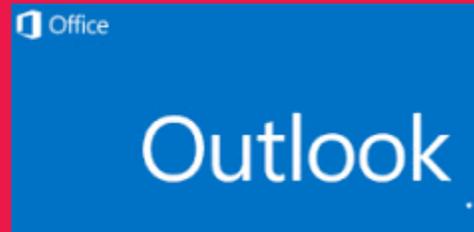


# Malcolm X College

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

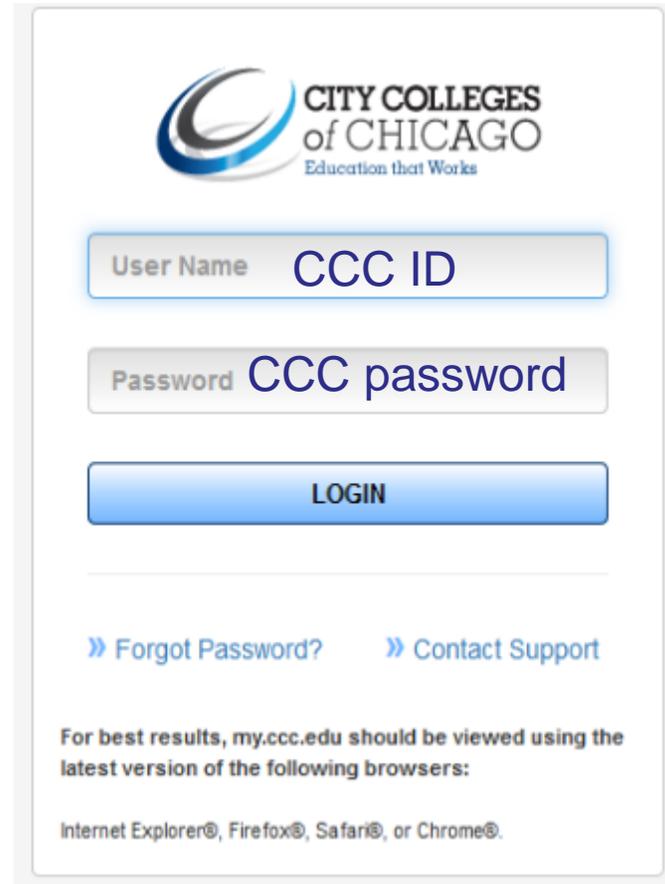
# Outline

- 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 Blackboard and registration.

Then click on the login button.



The screenshot shows the login interface for City Colleges of Chicago. At the top is the logo with the text "CITY COLLEGES of CHICAGO" and "Education that Works". Below the logo are two input fields: "User Name" with the value "CCC ID" and "Password" with the value "CCC password". A blue "LOGIN" button is positioned below the password field. At the bottom, there are two links: "» Forgot Password?" and "» Contact Support". A note at the bottom states: "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.

The screenshot shows the Outlook interface. The top bar includes 'Office 365' and 'Outlook'. Below it is a search bar and navigation 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 contains the text 'FYI' followed by a quote from Sharon T. Silverman, M.S. Library and Information Science, Chapman Chair, Acad 1600 Old-Fresno College: 'I am, was, and always will be a catalyst for change.' --Shirley Chisholm. Below the email content is a 'From: The Chronicle <global@chronicle.com>' header, a 'Subscribe Today' button, and a 'Sign up for this newsletter' link. 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 preview: '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.



