

e-mail
CS-150L
Computing for Business Students

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e-mail: A Different form of Communication

- **Flaming**
 - When one person sends an angry and/or antagonistic message.
 - Assumed to be more common today because of the ease and impersonality of e-mail communications.
 - Confrontations in person or via telephone require direct interaction, where social norms encourage civility
 - Typing a message to another person is an indirect interaction, so civility may be forgotten.
- **E-mail bankruptcy**
 - When a person deletes a large number of unread e-mail messages after falling behind in reading and answering them.
 - Sometimes a boilerplate message is sent explaining that the e-mail inbox is being cleared out.

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2

e-mail: A good thing? - Logistics

- Much of the business world relies on communication between individuals who are physically distant from one another.
- Organizing and participating in an in-person meeting can be time-consuming and expensive.
- E-mail provides a near-instantaneous exchange of information at little cost.
- Teleconferencing bridges physical distance, but the logistics of gathering people together at the same time remains.
- For real time communication participants generally:
 - Have to be working on the same schedule,
 - Be at the same place at the same time, and
 - Spend the same amount of time on the same information.
- E-mail allows each participant to decide when and how they will process the information.

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3

e-mail: A good thing? - Cons

- Most business professionals today spend between 20% and 50% of their working time using e-mail.
- Soliloquies
- Loss of Context
- Spam: This can lead to an overflow of unwanted or irrelevant information.
- E-mail can duplicate information. This may be a problem when a team is collaboratively working on documents.

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4

e-mail Code

- THE RECIPIENT OF A MESSAGE IN ALL CAPS MAY PERCEIVE SHOUTING AND ANGER COMING FROM THE SENDER.
- When people e-mail something intended to be funny, but might be taken seriously, it is common to end the message with a smile:
:) or ☺.

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5

e-mail – Importance of Good Subject Line

I received e-mails with the following subjects:
Which are from students in CS-150, and which are spam?

- | | |
|-------------------------|--|
| 1. Hi | 1. <i>Hi – student</i> |
| 2. Important Problem | 2. <i>Important Problem – spam</i> |
| 3. Please Help | 3. <i>Please Help – spam</i> |
| 4. Please Help! | 4. <i>Please Help! – student</i> |
| 5. CS 150 Lab 2 | 5. <i>CS 150 Lab 2 – student</i> |
| 6. CS-150 Web CT issue | 6. <i>CS-150 Web CT issue – student</i> |
| 7. Question | 7. <i>Question – student</i> |
| 8. CS-150L Registration | 8. <i>CS-150L Registration – student</i> |
| 9. Need help | 9. <i>Need help – student</i> |
| 10. Grade | 10. <i>Grade – spam</i> |
| 11. <blank> | 11. <i><blank> – student</i> |
| 12. <blank> | 12. <i><blank> – spam</i> |

8/25/2009

6

e-mail body – Give Context

- "Professor, I registered for the class on Jan 22. Why am I not registered for WebCt. Please help with this problem. Thanks."
- What class?
- Spring 2008 I taught 10 sections of CS-150 and 2 sections CS-257. All use WebCT.
- Tell me what class and what section.

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7

e-mail body – Necessity of Context

- **Subject:** English Credit
- **Body:**

Joel,
I was wondering if it was possible to fill the English core requirement with English 221 (Creative Writing) in place of English 219 or 220. I've had some scheduling issues with those classes.

Thanks,
--Will
- **Reply:**

Sorry Will, but I think you have the wrong Joel.
I teach computer science.

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8

e-mail – Necessity of Context: part 2

■ The reply to the reply:

Joel,

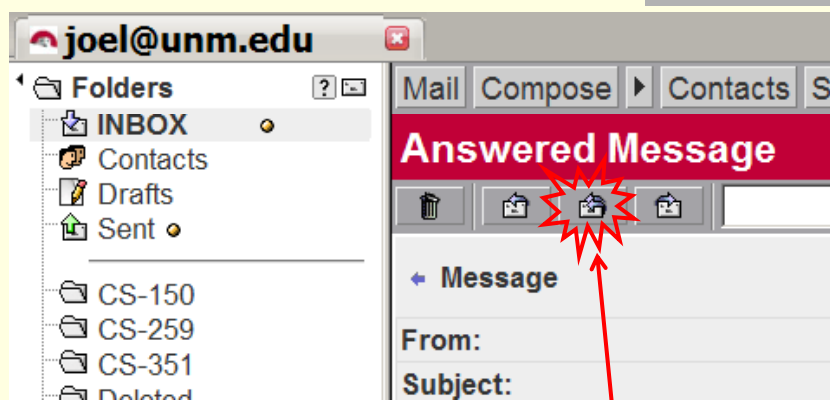
Sorry for the confusion. I talked to Lynne [the Computer Science department's Coordinator of Program Advisement] about it, and she said you're on the CS Undergrad Curriculum Committee and might know the answer. Do you know who I might talk to about that?

Thanks,
--Will

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9

UNM Webmail



What button is this?

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10

How To Look Stupid: Reply To All

Kathy, in Atlanta, replies to a message sent by her coworker Steve. The message she replies to, however, was on a different topic that Steve had sent to entire sales force. Kathy hits "Reply To All".

What time are we supposed to be on that call Friday?

She's referring to a scheduled phone call with a local client, and she meant to ask only her coworker Steve.

John in Seattle is confused. He replies to all:

What call? I'm planning on being out of the office Friday.

Sam in New York is also confused:

Do I know you?

And Jane in Tampa accidentally makes things much worse:

I think it's at 2:30



Jane has a call scheduled at 2:30 for her regional office by coincidence. Now, many of the people who initially dismissed the emails are starting to wonder if there really is a call.

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11


e-mail: To, Cc and Bcc


Compose Message (iso-8859-1)


American English  

From: "Joel Castellanos" <joel@unm.edu> [Change to]

To:  student@unm.edu

Cc:  deptChair@unm.edu

Bcc:  parent@yahoo.com

Subject:  Cc and Bcc

Cc: Carbon Copy
Bcc: Blind Carbon Copy

8/25/2009

12

e-mail: Reply All



8/25/2009

13