Email Etiquette

The purpose of this session is to provide you with useful tips and tricks on using technology to enhance your experience in the digital world.

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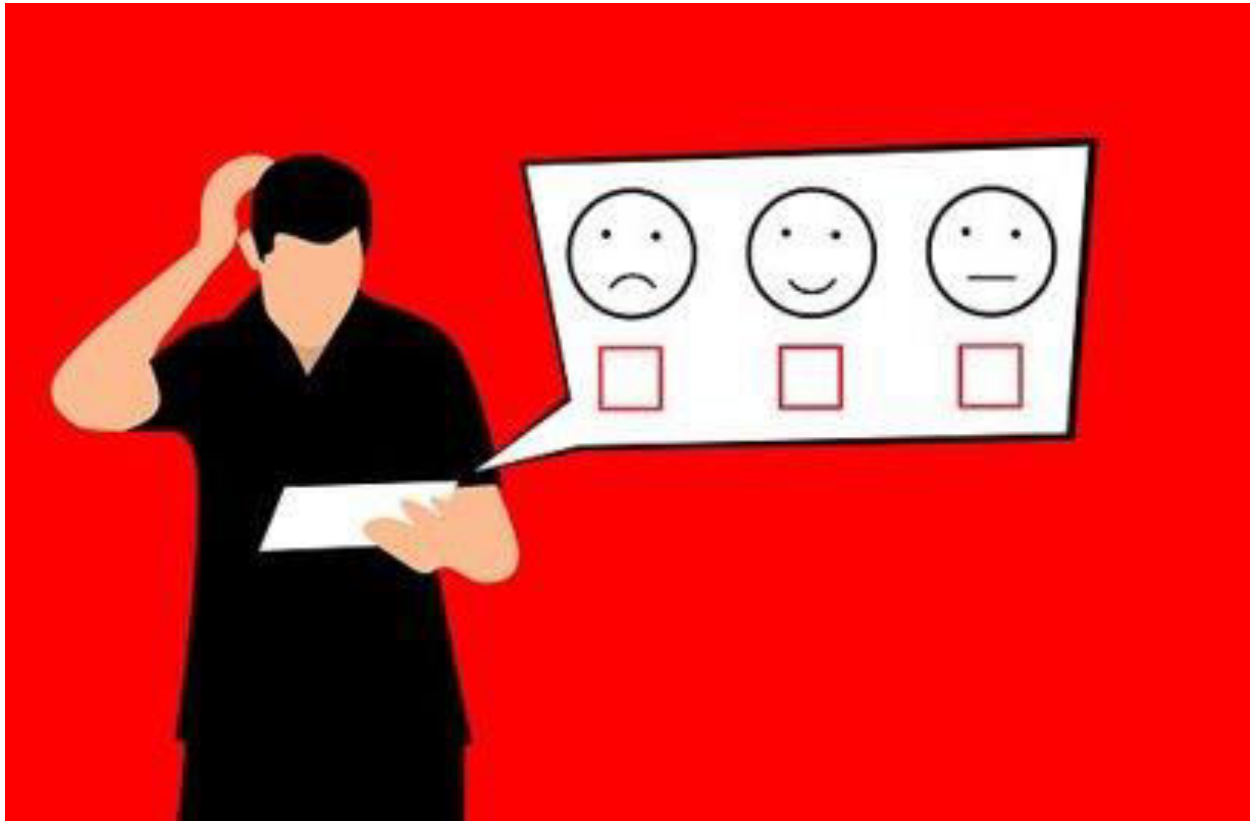
Communication- Online Tone



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Examples – Work together

- DO NOT INCLUDE A COVER PAGE ON YOUR NEXT PAPER!!!
- DO NOT INCLUDE a cover page on your NEXT paper!
- *Do not include* a cover page on your next paper □
- Do not include a cover page on your next paper □
- Do not include a cover page on your next paper.

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Examples – Work together

- Remember, do not include a cover page on your next paper.
- Remember, do not include a cover page on your next paper □

Scaffolds of a successful email

- Make good use of subject lines.
- Keep messages clear and brief.
- Be polite.
- Check your tone.
- Proofread.

Make good use of subject lines.

Bad example

- Subject: Assignment

Good Example

- Subject: SS1004 Sociology Assignment

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Proofread

- Check for grammatical errors
- Ensure you have answered all points
- Read the email aloud to ensure the information can only be interpreted one way!

Student Email
UMAIL

How do I access my Gmail?

All UCC students automatically have an email account created for them. Umail is the name of the UCC Student Email service, it is powered by Google. Your UCC Email account is yours for life.

Accessing your student Email Account

To access your Umail account go to Umail FAQ and click on the Umail icon.

