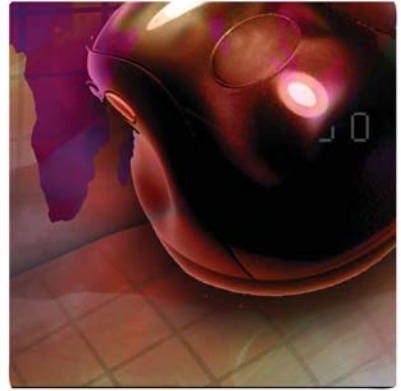# E-Mail Etiquette

Teacher's Guide

Introduction

E-mail Etiquette is an introduction to e-mail. It's designed for people who want to learn about e-mail, but is also useful for those who already use it because it offers many useful tips. The program is designed to appeal to a wide audience, and can be shown to groups ranging from young students to adults. The program contains a great deal of information, starting from how the Internet works to specific information on the jargon used in e-mail. There are also sensible tips on how to use e-mail effectively.

Background material

What is the Internet?

The Internet grew out of the U.S. Defense Department in the late 1960s and was used for linking military research networks. It was expanded to connect the networks of other institutions and universities, and eventually connected to commercial networks as well. An increased number of PC users created tremendous growth in the number of online services.

The Internet is a vast sprawling network of interconnected computers designed to be used interactively. It is not a single network but rather a network of networks. The worldwide system of interconnected work is known as the MATRIX, or the Net. If an individual is connected to the Internet, they can send and receive electronic mail (e-mail).

E-mail messages travel from one computer to another through many gateways and networks to finally find another computer. If e-mail travels to a commercial online account or a local area network, the message resides in the host computer or a file server until the user logs in and retrieves the message.

History of the Internet *(From www.pbs.org/internet/timeline-txt.html)*

• 1962: The RAND Corporation begins research into robust, distributed communication networks for military command and control.

• I962--1969: The Internet is first conceived in the early '60s. Under the leadership of the Department of Defense's Advanced Research Project Agency (ARPA), it grows from a paper architecture into a small network (ARPANET) intended to promote the sharing of super-computers among researchers in the United States.

• 1965: The DOD's Advanced Research Project Association begins work on ARPANET.

• 1965: ARPA sponsors research into a "cooperative network of time-sharing computers."

• 1967: First ARPANET papers presented at Association for Computing Machinery Symposium.

• 1967: Delegates at a symposium for the Association for Computing Machinery in Gatlinburg, TN discuss the first plans for the ARPANET.

• 1968: First generation of networking hardware and software designed.

- 1969: ARPANET connects first four U.S. universities. Researchers at four campuses create the first hosts of the ARPANET, connecting Stanford Research Institute, UCLA, UC Santa Barbara, and the University of Utah.

- 1970: ALOHANET developed at the University of Hawaii.

- 1970--1973: The ARPANET is a success from the very beginning. Although originally designed to allow scientists to share data and access remote computers, e-mail quickly becomes its most popular application. The ARPANET becomes a high-speed digital post office as people use it to collaborate on research projects and discuss various topics.

- 1971: The ARPANET grows to 23 hosts connecting universities and government research centers around the country.

- 1972: The InterNetworking Working Group (INWG) becomes the first of several standards-setting entities to govern the growing network. Vinton Cerf is elected the first chairman of the INWG, and later becomes known as a "Father of the Internet."

- 1973: The ARPANET goes international with connections to University College in London, England, and the Royal Radar Establishment in Norway.

- 1974: Bolt, Beranek & Newman (now BBN Technologies), a Boston-based technology company, opens Telenet, the first commercial version of the ARPANET.

- 1974-- 1981: The general public gets its first hint of how networked computers can be used in daily life as the commercial version of the ARPANET goes online. The ARPANET starts to move away from its military/research roots.

- 1975: Internet operations transferred to the Defense Communications Agency.

- 1976: Queen Elizabeth goes online with the first royal e-mail message.

- 1977: A computer program called UUCP provides e-mail on THEORYNET.

- 1978: TCP checksum design finalized, enabling computers to reliably exchange data.

- 1979: Tom Truscott and Jim Ellis, two grad students at Duke University, and Steve Bellovin at the University of North Carolina establish the first Usenet newsgroups. Users from all over the world join these discussion groups to talk about the Net, politics, religion, and thousands of other subjects.

- 1981: ARPANET has 213 hosts. A new host is added approximately once every 20 days.

- 1982: The term "Internet" is used for the first time.

- 1982--1987: Bob Kahn and Vint Cerf are key members of a team which creates TCP/IP, the common language of all Internet computers. For the first time the loose collection of networks which made up the ARPANET is seen as an "Internet," and the Internet as we know it today is born.

The mid-80s marks a boom in the personal computer and super-minicomputer industries. The combination of inexpensive desktop machines and powerful, network-ready servers allows many companies to join the Internet for the first time. Corporations begin to use the Internet to communicate with each other and with their customers.

- 1983: TCP/IP becomes the universal language of the Internet.

- 1984: William Gibson coins the term "cyberspace" in his novel *Neuromancer.* The number of Internet hosts exceeds 1,000.

