CSC290 Communication Skills for Computer Scientists

Tutorial 9

March 13, 2019

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- At what point in the email should the recipient know why the sender sent the email?

Example (from class): what is wrong with this email?

Subject: CSC290

Professor Monroe,

My name is Rick Grimes, and I am in your CSC290 class on Mondays. Unfortunately, I was really sick last week. I can send you my doctor's note. Further, Maggie hurt herself skiing. one of the students dropped out early in the course, so our group has four members only. So, essentially, half of our team has been unproductive. Could you please give us more time to work on the presentation slides?

Thank you

Rick

Example from class: correction

Subject: CSC290 presentation extension

Hi Professor Monroe,

I'm writing to ask for an extension on the presentation slides. Unfortunately, I was really sick last week; my doctor's note is attached. In addition, my team member Maggie hurt herself skiing. Since one of our team members dropped the course, our group only has four members.

Could we please have three more days to work on the slides?

Thank you

Rick

Exercise: rewrite this email

Subject: website

Hi Jane,

I love your website and use it to share course notes with classmates all the time. The site saved me a bunch of times when I was sick and couldn't attend class. Anyways, I'm emailing you because the upload functionality isn't working, and I want to

Thanks for building such a cool site.

Mona

For your "blog post"

1. Did you include a description of your recipient, who they are, and why they might help you?
2. Did you avoid choosing a "famous" person, and opt for someone more likely to respond to you?
3. Did you choose an appropriate email subject?
4. Did you explain why you are sending the email in the first sentence (or two)?
5. Did you use paragraphs effectively, and kept your email brief?
6. Did you include a specific call-to-action?
7. Did you use full sentences, proper grammar, and avoid slang?