Username: Student Number

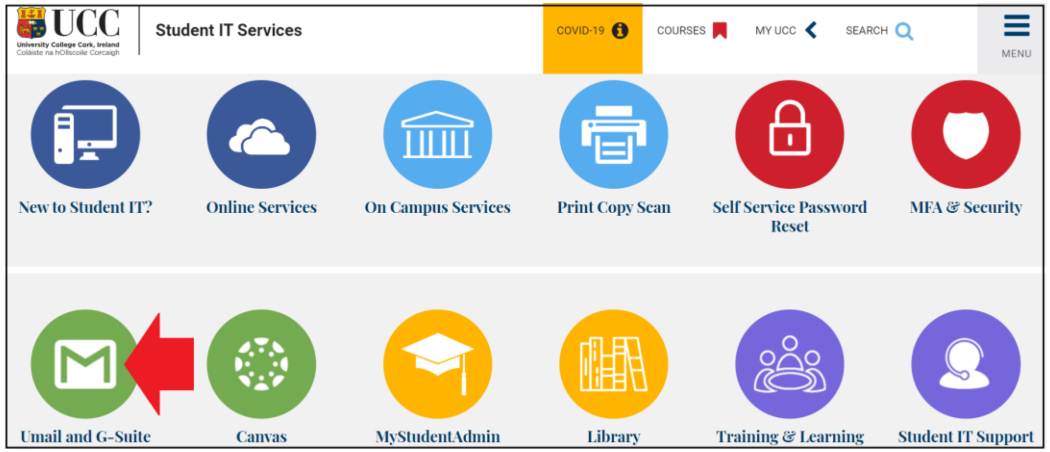
Password: Student IT Account Password

What emails can I expect to receive in my Umail?

The university will use your email to notify you of any events, health guidelines, university closures, and general student services emails. You may also sign up to Clubs and Societies to receive emails about their upcoming events or meetings. The Students Union will also send out regular updates of note to the student body.

Your department will use this email to contact you about any School related news, such as deadlines or module sign-ups, and your lecturers will also use this email to contact you. It is important therefore to check your email daily.

Pro tip: Using the instruction discussed in this presentation later, create an important list for all the relevant lecturers and your department to ensure they catch your attention when you view your email.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Student IT Services
COVID-19
COURSES
MY UCC
SEARCH
MENU
New to Student IT?
Online Services
On Campus Services
Print Copy Scan
Self Service Password Reset
MFA & Security
Umail and G-Suite
Canvas
MyStudentAdmin
Library
Training & Learning
Student IT Support

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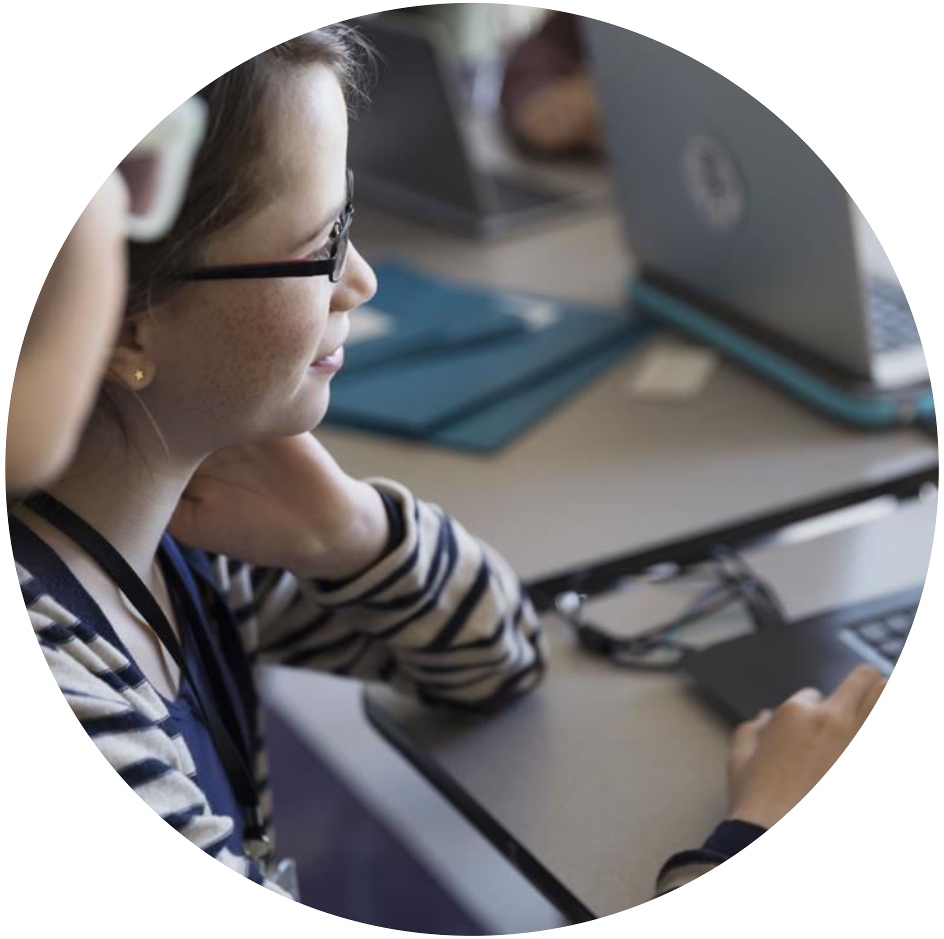
Your Student Email Has Excellent Features

