



COMMUNICATING VIA PHONE & EMAIL

SOUTH TEXAS COLLEGE
DUAL CREDIT PATHWAYS



PHONE ETIQUETTE: WHAT IS IT?

It's the way your manners are communicated through a phone conversation

1. The way you greet someone: be friendly
2. Tone of voice
3. Word choice is key
4. Listening skills: limit distractions
5. End the call with a thank you





LEAVING A VOICEMAIL:

- Introduce yourself
 - State your first and last name
 - The high school you attend
 - Provide your STC ID number
- State the reason for your call and if referred by someone
- Always leave a call back number





LEAVING A VOICEMAIL:

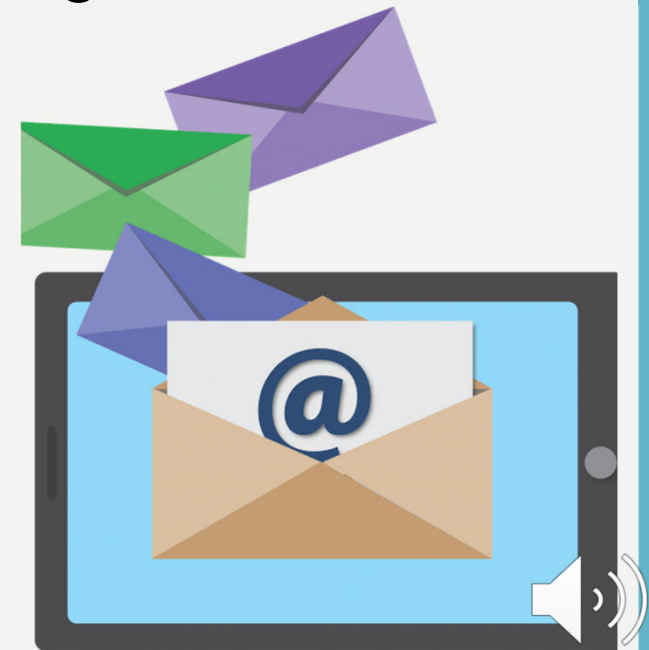
⊗ Try to avoid leaving the following messages:

- “Hello, I have questions about a summer class”
- “Did I get into my Fall course?”
- “Sir/Miss can you register me for a class?”
- “Is it too late to change my major? Call me back”



TIPS FOR CREATING AN EMAIL:

- Double check the person's email address
- Include proper introduction and closing greetings
- Always include your name and A number
- Always add your contact information
- Be precise with your message, question, or concern
- Proofread your message before sending



COPY EMAILS TO OTHER PEOPLE:



- “CC” carbon copy, allows you to send a copy of your email to another person
- “BCC” BLIND carbon copy will hide other recipients from viewing who else has been sent a copy of the email.

A screenshot of an email client interface. The top ribbon shows tabs for File, Message, Insert, Options, Format Text, Review, and Help. The ribbon includes various icons for clipboard operations, text formatting, and attachments. Below the ribbon, the email header fields are visible: To... (Sefra Gonzalez), Cc... (San Juanita Rios), and Subject (Major change). The 'Cc...' field is circled in red, and a red arrow points to it from the right. The email body contains the following text:

Good morning Ms. Gonzalez,

My names is Sandra Lopez, my A# is A00987654 and I am from PSJA T-STEM. I am attaching my change of major request form to be done from AA-INDS to AS-BIOL. Please let me know when this is processed.

