

### ***Appropriate Emailing:***

#### *Subject Line:*

The subject line of the email should contain the course name or number and whether it is online or face to face. I teach several classes, and if you do not inform me what class this is in reference to, I will not be able to help you.

#### *Your name:*

I like to know who I am speaking to. If your email address doesn't contain your name in it, make sure you indicate who you are in the text of the email. This is both to help me answer your question accurately and for my own records.

#### *Special Circumstances:*

This especially applies to if you are a CSD or DE student. Please let me know this in the email. Your question may need to be handled differently than others. (If you do not know what these acronyms stand for, most likely, this does not apply to you).

#### *Time frame:*

While I do try to answer emails promptly, that is not always possible. I have numerous obligations, both on and off campus, which cannot be interrupted by replying to emails. Do not send me a message expecting an answer within 5 minutes. I will try to answer all messages within 24 hours.

#### *Questions about Content:*

If you are emailing me concerning a homework or quiz question, please include a screenshot of the question. I am not going to give you the answer. Most likely, I will give you some advice to point you in the correct direction or refer you to a section of notes or a particular example we covered in class. Do not email me expecting me to do the work for you. I will not reply to emails about content the day the assignment is due. Too often, students do not pay attention in class or do any outside work assuming I will bail them out when a due date arrives. This is a bad habit, and you should get out of that as soon as possible.

#### *Proper Tone in the Message:*

Too many times, I receive emails that are rude, hostile, accusatory, or just inappropriate. I am not a cashier at a fast food restaurant that messed up your order. If you are not addressing me as a professional, I will not reply to your message. Do not whine in your emails. If your message contains the phrase, "it's not fair that ..." you will not receive a response. You are all adults. Please conduct yourself that way.

#### *Don't Kill the Messenger:*

If I am just relaying information to you that has been told to me about policy changes, deadline changes, content changes, etc, do not blow up at me. I prefer to have everything set from the first day of the semester. If I am informing you of a change of plan, it most likely means I was just informed of it by my supervisor. Do not get hostile with me.

### *University Policies:*

Do not email me asking me to make an exception for you for some policy that I do not have control over. There are numerous university policies that I am required to follow. Some of them I agree with, and others I do not. This does not mean I will be violating those policies because it is convenient for either you or me to do so. (If you get pulled over for speeding and tell the cop that you don't agree with that speed limit, so everything is okay, you are still getting a ticket.)

### *Testing Center:*

Do not email me with issues about scheduling your exam. I send out a message before the scheduler opens to remind you to book your exam. From that point on, the burden of scheduling your test and keeping your appointment is on you. If there are no slots remaining by the time you try to book your test, keep trying and hope that something opens up. If you miss your appointment, try to reschedule. If something happens that makes it impossible for you to keep your appointment, let me know the situation; if it is an actual issue that would prevent you from taking the exam, and you can produce documentation for this, I may let you reschedule. (Just because you ask, does not mean I will automatically do this for you. Once the decision is made, stop asking. Only in the event of real, unpredicted emergencies, will you be allowed to reschedule your exam.) *I have no control over the operations and scheduling of the testing center. Regardless of what other information you are told or overhear, I cannot interfere in the operations and scheduling of the testing center.*

### *Campus Closures/Cancelled Classes:*

The academic calendar is available through the university website. I will be following that calendar. Do not email asking if we will be having class on a certain day. If the campus is open and I have not notified you to the contrary, we are having class. Do not email me saying, "Every other professor cancelled class today," because first, that is a lie, and second, if the school is open and I haven't notified you, I will be holding class. If I need to cancel class (which is rare), I will notify all of you through email. If the campus is closed for some kind of an emergency, I am notified at the same time you are. Do not email me asking if the campus will be closed for weather-related issue. I will know the same time you will know.

### *Your Grade:*

According to UH policy, I cannot discuss your grade, or any other confidential information, through email. Do not email me asking about grade-related issues. Instead, ask to schedule an appointment with me to discuss your grade in person.

### *"Family Emergencies:"*

I am not sure when the term "family emergency" became a universal Get Out of Jail Free card, but if you are claiming a family emergency as a reason for missing an assignment or exam, you need to provide written documentation (typically from a doctor, lawyer, etc. rather than a family member), and it has to be an actual emergency. This means it is something that happened without prior notice that impedes you from carrying out your responsibilities. If you are claiming a family emergency, I need an actual description of the emergency (if you are not comfortable sharing that information, then do not use a family emergency as an excuse). In the past year, the term "family emergency" has been used to describe the following: A sibling getting a flat tire, needing to pick up an extra shift at work, a cancelled

babysitter, dropping off mom at the dentist, picking up a sibling from school, buying a washing machine, needing drop off a rent check, a distant relative having a planned medical procedure, a power outage, and a family vacation. None of these are actual emergencies. Because of the overuse of that phrase, I am required to get additional information and written documentation.

*Do Not Email for the Following Reasons:*

- To make excuses for your grade, absence, etc: whatever the reason is, does not change it.
- To ask for an extensions on deadlines: I do not set the deadlines for assignments in any course. Asking me for extensions will not accomplish anything.
- To thank me when a deadline is extended: Again, that had nothing to do with me.
- To ask me to change my tutoring hours to accommodate your schedule: I have over 1000 students every semester. I try to mix up my hours to fit most people's schedules, but it is impossible to fit everyone's.
- To say you got a zero on a popper when you know you were in class: It means you filled it out incorrectly. There is nothing I can do to get you your points back for that. (Please see the guide to correctly filling out poppers posted on my website.)
- To complain about course difficulty, homework difficulty, the pace of the course, the content of the course, the number of assignments, etc.: These are all set by the department and university. I cannot change any of these.
- To complain the cost of your tuition, delays in your financial aid, or the cost of books/access code: These are all parts of college life, and all of us (myself included) had to deal with these burdens.
- Asking me to repeat something that was either said in class or in a previous email: The reason I send out emails to the entire class is because it is impossible for me to respond to 1000 individual emails asking the same question. When I send out an email, read it (and possible save it so you can refer to it at a later time.)