Here we have rounded up the most useful tricks and tips for Umail in your university years:

- Schedule email
- Smart compose
- Get notifications for certain emails
- Adding attachments straight to Drive
- Organise inbox by categories
- Recall emails
- Link to calendar



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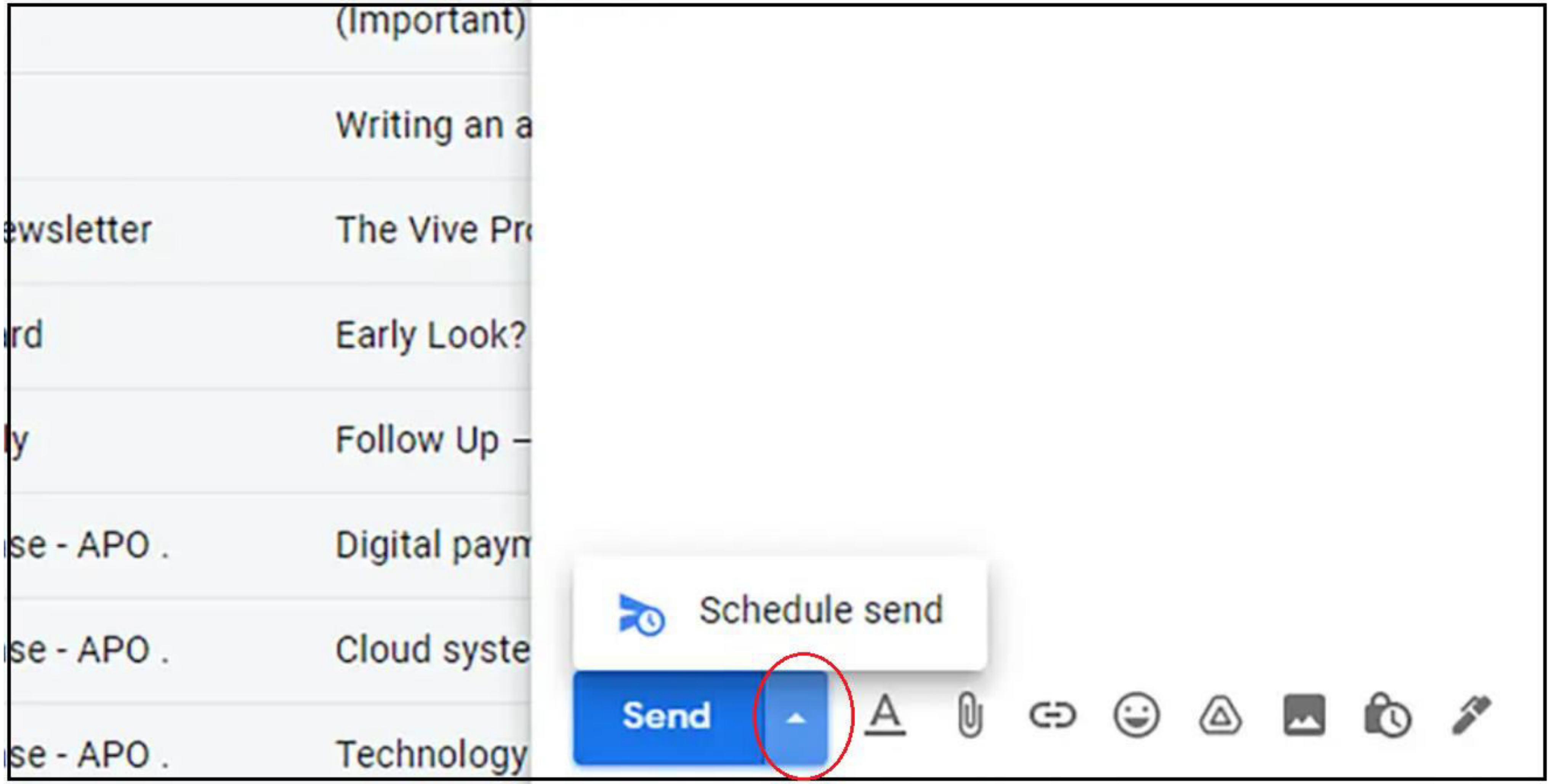
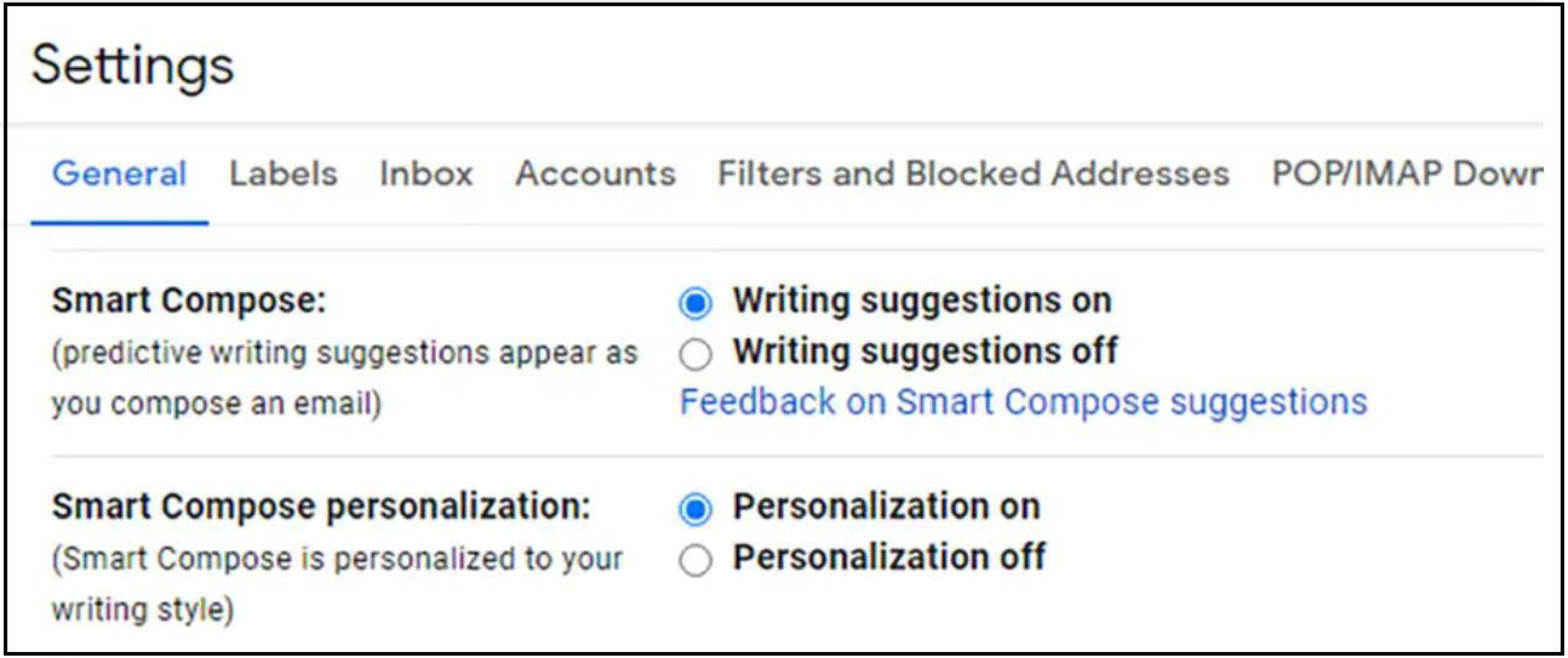
1. Schedule Email