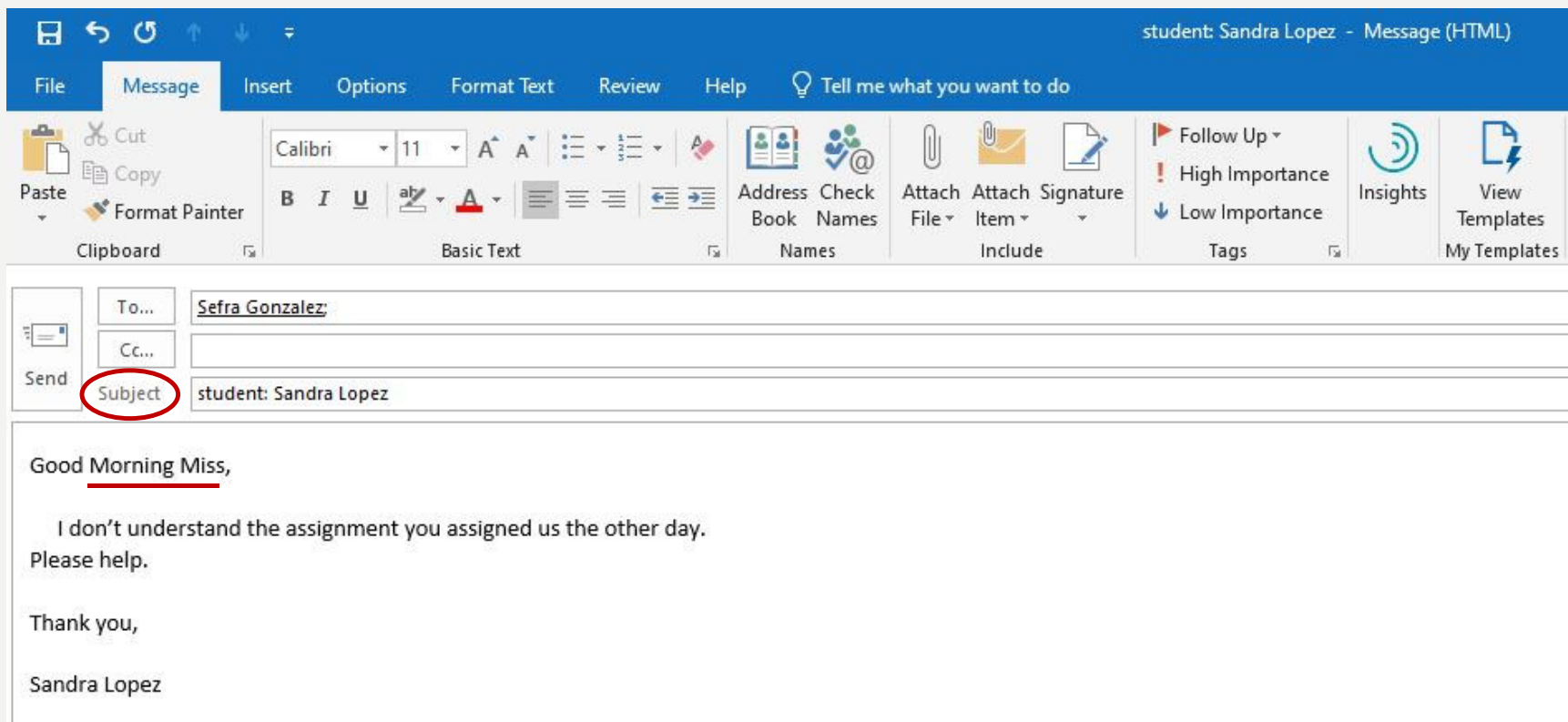
Thank you,

Sandra Lopez
A00987654
(956) 444-3210



INCORRECT EXAMPLE TO A PROFESSOR:

- Include the proper suffix and last name, example: Dr. , Professor, Mr. , Mrs.
- Be specific and provide the instructor course information to identify enrolled class and section



The screenshot shows an Outlook email composition window titled "student: Sandra Lopez - Message (HTML)". The ribbon includes "File", "Message", "Insert", "Options", "Format Text", "Review", and "Help". The "Message" ribbon is active, showing options like "Paste", "Copy", "Format Painter", "Clipboard", "Basic Text", "Names", "Include", "Tags", "Insights", and "My Templates".

The email fields are as follows:

- To...: Sefra Gonzalez;
- Cc...: (empty)
- Subject: student: Sandra Lopez

The email body contains the following text:

Good Morning Miss,

I don't understand the assignment you assigned us the other day.
Please help.

Thank you,

Sandra Lopez

CORRECT EMAIL TO A PROFESSOR:

- Subject line provided course information
- Correct suffix was used in email greeting
- Student provided A#.
- Student was precise in their message/question.

The screenshot shows an email client interface with a blue header bar. The title bar reads "ENGL1302.V12 student: Sandra Lopez - Message (HTML)". The ribbon includes "File", "Message", "Insert", "Options", "Format Text", "Review", and "Help". The "Message" ribbon is active, showing options like "Cut", "Copy", "Format Painter", "Clipboard", "Basic Text", "Names", "Include", "Tags", and "My Templates".

The email header fields are:

- To...: Sefra Gonzalez
- Cc...: (empty)
- Subject: ENGL1302.V12 student: Sandra Lopez

The email body contains the following text:

Good Morning Dr. Gonzalez,

My name is Sandra Lopez and my A# is A00987654, I am in your ENGL1302.V12 online course. I had a question about our assignment due July 30. For the research paper, may I choose my own topic? Also, what is my grade so far for the class?

