#1
Check to make sure that using email is the best way to communicate your issue. Often times a face to face meeting is easier and preferable for all parties involved.

#2
Always use your Illinois email address. If you use a mail forwarding service from another email account, ensure that any replies you send come from your Illinois email account.

#3
A concise and specific subject line will help your reader know exactly what to expect. If you are writing to a professor/advisor, consider including your class/section info and UIN.

#4
Professional email should have a certain level of formality including a standard greeting. Unless you are invited to use a first name, it is best to address your recipient by their title.

#5
Emails to instructors & advisors should be brief and to the point. Before sending, review your copy to check:
1. It is written in complete, coherent sentences.
2. There are no spelling errors.
3. It is not written in all caps.

#6
It is common courtesy to thank someone for their time and help. End your email with a “thank you” or “best” and your full name. We are often keeping track of thousands of students, so clearly identifying yourself is the best way to ensure you get an answer.

#7
Use a signature to clearly state who you are and how to contact you. This could include: name, major, school (U of I/MCB), expected graduation, email address and phone number.

#8
Proofread. Check that your tone is appropriate and non-confrontational. Remember in email it is easy to sound offensive. Emails are forever and you cannot take back what you send.

Final Reminders: Check your email everyday!

Patience is a virtue. We all like instant gratification. Everyone is busy and you might not get a reply as soon as you'd like. If your question or concern is time sensitive, it may be appropriate to send a follow-up email, but be realistic about your expectations. Finally, if you expect timely, helpful replies, you should do the same for others. Check your email regularly and respond when you're able.