(Important)
Writing an a
ewsletter
The Vive Pr
rd
Early Look?
y
Follow Up –
se - APO .
Digital paym
se - APO .
Cloud syste
se - APO .
Technology
Schedule send
Send

2. Smart Compose



Settings

General
Labels
Inbox
Accounts
Filters and Blocked Addresses
POP/IMAP Dowr

Smart Compose:
(predictive writing suggestions appear as you compose an email)

● Writing suggestions on
○ Writing suggestions off

Feedback on Smart Compose suggestions

Smart Compose personalization:
(Smart Compose is personalized to your writing style)

● Personalization on
○ Personalization off

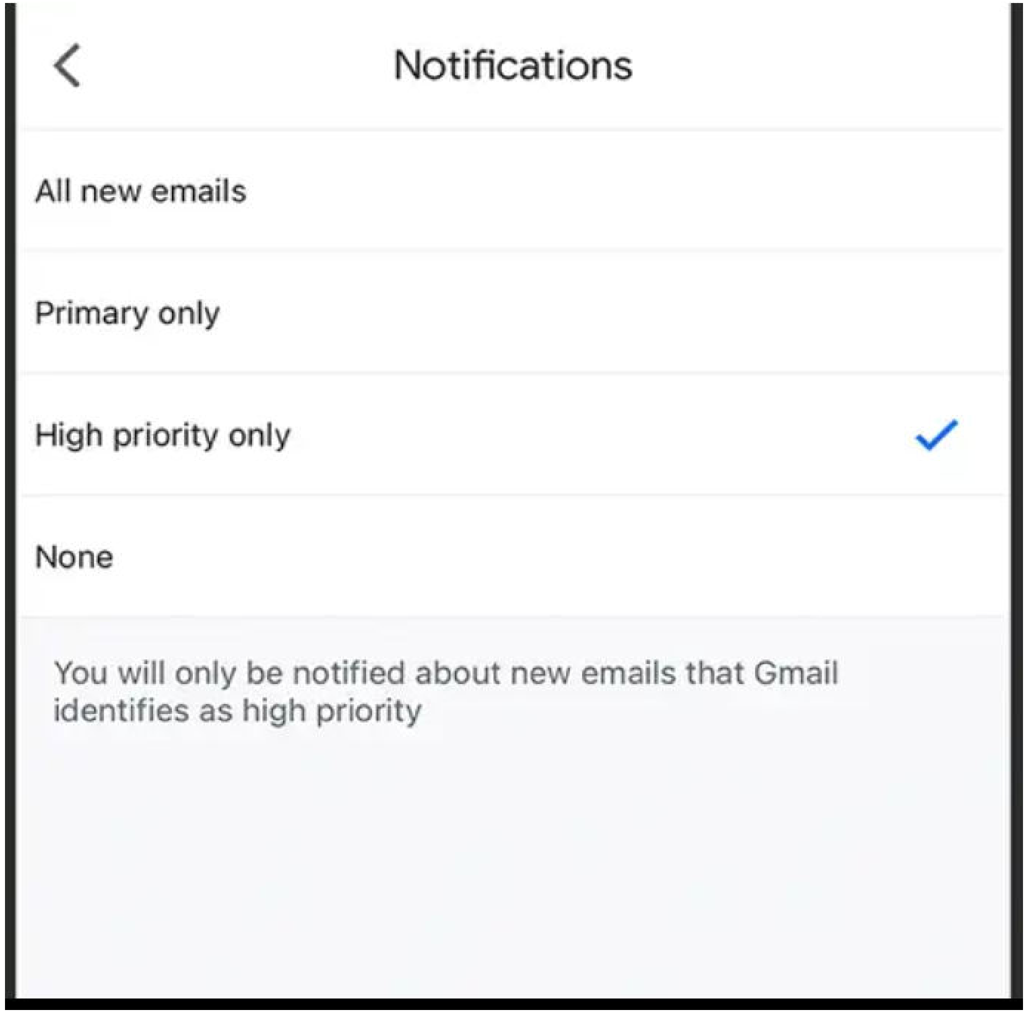
3. Get notifications for certain emails

Ensure you never miss a department / lecturer / tutor email again.

