣ ≣ ≣ ≣ ” Iₓ

Send A 📋 ☁ $ 🖼 🔗 ☺

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.
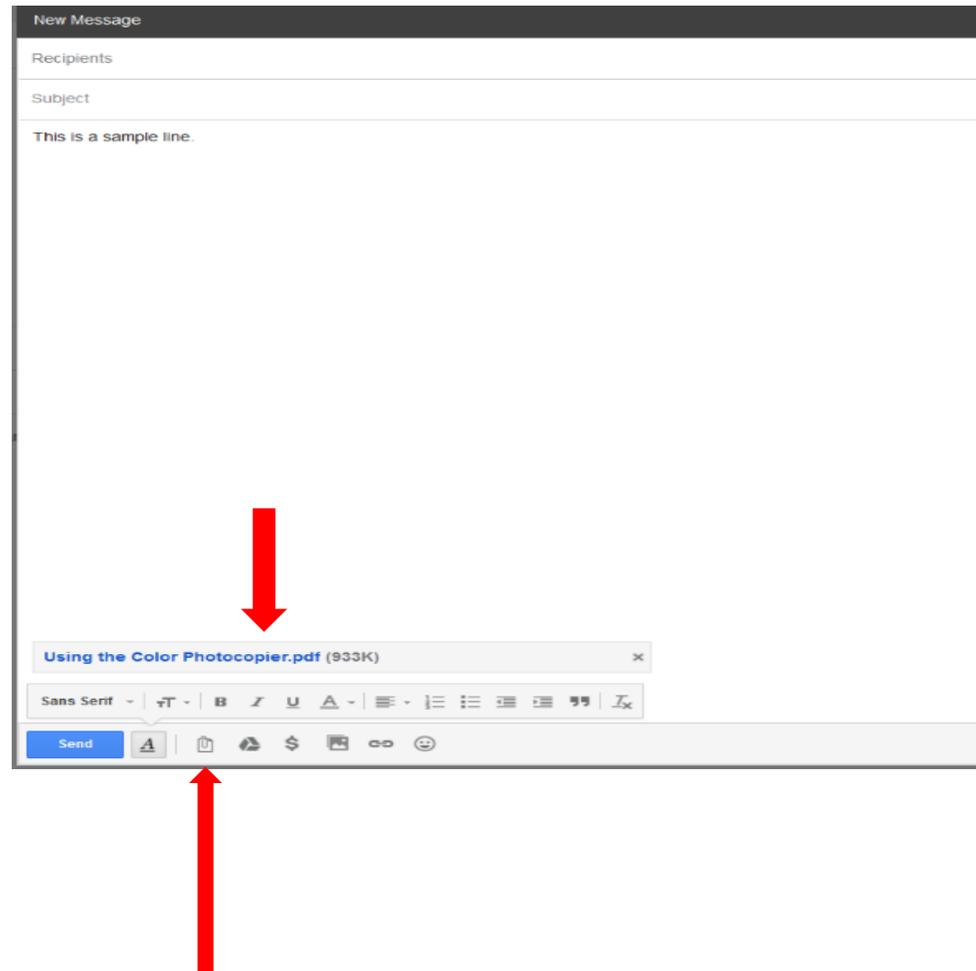
Professionalism

- Proof read email to correct errors in meaning, intent, spelling, grammar and punctuation.

- Reading it aloud helps make sure content is clear.

- Always spell-check before sending.

- If it is very important, sleep on it before sending.

- Understand that some emails will never go away

- Some readers will judge you on the basis of what you have written.

Malcolm X College

Carter Woodson Library

E-mail Basics

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: mxc-library@ccc.edu

This presentation is available from the Library home page

Prepared by Daniel Stuhlman and the Library staff.

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