

# Overview for Competency 2.01

- I. **Types of Electronic Communication**
  - A. **Chatting** – talking in real-time to other network users from all parts of the world
  - B. **Blogs** – web-based journals often used by individuals or groups to maintain a record of thoughts, pictures, and interests. An online diary.
  - C. **Podcasting** – a method of publishing files to the Internet, allowing users to subscribe to a feed and receive new files automatically. Used largely for audio files, but also for video.
  - D. **Discussion boards** – online bulletin boards that provide a forum for users to post and respond to messages from other users. Usually aligned to a specific topic.
    - 1. **Moderated** – an administrator and/or moderator monitor discussion threads for content and netiquette.
    - 2. **Un-moderated** – no administrator/moderator is present
  - E. **Text messaging** – keyed messages relayed via a pager or cell phone. Defined as short messages (less than a few hundred characters).
  - F. **Email** – electronic exchange of messages and files that are connected to the Internet or some other computer network via wireless or other link.
- II. **Components of an e-mail**
  - A. The **header** section of an email contains the following:
    - 1. The web address and sometimes the name of **addressee** (keyed in the TO: section)
    - 2. The web address of **author** (keyed in the FROM: section)
    - 3. **Date** – the date the message is created
    - 4. **Subject** – the topic of the message
      - a. Use the subject line to inform the receiver EXACTLY what the email is about
      - b. Appropriate use of the subject line increases the chances your email will be read and not discarded into the SPAM can
    - 5. **cc** (carbon copy) notation for additional recipient names and web addresses

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6. **bc** (blind copy or complimentary copy) notation for recipient(s) that are hidden from view.
  - B. **Body** – the message of the memo.
    1. Usually contains a request for action.
    2. Sentences should be kept short and to the point
    3. Intermix short and longer sentences.
    4. Avoid with very long sentences when possible.
    5. Include a desired action and a deadline for completion when appropriate
  - C. **Signature** – the name and contact information of the sender.
    1. Email service providers provide a user interface for the creation of an electronic signature that automatically attaches to the end of every message.
    2. Make sure to include contact information, including your name, title, phone and fax numbers, as well as snail-mail address in the signature portion of the email.
    3. If you have additional email addresses, you may want to include these as well
  - D. **Attachment** – files that are sent along with the email.
- III. **E-mail Netiquette**
- A. Check email daily and respond promptly.
  - B. Remember that email is a written form of communication and therefore can be printed out and viewed by others than those originally intended for or used as official legal documentation.
  - C. Remember that you can always deny that you said it, but what you write is documented.
  - D. Remember that email is **not** confidential!
  - E. Do not spam readers with unnecessary information, jokes, or frivolous material – it is not professional and could be in violation of company policy and grounds for termination of employment.
  - F. Do not key in all caps or in all lowercase! All caps symbolize yelling.
  - G. Proofread and spell check – spelling errors in any document reduce the author's credibility