The UMAIL can fill up quite quickly so this ensures you can be alerted on your phone app and laptop (while it is open) on time.

Scenario:

You have to get up early to take a one hour bus to campus, allowing for traffic. It is raining, two buses were full, you are already late for the lecture and are drenched. You hurry to the lecture hall. Nobody is there. You check your email and the lecturer had sent an email in the early hours of the morning advising of a personal emergency and the need to reschedule the class. If you had an alert, this would have saved you an early and rain-soaked journey!



High priority only ✓

You will only be notified about new emails that Gmail identifies as high priority

4. Adding files straight to drive

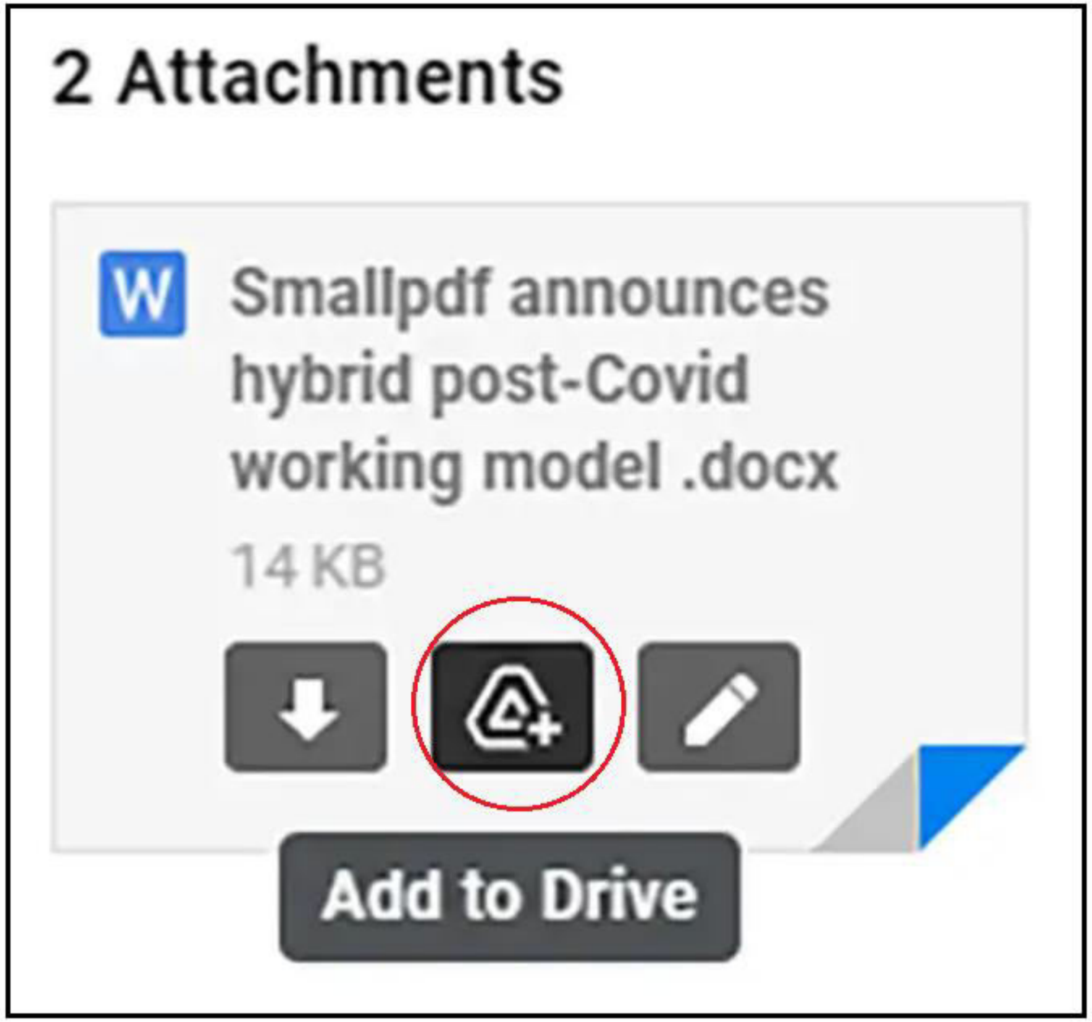
Working online negates a lot of unnecessary printing.