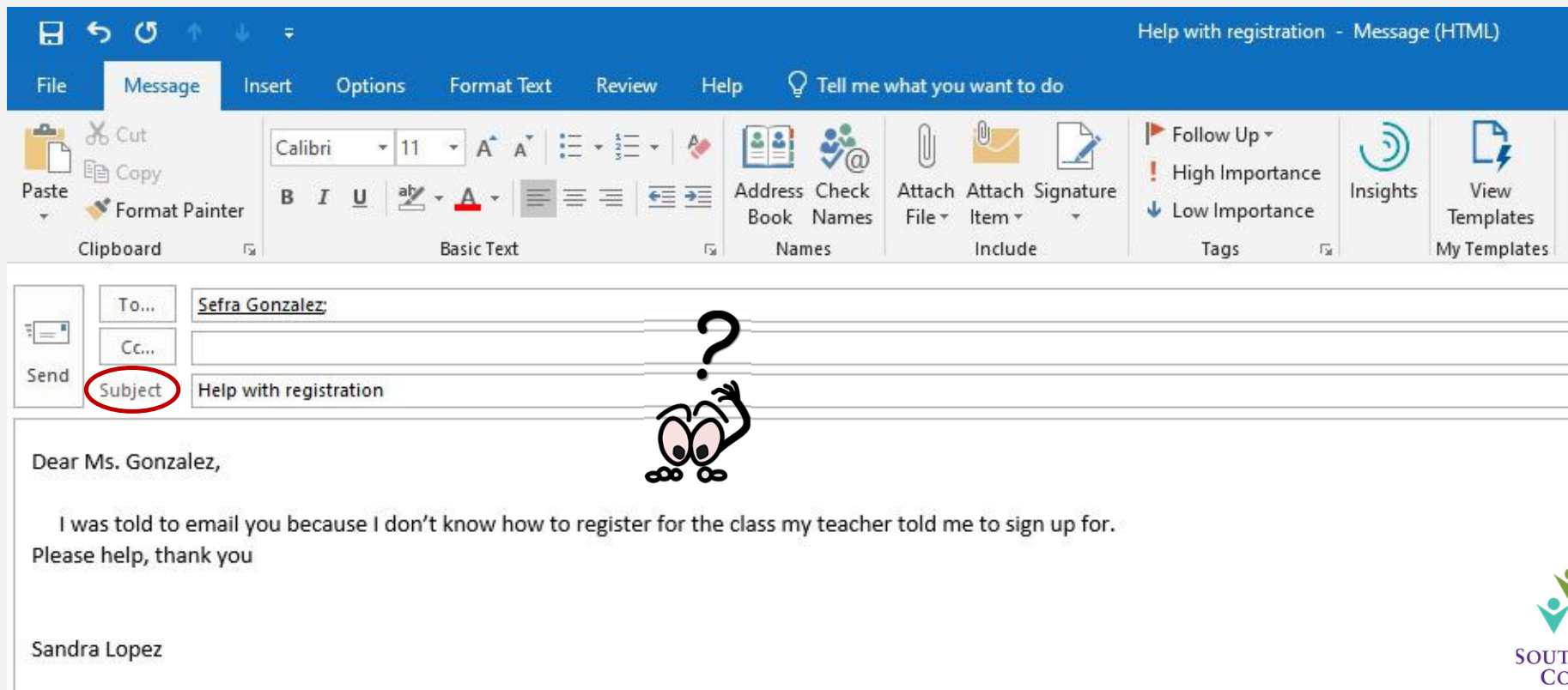
Thank you,

Sandra Lopez
A00987654 ←

The South Texas College logo is visible in the bottom right corner.

INCORRECT EXAMPLE TO A DCP PERSONNEL:

- Make sure to include specific information of the email in the subject line
- Please include your A number & current high school to better assist
- Enclose with your contact information.



The screenshot shows an Outlook email composition window titled "Help with registration - Message (HTML)". The ribbon includes "File", "Message", "Insert", "Options", "Format Text", "Review", and "Help". The "Message" ribbon is active, showing options like "Cut", "Copy", "Format Painter", "Clipboard", "Basic Text", "Names", "Include", "Tags", "Insights", and "My Templates".

The email fields are as follows:

- To: Sefra Gonzalez
- Cc: (empty)
- Subject: Help with registration

The "Subject" field is circled in red. A cartoon character with a question mark above its head is positioned over the subject line, indicating that the subject line is incorrect. The email body contains the following text:

Dear Ms. Gonzalez,

I was told to email you because I don't know how to register for the class my teacher told me to sign up for.
Please help, thank you

Sandra Lopez

The South Texas College logo is visible in the bottom right corner.

CORRECT EMAIL TO A DCP PERSONNEL:

- Subject line provided specific information
- Correct suffix was used in email greeting
- Student provided A# and phone #
- Student was precise in their message/question

The screenshot displays an email client interface with the following details:

- Menu Bar:** File, Message, Insert, Options, Format Text, Review, Help, Tell me what you want to do.
- Clipboard:** Paste, Cut, Copy, Format Painter.
- Basic Text:** Font face (Calibri), size (11), bold (B), italic (I), underline (U), text color (black), background color (white), bulleted list, numbered list, indent, outdent, link, unlink.
- Names:** Address Book, Check Names.
- Include:** Attach File, Attach Item, Signature.
- Tags:** Follow Up, High Importance, Low Importance.
- My Templates:** Insights, View Templates.

Email Content:

- To:** Sefra Gonzalez;
- Subject:** Help with registration
- Body:**

Good morning Ms. Gonzalez,

My name is Sandra Lopez, my A# is A00987654 and I am an incoming junior from PSJA T-STEM. I had questions on how to register for a course and hoping you could give me advisement on what classes I can take? I hope to hear from you soon and if you need to call me that would help as well (956) 444-3210

Thank you,

Sandra Lopez
A00987654
(956) 444-3210

Red arrows point to the subject line, the greeting, the A#, the phone number in the body, and the contact information in the signature block. A hand icon points to the signature block.

THANK YOU!

Dual Credit Pathways
South Texas College
(956) 872-6442
E: stcdual@southtexascollege.edu
W: southtexascollege.edu/dual

