Computer Communications

…it doesn’t compute…

Computer communications
- Express thoughts and feelings with an openness and frankness unusual in face-to-face conversations.

Computer communication
- Trouble: On-line conversations a cross between letter and phone call.
  - Potential for misunderstandings, without the tone and expression of voice or body language.
  - All rely on the written word, and can be quite confusing.

Is electronic communication important?
- 1997 survey of midsized companies’ (100-1,000 employees) use of electronic delivery systems.
  - 97 percent -- fax
  - 57 percent -- voice mail
  - 49 percent -- electronic mail

Who uses electronic mail?
- Industry
- Education
- Personal

Electronic mail uses
- Listservs for classes
- Chat groups
- Direct e-mails
Advantages
- Quick
- Cheap

Disadvantages
- Sometimes NOT quick.
- Computer glitches
- Impersonal

Netiquette: E-mail rules
- Short messages. Stick to the point.
  - If you have a long report, send it as an attachment.
- Avoid derogatory comments.
  - Anything CAN be traced.

Netiquette: E-mail rules
- Never publish a private e-mail without permission.
- Keep signature block short.
- Don’t type in all caps. (IT’S LIKE SHOUTING!)

Netiquette: E-mail rules
- Most elements of writing a memo apply to electronic mail.
- Don’t “flame” someone for bad grammar or spelling errors.
- Don’t start a “flame war” unless you can take the heat.

Three-letter acronym list
- Personalizes “impersonal” electronic mail messages.
  - LOL Laughing out loud
  - BTW By the way
  - IMO In my opinion
  - IMHO In my humble opinion
  - <g> Grin
Facsimiles/FAX

- Can be short or long.
- Legal documents.
- Usually more formal than e-mail and memos.
- Rules of correspondence apply.