# 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](mailto:lewashington@ccc.edu)

Sample of useless signatures

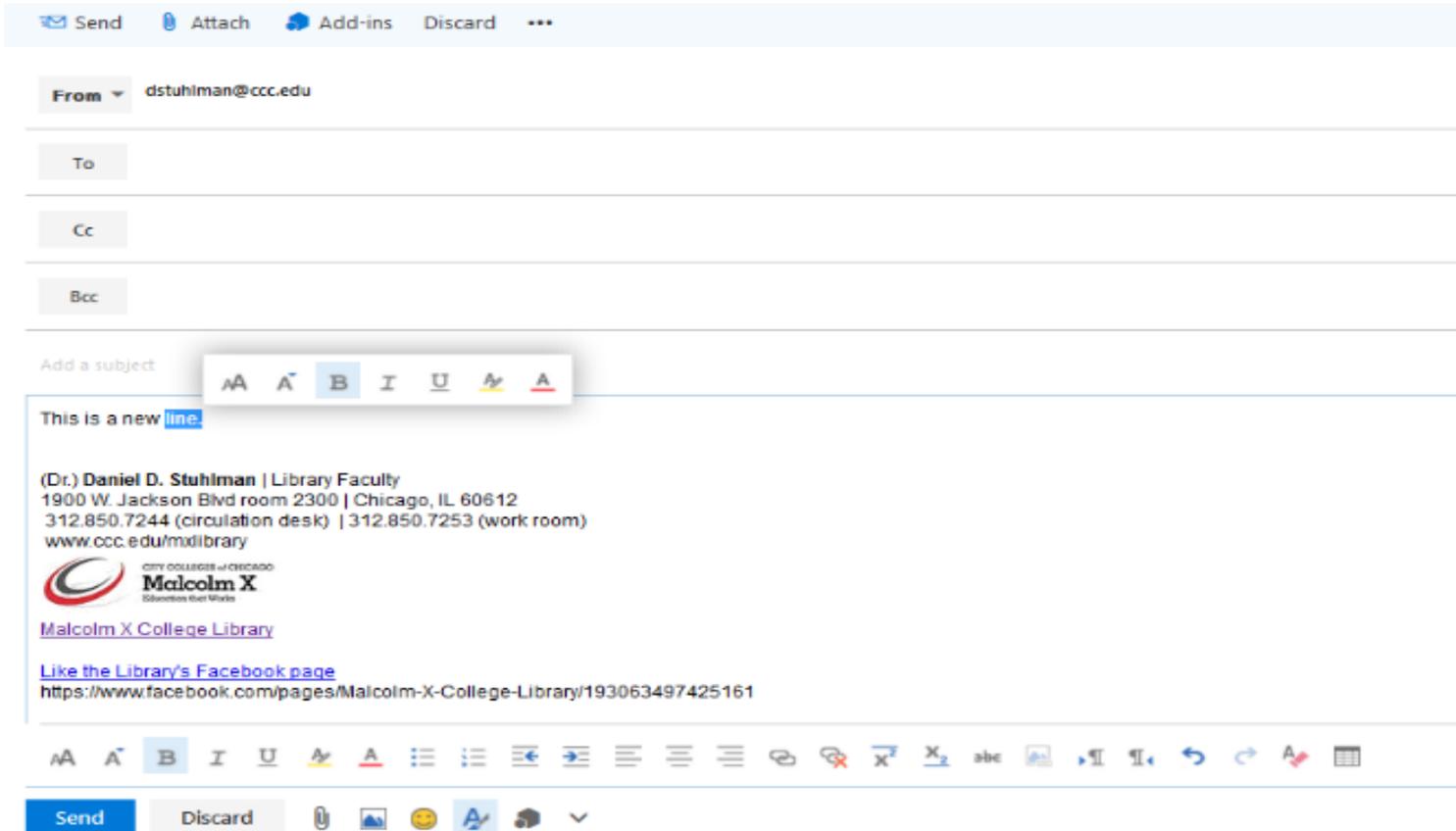
Thanks,  
Deb

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.

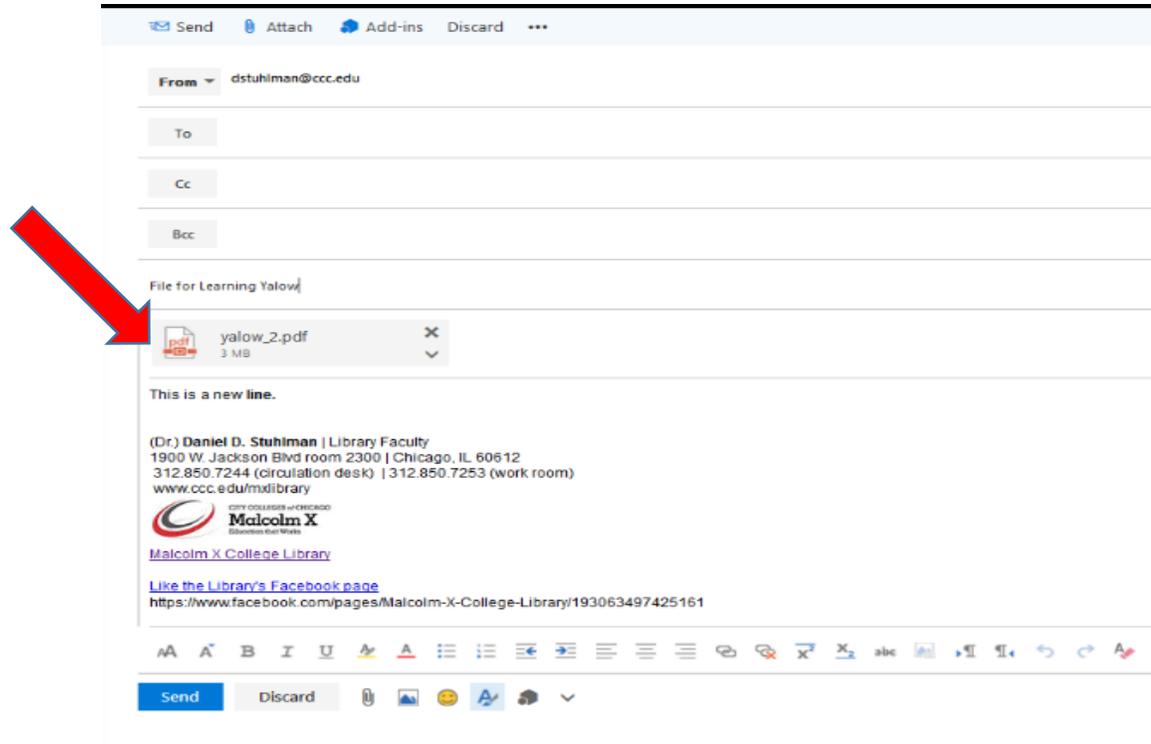
# Attachments 1

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.