The university library also has infinite online texts and resources.

Often, these are shared by lecturers or classmates via email.

Rather than needing to download/print these and being unable to find them, you can simply add them straight to your Google Drive storage.

Note: *Even when you graduate from UCC, you will still retain access to UMAIL and all of its features, including files. It is extremely useful to have searchable digital files in one location for this reason. You never know when you may need something again!*

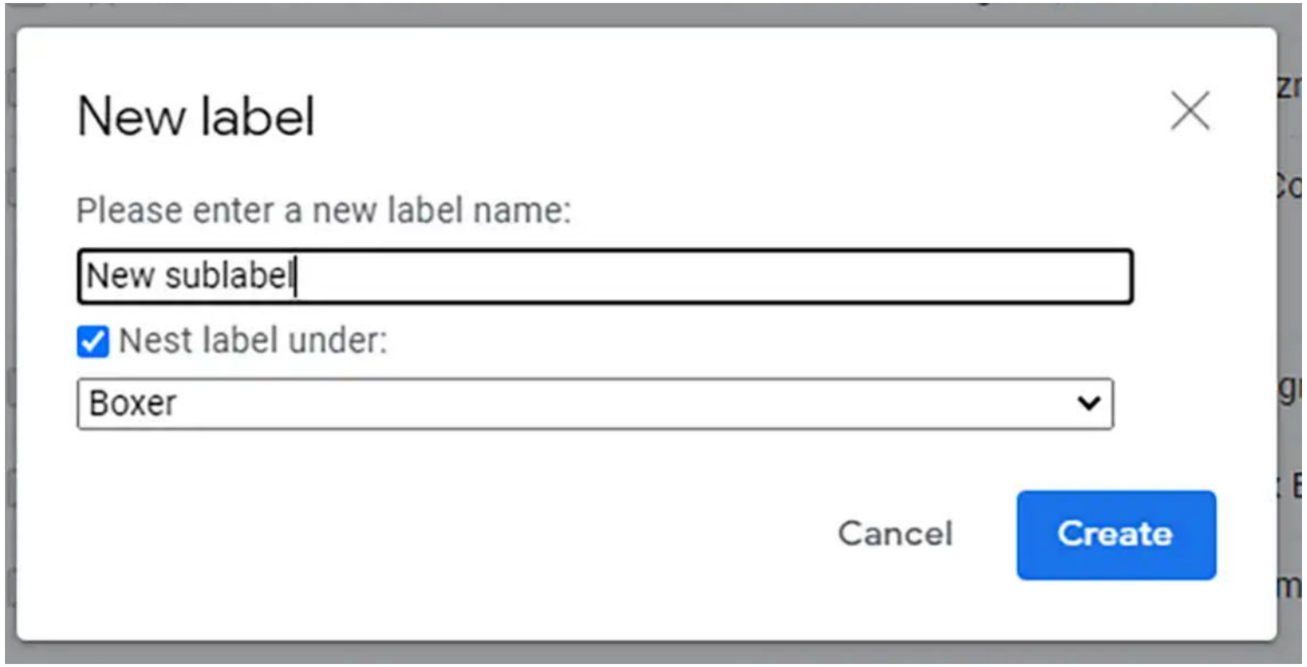


2 Attachments

Smallpdf announces hybrid post-Covid working model .docx

14 KB

5. Organise inbox by categories


New label

Please enter a new label name:

New sublabel

☑ Nest label under:

Boxer

This is particularly useful for categorising emails that you may need to return to. Just click, hold, and drag the relevant email into the appropriate folder.

