

## Checklist

- Did you complete the to/from/subject information?
- Did you make your request or share your purpose in the first sentence or two?
- Did you keep the format and text plain and simple to avoid a garbled transmission?
- Did you write with clarity, effectiveness and courtesy?
- Did you check the content of your message for sensitivity, confidentiality and privacy issues?
- Did you include all the background information, project details or request specifics so the recipient understands your expectations?

### E-Mail Pros and Cons

#### *Pros*

Fast and easy delivery for “official” business  
 Tone can be very personal  
 Can reach many readers at one time  
 Users can print a clear hard copy  
 Reader can save message in a file  
 Easy for reader to reply  
 Inexpensive  
 Can be forwarded to another reader  
 Eliminates unnecessary paper  
 Allows off-site workers to collaborate on projects easily

#### *Cons*

Questionable appropriateness  
 Format often lost in recipient’s copy  
 Not completely secure and confidential  
 No “real” original hard copy with signature  
 Message must be very short  
 Recipient must have a computer and e-mail software  
  
 Can be forwarded accidentally