UCI Email

In this section, we will cover:

- The Importance of Using Your UCI Email

- Basics of Email Etiquette

- ZotMail

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Importance of Using Your @uci.edu Address

Your UCI Email is the **primary** tool for communication between you and the University

- We do not maintain non-UCI email addresses in your records

- Sending from your UCI email will ensure the email is received (otherwise it may go to our SPAM filter)

- **To confirm your identity and protect your privacy**, many UCI offices will only respond to email messages sent from your UCI email address

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Before Emailing Faculty & Instructors

Check the Syllabus and Course Materials

- Often, the information your need can be found in the syllabus, Canvas announcements, or other materials. Ensure your question hasn't already been answered there.
- Check your UCI Email and Canvas class websites daily to stay up-to-date with course changes, such cancelled class meetings or changes to assignments or exams

Clarify Your Purpose

- Know exactly what you wish to achieve with the email. Is it to ask a question about a class, clarify an assignment, inquire about research, or request a meeting?
- Most professors prefer emailing and will respond, especially for "simple" questions

Be Clear and Concise

Include key information while keeping it brief. For example, key information might include the course you are taking with the faculty or how you were referred to them.

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Before Emailing Advisors & Other Staff

Check Available Resources

- Review advising or department websites. Sometimes a simple Google search can locate the information on UCI's websites. Your question might already be answered there.
- Check your UCI Email for messages from your advisor or other departments. It's likely we have sent you information about relevant processes, deadlines, and programs.

Provide Context

In addition to your question or request, be sure to include your name, student ID, major and year of study. This helps your advisor quickly understand your current academic situation.

Be Specific and Concise

Briefly explain your question or request

Consider Using ZotChat

For "quick" questions, you may be able to reach your advising office using online chat for a more immediate response

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Keep Emails Polite & Professional

- Treat email as a somewhat formal communication
    - » Address your professors as Dr. "X" or Professor "X"
    - » You always want to err on the side of being more professional.

- Use complete sentences and correct punctuation in the email body
    - » Be sure to pay attention to grammar, spelling, etc.

- As a general rule, you should NOT use "texting" language when emailing, such as word abbreviations, emojis, slang, profanity, etc.

- If your issue is time-sensitive, politely indicate this in your email. However, avoid overusing "urgent" if it's not necessary

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What To Include In Your Email

Writing 39B - Week 3 Assignment Submission

Hello Dr. Brown,

[Short Question Here]

Best,
Peter Anteater
peteranteater@uci.edu
UID 12345678

✓ **Subject Line**
Include the name of the class (if applicable) and summarize the email's purpose in a few words

✓ **Greeting & Salutation**
"Hello," "Dear," or "Good morning / afternoon / evening" followed by the person's name (include "Dr." or "Professor" for faculty)

✓ **Identify yourself**
Be sure to include your FULL NAME and your UCI ID NUMBER.

✓ **Provide Relevant Details**
- **Identify the Class (if applicable)** Faculty often teach multiple classes. Mention the class you are in, including section or time. (i.e. I'm in your Bio 87 class at 8:00am)
- **Attach Documents (as needed)**

✓ **Closing**
End with "Best," "Regards," "Sincerely"

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After You Hit "Send"

Be Considerate

Do not send the same question to more than one person in an office. Whoever receives your email will do their best to respond in a timely manner and provide the answers you are seeking. Multiple emails may actual slow the response time.

Be Patient

Like you, UCI faculty and staff receive a high volume of email.

- Know that we work diligently to respond to your emails. Sometimes you may get a response immediately, while at other times it may take a few days.
- Please allow at least **2-3 business days** before following up. If you need a reply right away, you can try messaging on ZotChat or go to the office during business hours.

Be Flexible

Some issues really need to be handled in person. Don't be discouraged if you are asked to make an appointment to discuss your questions. Follow instructions for scheduling a meeting as soon as you can.

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ZotMail

- You can expect to receive important email notifications regarding Campus Updates, Academic Advising, Deadline Reminders, Programs, and Events
  - » Some emails will be sent to you individually by an advisor or department
  - » Other emails will be sent to a listserv using ZotMail

- Some ZotMail lists are mandatory, but you may be able to subscribe/ unsubscribe from ZotMail lists to help manage your inbox and receive the information that is most relevant for you and your programs:

  https://zotmail.uci.edu/User/MySubscription.aspx

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