To set one up, click on the three dots beside your inbox and select 'New Label' and the window (image) will appear.

Here are some ideas for inbox labels :

- Department/Lecturer Emails
- Suggested Reading
- Assignments
- Society Events
- AOB

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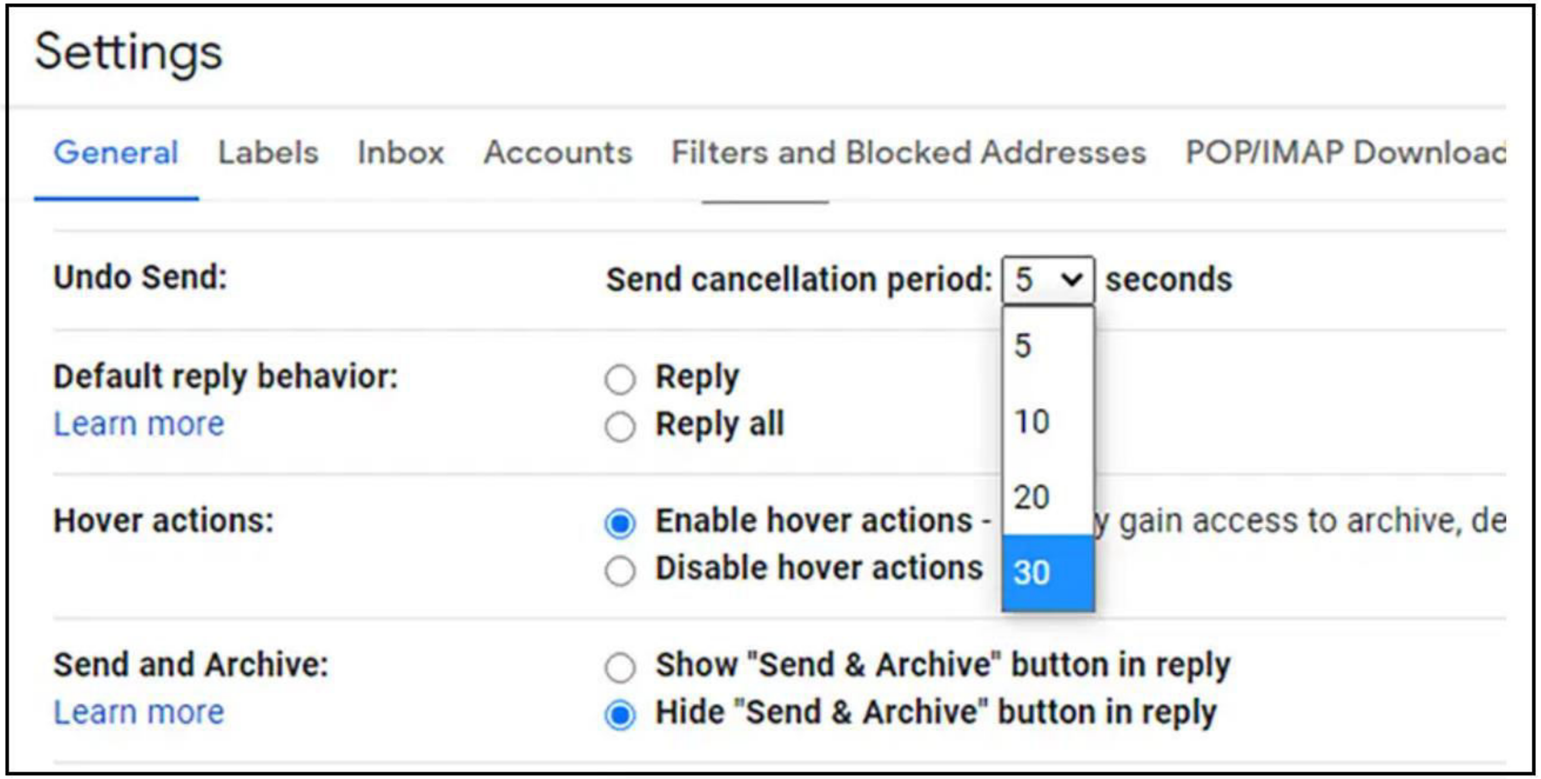
6. Recall sent emails


General
Labels
Inbox
Accounts
Filters and Blocked Addresses
POP/IMAP Download
5
10
20
30

Settings

Undo Send: Send cancellation period: 5 seconds

Default reply behavior: Learn more
○ Reply
○ Reply all

Hover actions:
● Enable hover actions - y gain access to archive, de
○ Disable hover actions

Send and Archive: Learn more
○ Show "Send & Archive" button in reply
● Hide "Send & Archive" button in reply

Forget to attach a file?

Forget to ask a question?

Send it to the wrong address?

