Using Your Saints Email (Outlook Web App)

When you log in to your Saints Email your Outlook email and Inbox (messages) will automatically load.

1. www.mhcc.edu
2. My MHCC (Look 🔄)
3. Saints Email (Look ⬅️) or www.outlook.com/saints.mhcc.edu

INBOX (reading messages)

Pointing at message and clicking once will pull it up in preview on right. Double-clicking message will make new window.

Notice when pointing at message, you also can trash message or flag as important.

REPLYING (responding to messages)

Reply — Reply only to the sender of the message.
Reply all — Reply to all included email addresses (if sent to multiple people).
Forward — Send to another email not included in original message.

MORE COMMANDS

****Ellipsis points in writing often indicate unfinished thoughts; here, they indicate more options.
Delete — Self explanatory
Category — Mark message with various colors.
Example: red = important.
Mark as junk — Message and future messages go to trash.
Print — Creates a printer-friendly version of your message (allow pop-ups).

ADVANCED SETTINGS (gear wheel icon)

Options and Accounts:
- Block or allow senders — block junk emails, or allow a sender’s emails that are ending up in your trash.
- Connected Accounts — connect other email to your Saints email
- Forward — send your Saints email to another email address (but sign in once every 180 days to Saints email, or your account could be deleted)
- POP and IMAP — This helps you manage and control emails from multiple servers and email addresses.
- Change theme for new design (another popular choice)

Advice for Emailing Your Instructor (p. 2)

For one-on-one help using Saints Email or with other computer questions, please visit the AC3333 Learning Success Center Computer Skills Lab above the library. Meet with Lance Lannigan or the helpful assistants in the lab.
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Advice for Emailing Your Instructor (excerpted with permission of authors)

Effective writing requires shaping your words according to your audience, purpose and genre (or type of writing, e.g., an academic email). Together these are sometimes called the rhetorical situation. Some of the key conventions for the rhetorical situation of emailing a professor are as follows:

1. Use a clear subject line. The subject “Rhetorical Analysis Essay” would work a bit better than “heeeeelp!” (and much better than the unforgivable blank subject line).

2. Use a salutation and signature. Instead of jumping right into your message or saying “hey,” begin with a greeting like “Hello” or “Good afternoon,” and then address your professor by appropriate title and last name, such as “Prof. Xavier” or “Dr. Octavius.” (Though this can be tricky, depending on your teacher’s gender, rank and level of education, “Professor” is usually a safe bet for addressing a college teacher.) Similarly, instead of concluding with “Sent from my iPhone” or nothing at all, include a signature, such as “Best” or “Sincerely,” followed by your name.

3. Use standard punctuation, capitalization, spelling and grammar. Instead of writing “idk what 2 rite about in my paper can you help??” try something more like, “I am writing to ask about the topics you suggested in class yesterday.”

4. Do your part in solving what you need to solve. If you email to ask something you could look up yourself, you risk presenting yourself as less resourceful than you ought to be. But if you mention that you’ve already checked the syllabus, asked classmates and looked through old emails from the professor, then you present yourself as responsible and taking initiative. So, instead of asking, “What’s our homework for tonight?” you might write, “I looked through the syllabus and course website for this weekend’s assigned homework, but unfortunately I am unable to locate it.”

5. Be aware of concerns about entitlement. Rightly or wrongly, many professors feel that students “these days” have too strong a sense of entitlement. If you appear to demand help, shrug off absences or assume late work will be accepted without penalty because you have a good reason, your professors may see you as irresponsible or presumptuous. Even if it is true that “the printer wasn’t printing” and you “really need an A in this class,” your email will be more effective if you to take responsibility: “I didn’t plan ahead well enough, and I accept whatever policies you have for late work.”

6. Add a touch of humanity. Some of the most effective emails are not strictly business -- not strictly about the syllabus, the grade, the absence or the assignment. While avoiding obvious flattery, you might comment on something said in class, share information regarding an event the professor might want to know about or pass on an article from your news feed that is relevant to the course. These sorts of flourishes, woven in gracefully, put a relational touch to the email, recognizing that professors are not just point keepers but people.

We hope that these rules (or these and these) help you understand what most professors want or expect from academic emails. Which brings us back to the larger point: writing effectively does not simply mean following all the rules. Writing effectively means writing as an act of human communication -- shaping your words in light of whom you are writing to and why.

Of course, you won’t actually secure the future of the planet by writing emails with a subject line and some punctuation. But you will help your professors worry about it just a little less.

With wishes for all the best emails in the future,

PTC and CHM

Bio
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Source