



Effective Electronic Correspondence (Transcript)

Hello GMC scholars. My name is Jennifer Giovannini. Welcome to the Effective Electronic Correspondence module where we'll explore how to draft or write effective emails and successfully contribute to discussion boards and other college platforms.

It's likely during your college career that you'll need to contact a professor, graduation coach, success coach, or other college representative. So it's important that you know how to effectively construct your e-mail so you can get the assistance that you need. Some tips I have for effective e-mail correspondence include: Always e-mail from your GMC student account. Double check the recipient address for accuracy, as typos do occur. Use a letter format, and we'll go over that in just a moment. Use complete sentences. Use proper punctuation and grammar. Be polite and respectful. Allow time for a response. 24-48 hours is a good rule of thumb. Factor in business hours, and also check your syllabi for information about emails so that you understand your professor's expectations. Lastly, close the loop on the e-mail and say thank you.

Your e-mail should contain a subject, greeting, body, and closing. For the subject of your e-mail, it should be short and clear and concise. If you're emailing your professor, I encourage you to include the name of your class in the subject heading. This helps your professor, especially if they're teaching multiple courses.

Always include a greeting, such as Dear Professor, good morning, good afternoon, good evening, and your name. For your body, you should explain why you're emailing, the purpose for your e-mail. And this is where you want to make your ask. And include a plan of action if you have one. Your body doesn't need to be lengthy. You're not writing an essay, but you just need to make sure that you include enough information that you get the purpose of your e-mail and your ask across.

When closing, includes your first and last name after your closing phrase. You can use things like sincerely, kindly, best.

I encourage you to draft your e-mail in a different, like a word document or note in a different platform so that you don't accidentally submit it. And by drafting it in another document allows you to draft it and, you know, edit, revise your rough draft and get it perfect before you add it into your e-mail and hit that send button. So drafting is just an extra way to make sure it looks good and sounds good.

This is an e-mail that I wanted to show you from my time as a student. I emailed my professor on a weekend time so I knew I wasn't going to get a response because it was outside of business hours. But I wanted you to see that in the subject I included the name of the class. I got straight to the point. I let my professor know I was having a technical issue with my online class. I included my greeting, which was good evening. And then in my body, you can see where I put what's going on. I have complete sentences, good punctuation, and I make my ask, Do you know of any additional troubleshooting techniques? I was desperate and I needed assistance. I thanked my professor. And then you can see my

closing phrase here I use warmly. That's my style. And then my first and last name. Again, note that this has all the basics of an effective e-mail and I got straight to the point.

Discussion boards are often graded assignments that you must contribute your writing to. Make sure that you always read the prompt to understand what you're writing about. Use complete sentences and correct grammar and punctuation. I encourage you to also draft your discussion in another document such as Word or Note, and then read it out loud to make sure that it sounds good and is grammatically correct.

These are snippets from my syllabi from previous courses where my instructors outline the expectations of discussion boards. So again, I encourage you to go to your syllabus for your course to see what your expectations are from your professor. This is an example of a discussion prompt. umm And so the prompt was asking me to introduce myself to my classmates and explain my current role and job. This course dealt with what we call assistive technology. And so I was asked to share if I had any experience with assistive technology and I did. So I was able to contribute a little bit more in terms of what this ask was. I, if you check this out, you can see that I used complete sentences and it had proper grammar and punctuation. This is just the first paragraph of my discussion, but I wanted to show it to you because I captured the ask of the discussion.

There may be instances where you need to communicate in other college platforms. Starfish comes to mind for communicating with your success coach. In these instances, continue to use that formal writing, such as using those complete sentences and making sure that your grammar and punctuation are on point. You can use a mash-up of what you've learned today. So if you're sending a message, make sure you have a subject, greeting, and body, and your closing. And then you also just want to make sure that your writing makes sense.

Thank you so much for joining me for this module. If you're needing further assistance with your academic writing or maybe with voice, please check out the other writing nook modules. Thank you so much and have a great day.