

BME Design: Important points on email etiquette

Dear BME Design Students,

This is an important email regarding professional communication. Since you are BME students representing our department, it is very important that you follow these guidelines when communicating with clients, professional contacts, advisors, or anyone else for that matter:

Always address the person appropriately and formally:

- **DO:** “Dear Prof. Last Name”, or “Dear Dr. Last Name”, etc.
- **DO NOT use:** “Hey First Name” or **DO NOT:** leave the salutation blank
- When in doubt – look the person up:
 - All design advisors can be found at: <http://bmedesign.engr.wisc.edu/course/advisors/>
 - Your client’s salutation that they selected should show up on your project page
 - Other engineering faculty: <http://www.engr.wisc.edu/facultydirectory.html>
- This is an important part of professional practice and courtesy that we want you and all of your teammates to learn in this course. Failure to address people properly (here and in your future) sets the stage poorly for a productive, professional relationship.
- The people you are communicating with will generally let you know what they want to be called if different than above (i.e. they may invite you to use their first name)

Provide an informative but not too lengthy body of your email (being sure to let them know who you are and why you are contacting them).

Provide availability for meetings when appropriate

- **DO:** Suggest multiple potential meeting times such as:
We are available to meet on:
Mondays: 9-11 am
Tuesdays: 1-6 pm ...
If none of these times work for you please provide us with most convenient time to meet for you and we will do our best to accommodate your schedule.
- **DO NOT:** make extra work for the person you are trying to meet with by requiring multiple emails back and forth

Conclude with a sincere closing remark and your name (include your affiliation if appropriate).

Never send a blank email, an email without these parts, an email without a subject, or an email with just an attachment alone.

Thank you,
The BME Design Faculty