Email Etiquette Quiz

1) Which of the following is needed in every email?
   a. Name          b. Class Period          c. Both A and B          d. Neither A nor B

2) What should be included in the subject line?
   a. Name, date, and class period
   b. Class and what the email is specifically about
   c. Just your name
   d. Nothing

3) Your email should not be longer than...
   a. One word     b. One sentence     c. One paragraph     d. One screen length

4) You should check your email for spelling, grammar, punctuation, etc. before clicking Send.
   a. True     b. False

5) It’s okay to use pretty, decorative fonts and graphical symbols like 😊 and ;) in emails to professors, bosses, or other professional contacts.
   a. True     b. False

6) You should keep your tone positive, friendly, and professional at all times.
   a. True     b. False

7) Which of the following should NOT be included in a complaint?
   a. History of the problem
   b. Attempts you made to resolve the problem
   c. Suggestions on how the problem might be resolved
   d. TYPING IN ALL CAPS TO SHOW THAT YOU’RE ANGRY

8) You should only email your professor if they can answer your question in a paragraph or less.
   a. True     b. False

9) If the professor specifies not to submit assignments by email, it’s okay to send it by email anyway.
   a. True     b. False

10) Some questions and conversations are best to have face-to-face because there’s a large risk of misunderstanding in electronic communication like email.
    a. True     b. False