



## net·i·quette [ nétti kèt ]

noun - Etiquette practiced or advocated in electronic communication.

# 9 Tips to Demonstrate Good 'Netiquette'

- 1 Write a meaningful subject line.** Stringent spam filters often flag messages as "junk" when the subject line is left blank - or when it contains "red flag" words, like *new* or *sale*.
- 2 Be polite.** Start your message off right with a polite opening (e.g., Dear Ms. Parent or Good morning, Mr. Teacher). Also, don't forget to say "please" and "thank you".
- 3 Use paper when appropriate.** A quick thank you via e-mail is easy and effective. However, for certain occasions, it's best to stick with the traditional, hand-written thank-you note.
- 4 Don't deliver bad news in an e-mail.** It may be easier for *you* this way, but don't give in to the temptation! Bad news is best delivered face-to-face or in a letter.
- 5 Respond promptly.** If you can't send a full response the same day, send a quick e-mail stating the date the individual can expect one.
- 6 Pay attention to your tone.** It's hard to get a sense of "tone" in an e-mail. Therefore, err on the side of caution and avoid attempts at humor, which could be misconstrued. Additionally, avoid using all caps, since the reader may get the impression that you're "yelling."
- 7 Be concise.** Include any and all pertinent information - nothing more.
- 8 Write professionally.** Avoid abbreviations and carefully check your spelling and grammar. Run spell check if available. Don't forget to include your name and e-mail address at end of your message.
- 9 Fill in the address last.** You'll avoid accidentally sending an inaccurate, unfinished, or mistake-laden e-mail.