EETAC - Escola d'Enginyeria de Telecomunicació i Aeroespacial de Castelldefels

CSD: **How to communicate by e-mail**

Effective communication is a cross-curricular competence to be developed through all your 4-year bachelor studies. Besides, it is specifically integrated in CSD as a learning goal. In order to use the institutional email system correctly in the context of the EETAC, your emails must follow these indications:

- Go to office time whenever possible. It is much better and faster to solve academic queries face to face than by email. You can also use *Skype* or *meet* to set synchronous communications in office time.

- Use ATENEA agenda for posting questions and answers, because at the same time you can help other students.

- Forget the simple web-based email interface and instead, install and use an email management system like Thunderbird, Opera Mail, etc. in your computers and tablets and handle all your private and professional addresses there.

- Use **exclusively** your institutional e-mail address usuari@estudiantat.upc.edu for academic purposes. One thing is your personal life (*gmail*, *Facebook*, *Whatsapp*, etc.) and another is your professional life at the university, which is similar to working in a company. Only professional email that complies with certain standards is possible:
    - Avoid grammatical and spelling mistakes (email clients like Thunderbird have dictionaries and spelling checkers and contain spam protection and filtering).

    - Use formal language (avoid the colloquialisms and abbreviations which are usual on a more personal level).

    - Format your message subject in this way: *cooperative group, name, and question*. For example:
        - *Subject: "CSD G09, Joan Rodríguez, P2: on the use of minilog.exe"*