This is a great option to have and allows you a little bit of time to amend the situation if possible.

Remember:
We are all human, and lecturers also make mistakes when sending emails. Don’t worry if you don’t catch it in time, even with this feature.

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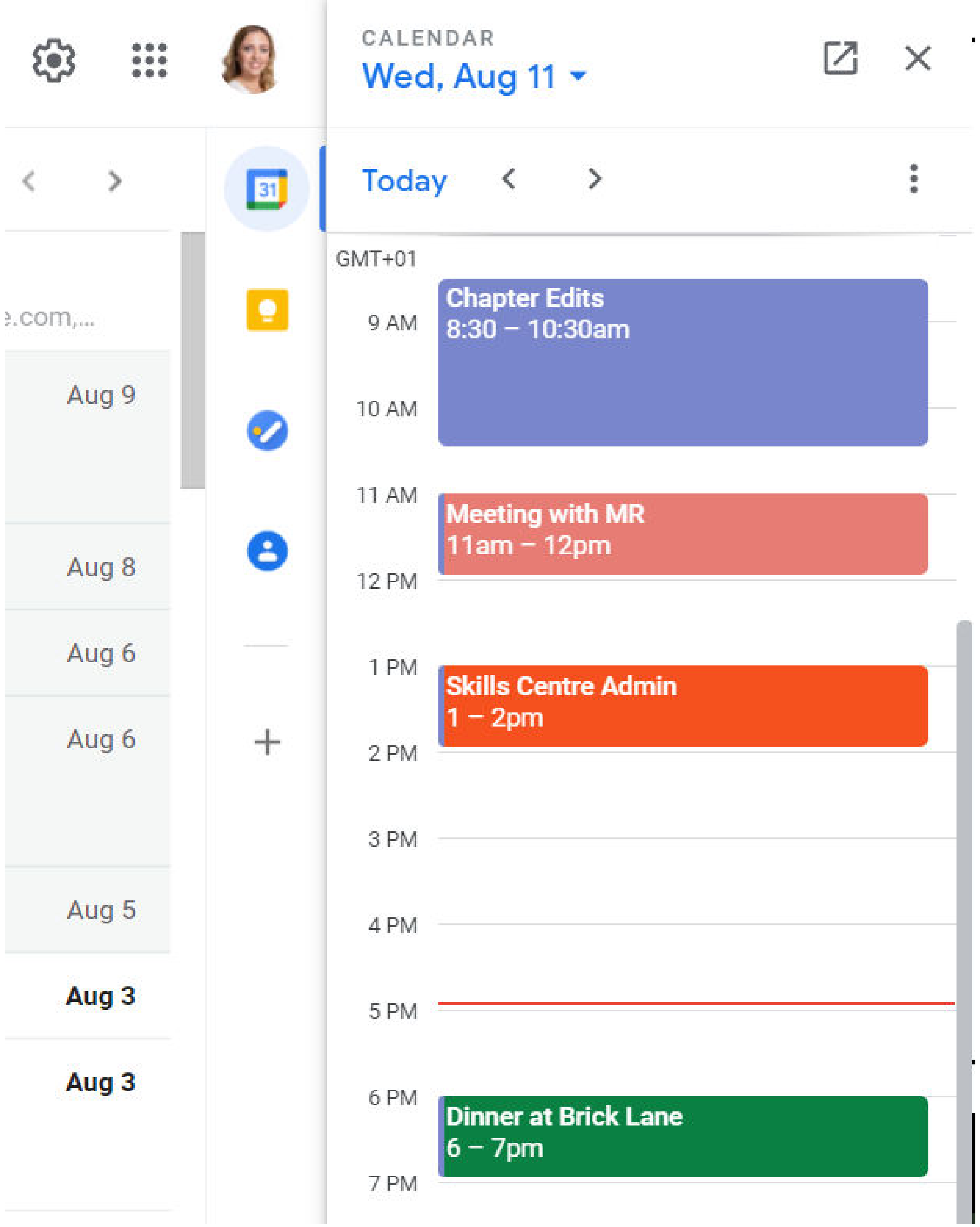
7. Link to calendar

Have an overview of your calendar from the email page.

This is useful when replying to emails about potential lecturer/tutor meetings or group project organisation.

Seeing which dates are already full of lectures/work/events at a glance can be incredibly helpful. It also ensures you add it to your calendar as you go rather than relying on your memory to remember at a later time.



CALENDAR
Wed, Aug 11
Today
GMT+01
.com,...
Aug 9
Aug 8
Aug 6
Aug 6
Aug 5
Aug 3
Aug 3
9 AM
10 AM
11 AM
12 PM
1 PM
2 PM
3 PM
4 PM
5 PM
6 PM
7 PM

Chapter Edits
8:30 – 10:30am

Meeting with MR
11am – 12pm

Skills Centre Admin
1 – 2pm

Dinner at Brick Lane
6 – 7pm

Questions

Thank you for listening!

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