COMMUNICATION ETIQUETTE AND GUIDELINES

1. **ALL COMMUNICATION MUST COME FROM THE STUDENT, DIRECTLY.** You are encouraged to discuss issues with family or friends, but the Family Educational Rights and Privacy Act (FERPA) of 1974 prohibits faculty/instructors, advisors, and College staff from discussing you or your classes with anyone else.

2. **BE CONCISE AND TO THE POINT.** Do not make an email or voice mail messages longer than needed. A long email or voice mail can be frustrating for the recipient, and often results in parts of it getting unintentionally ignored.

3. **READ EACH EMAIL TWICE BEFORE SENDING.**
   - Include a greeting/salutation ("Dear" or "Hello") and closing ("Sincerely" or "Regards").
   - **Be sure to include your name**, student ID number, and a phone number (including area code) where you can be reached.
   - Use proper spelling, grammar & punctuation. This is not only important because improper spelling, grammar and punctuation give a bad impression of you, but it is also important for properly conveying the message. Email is NOT another form of texting.
   - Use proper structure & layout. Use short paragraphs and blank lines between each paragraph. When making points, number them or mark each point as separate to keep the overview.
   - Avoid using abbreviations and emoticons. The recipient might not be aware of the meanings of the abbreviations and in business emails, these are generally not appropriate. The same goes for emoticons.
   - When requesting an office or advising appointment, include days and times you are available to meet.

4. **TREAT YOUR TEACHERS AND ADVISORS WITH RESPECT.** Also refrain from bad-mouthing any of your instructors, advisors, or College staff in email, voice mail, or out loud because it's unprofessional.

5. **YOU EARN A GRADE AND THE INSTRUCTOR RECORDS THE GRADE.** If you believe there was an error in how your grade was recorded, do not email or call your instructor complaining and/or demanding a change. If you feel there is a problem, ask the instructor for a clarification. There is a big difference between asking and complaining.

6. **CHECK YOUR EMAIL DAILY!!**

7. **DO NOT EXPECT AN IMMEDIATE RESPONSE TO YOUR EMAIL OR VOICE MAIL.** 1-2 business days are a standard window for an email or phone response during the business week. This requires you to be organized and to plan ahead.

8. **MAINTAIN AN EMAIL CONVERSATION THREAD BY USING THE "REPLY" OPTION, RATHER THAN STARTING A NEW EMAIL.** It is helpful to have a record of previous email conversations for context and for reference purposes.

9. **REGULARLY CHECK AND UPDATE ALL OF YOUR CONTACT INFORMATION IN MYCSN.** Your mailing address, phone number, and email address should be current.