



EMAIL MANAGEMENT REFERENCE GUIDE

Phase 1: Get Cleaned Up



COLLEGE OF APPLIED HEALTH SCIENCES



Use folders

- Configure your mail to automatically filter into folders
- Have folders for specific classes, organizations, jobs, personal etc.

Star or label important contacts

If you can, unsubscribe or opt out of unwanted emails

Explore the settings

- There are different ways to organize and display your inbox. Figure out which one is best for you!

Consider using separate emails for school, work, and personal use

Phase 2: Maintenance



Schedule your email time

- Have designated times to check, read, organize, and respond to emails

Prioritize emails

- Tackle the most important emails ASAP

Managing incoming emails

- Set up automatic filters and move emails into their designated folders
- Star important or often referenced emails
- Mark emails you've read (or don't need to read) as "read" and leave any unresolved emails as "unread" until they are resolved.

Sending an Email



Be clear, direct, and to the point

- Use a specific subject line
 - (State why you're reaching out. If emailing instructor/TA, include the course)
- Include identifying info
 - (Who you are and what you're contacting them about)
- Get to the point - start with the question you want answered first

Organization

- Be brief, but still polite
- Organize multiple requests with bullet points
- If emailing someone frequently, consolidate all of your info into one email a week

Expectations

- Give a deadline for a reply or task to be done
 - ("Please send the data back to me by 9 am Monday.")
- Consider highlighting/underlining important dates
 - (Keep in mind ALL CAPS can be perceived as yelling)

Eliminate back and forth

- Ask closed-ended questions
 - ("Does Friday @ 9am work?" instead of "when are you free?")
- Propose a call instead so you can quickly resolve them on the phone



Academic Support and Achievement Program