The screenshot shows an email composition interface. At the top, there are buttons for 'Send', 'Attach', 'Add-ins', and 'Discard'. The 'Attach' button is circled in red, and a red arrow points to it from below. The email body contains a new line, contact information for Daniel D. Stuhlman, and a link to the Malcolm X College Library Facebook page. On the right side, a file selection dialog box is open, showing a list of files from OneDrive. The file 'yellow\_2.pdf' is selected. At the bottom of the dialog box, there are 'Next' and 'Cancel' buttons.

# Attachments 2

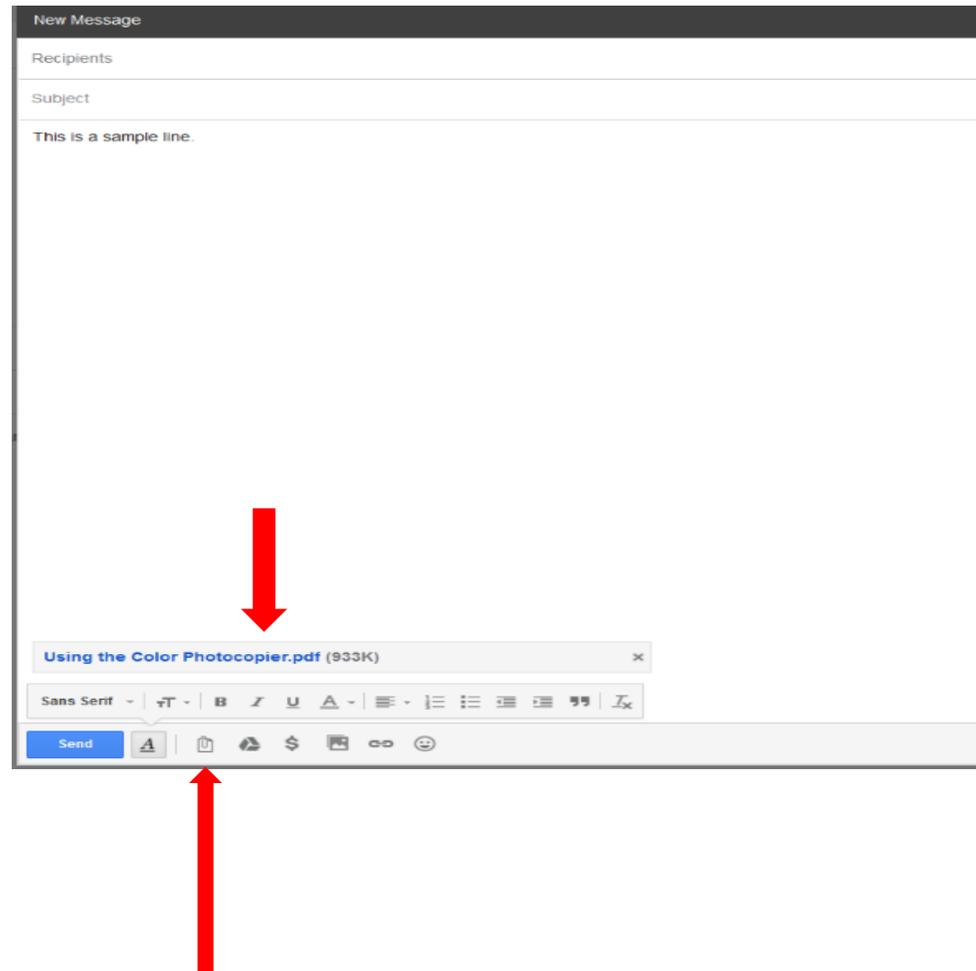
When the file is chosen, it will appear above the message.



The screenshot shows an email composition interface. At the top, there are buttons for 'Send', 'Attach', 'Add-ins', 'Discard', and a menu icon. Below this, the 'From' field is populated with 'dstuhlman@ccc.edu'. The 'To', 'Cc', and 'Bcc' fields are empty. The subject line is 'File for Learning Yalov'. A red arrow points to a file attachment named 'yalow\_2.pdf' (3 MB) which is displayed with a PDF icon and a close button. Below the attachment, the text 'This is a new line.' is visible. The body of the email contains contact information for Daniel D. Stuhlman, including his title as Library Faculty, address (1900 W. Jackson Blvd room 2300 | Chicago, IL 60612), phone numbers (312.850.7244 for circulation desk, 312.850.7253 for work room), and website (www.ccc.edu/mxlibrary). It also features the Malcolm X logo and a link to the library's Facebook page.

# 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 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](mailto:dstuhlman@ccc.edu) or the general library email: [mxclibrary@ccc.edu](mailto:mxclibrary@ccc.edu)**

**This presentation is available from the Library home page**



Prepared by Daniel Stuhlman and the Library staff.  
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