

## I. Types of Electronic Communication

- A. **Chatting** – talking in real-time to other network users from all parts of the world
- B. **Blogs** – web-based journals often used by individuals or groups to maintain a record of thoughts, pictures, and interests. An online diary.
- C. **Podcasting** – a method of publishing files to the Internet, allowing users to subscribe to a feed and receive new files automatically. Used largely for audio files, but also for video.
- D. **Discussion boards** – online bulletin boards that provide a forum for users to post and respond to messages from other users. Usually aligned to a specific topic.
  - 1. **Moderated** – an administrator and/or moderator monitor discussion threads for content and netiquette.
  - 2. **Un-moderated** – no administrator/moderator is present
- E. **Text messaging** – keyed messages relayed via a pager or cell phone. Defined as short messages (less than a few hundred characters).
- F. **Email** – electronic exchange of messages and files that are connected to the Internet or some other computer network via wireless or other link.

## II. Components of an e-mail

- A. The **header** section of an email contains the following:
  - 1. The web address and sometimes the name of **addressee** (keyed in the TO: section)
  - 2. The web address of **author** (keyed in the FROM: section)
  - 3. **Date** – the date the message is created
  - 4. **Subject** – the topic of the message
    - a. Use the subject line to inform the receiver EXACTLY what the email is about
    - b. Appropriate use of the subject line increases the chances your email will be read and not discarded into the SPAM can
  - 5. **cc** (carbon copy) notation for additional recipient names and web addresses
  - 6. **bc** (blind copy or complimentary copy) notation for recipient(s) that are hidden from view.
- B. **Body** – the message of the memo.
  - 1. Usually contains a request for action.
  - 2. Sentences should be kept short and to the point
  - 3. Intermix short and longer sentences.
  - 4. Avoid with very long sentences when possible.
  - 5. Include a desired action and a deadline for completion when appropriate

- C. **Signature** – the name and contact information of the sender.
  - 1. Email service providers provide a user interface for the creation of an electronic signature that automatically attaches to the end of every message.
  - 2. Make sure to include contact information, including your name, title, phone and fax numbers, as well as snail-mail address in the signature portion of the email.
  - 3. If you have additional email addresses, you may want to include these as well
- D. **Attachment** – files that are sent along with the email.

### III.

#### **E-mail Netiquette**

- A. Check email daily and respond promptly.
- B. Remember that email is a written form of communication and therefore can be printed out and viewed by others than those originally intended for or used as official legal documentation.
- C. Remember that you can always deny that you said it, but what you write is documented.
- D. Remember that email is **not** confidential!
- E. Do not spam readers with unnecessary information, jokes, or frivolous material – it is not professional and could be in violation of company policy and grounds for termination of employment.
- F. Do not key in all caps or in all lowercase! All caps symbolize yelling.
- G. Proofread and spell check – spelling errors in any document reduce the author's credibility