# Email Template

## Structure

Every email should include the following:

* A greeting
* A beginning
* A middle
* An end
* Sign off
* Signature

## Boilerplate Storage

Gmail makes it possible to create a canned response. This functionality is especially useful when team’s find themselves fielding similar queries from many different people. Follow [this workflow](https://google.oit.ncsu.edu/core/gmail/canned-response/) to create a boilerplate and automatically insert it into an email draft.

## Best Practices

Email communications should be drafted according to the Business Affairs [email service standards](https://drive.google.com/drive/folders/0AB42JvDpnrF9Uk9PVA). Below are a few best practices to incorporate into your email correspondence:

* Each email should have a single purpose, though many actionable items may fall under this purpose
* Email should be drafted to suit the audience / recipient
* Include concise and descriptive subject lines
* Include the purpose of the email in the first three sentences
* The main content of an email should be scannable: utilize lists, numbering, and short paragraphs to achieve this
* Emphasize or highlight important information. However, do this sparingly or it defeats the purpose
* Always include deadlines or timeframes for actionable items
* Always use greetings and sign-offs in the initial email to build positive relations
* In a long thread with close colleagues, it may be appropriate to forgo greetings and sign-offs in order to communicate quickly; however, always deploy best practices in the initial email and when communicating with someone you do not know
* It is better to err on the side of too formal as opposed to too casual
* Employ powerful, positive language
* Use UNLV’s [signature generator](https://www.unlv.edu/identity/email-signature)
* Use a public records notice. Please copy and paste this statement underneath your email signature:
  + “*PUBLIC RECORDS NOTICE: In accordance with NRS 239.010, this email and responses, unless otherwise made confidential by law, may be subject to Nevada Public Records laws and may be disclosed to the public upon request.*

## Example Email

Hello, Dr. Smith, **(GREETING)**

I have two questions about the Business Affairs meeting tomorrow:**(BEGINNING)**

1. Would you like me to prepare any specific remarks?
2. Should I bring hard copies of the agenda for the meeting participants? **(MIDDLE)**

Let me know at your earliest convenience so I can prepare accordingly. Additionally, please call or email if you have any questions. **(CLOSING)**

Sincerely, **(SIGN OFF)**

David

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