- 1985: Internet e-mail and newsgroups now part of life at many universities.

- 1986: Case Western Reserve University in Cleveland, Ohio, creates the first "Freenet" for the Society for Public Access Computing.

- I987: The number of Internet hosts exceeds 10,000.

- 1988: Internet worm unleashed.

- 1988--1990: By 1988 the Internet is an essential tool for communication. However, it also begins to create concerns about privacy and security in the digital world. New words, such as "hacker," "cracker," and "electronic break-in" are created. These new worries are dramatically demonstrated on Nov. 1, 1988 when a malicious program called the "Internet Worm" temporarily disables approximately 6,000 of the 60,000 Internet hosts. The Computer Emergency Response Team (CERT) was formed to address security concerns raised by the Worm.

- 1989: System administrator turned author Clifford Stoll catches a group of cyberspies, and writes the best-seller *The Cuckoo's Egg.* The number of Internet hosts now exceeds 100,000.

- 1990: A happy victim of its own unplanned, unexpected success, the ARPANET is decommissioned, leaving only the vast network-of-networks called the Internet. The number of hosts exceeds 300,000.

- 1991: The World Wide Web is born!

- 1991--1993: Corporations wishing to use the Internet face a serious problem: commercial network traffic is banned from the National Science Foundation's NSFNET, the backbone of the Internet. In 1991 the NSF lifts the restriction on commercial use, clearing the way for the age of electronic commerce.

In 1991 at the University of Minnesota, a team led by programmer Mark MaCahill releases "gopher," the first point-and-click way of navigating the files of the Internet. Originally designed to ease campus communications, gopher is freely distributed on the Internet. MaCahill calls it "the first Internet application my mom can use."

1991 is also the year in which Tim Berners-Lee, working at CERN in Switzerland, posts the first computer code of the World Wide Web in a relatively innocuous newsgroup, "alt.hypertext." The ability to combine words, pictures, and sounds on Web pages excites many computer programmers, who see the potential for publishing information on the Internet in a way that can be as easy as using a word processor. Marc Andreesen and a group of student programmers at NCSA (the National Center for Supercomputing Applications, located on the campus of the

University of Illinois at Urbana Champaign) will eventually develop a graphical browser for the World Wide Web called Mosaic.

- 1991: Traffic on the NSF backbone network exceeds 1 trillion bytes per month.

- 1992: One million hosts have multimedia access to the Internet over a network called the Multicast Backbone, or Mbone. Mbone is used for the first online audio and video broadcasts.

- 1993: Mosaic, the first graphics-based Web browser, becomes available. Traffic on the Internet expands at a 341,634% annual growth rate.

- 1994: The Rolling Stones broadcast their Voodoo Lounge tour over the Mbone. Marc Andreesen and Jim Clark form Netscape Communications Corp. Pizza Hut accepts orders for a mushroom and pepperoni pizza with extra cheese over the Net. Japan's prime minister goes online at www.kantei.go.jp. Mbone traffic exceeds 10 trillion bytes per month.

- 1995: NSFNET reverts back to a research project, leaving the Internet in commercial hands. The Web now comprises the bulk of Internet traffic. The Vatican launches www.vatican.va. James Gosling and a team of programmers at Sun Microsystems release an Internet programming language called Java, which radically alters the way applications and information can be used over the Internet.

- 1996: Nearly 10 million hosts online. The Internet covers the globe.

- 1996: As the Internet celebrates its 25th anniversary, the military strategies that influenced its birth become historical footnotes. Approximately 40 million people are connected to the Internet. More than $1 billion per year changes hands at Internet shopping malls, and Internet-related companies like Netscape are the darlings of high-tech investors. Users in almost 150 countries are now connected to the Internet. The number of computer hosts approaches 10 million. Within 30 years, the Internet has grown from a Cold War concept for controlling the tattered remains of a post-nuclear society to the Information Superhighway. Just as the railroads of the 19th century enabled the Machine Age and revolutionized the society of the time, the Internet takes us into the Information Age, and profoundly affects the world in which we live. The Age of the Internet has arrived.

- 1997: People begin to telecommute over the Internet, allowing them to choose where to live based on quality of life, not proximity to work. Many cities view the Internet as a solution to their clogged highways and fouled air. Schools use the Internet as a vast electronic library with untold possibilities. Doctors use the Internet to consult with colleagues half a world away. As a new generation grows up as accustomed to communicating through a keyboard as in person, life on the Internet will become an increasingly important part of life on Earth.

Student Activities

Pre-Video Discussion
The aim of this session is to stimulate interest in technology, and specifically in the Internet. Ask students to write down the words that come to mind when the terms technology, computer, Internet, and e-mail are mentioned.

Questions to direct viewing
(To be given to students while they are watching the video)

1. Who owns the Internet? _____

_____

2. Who initially developed the Internet? _____

_____

3. What is e-mail? _____

_____

4. What is snail mail? _____

5. List two ways in which letters are different from e-mail. _____

_____

6. What do words written in CAPITALS mean in e-mail? _____

_____

7. What is kept in a signature file? _____

_____

8. What are acronyms? _____

_____

9. What does FYI stand stand for? TIA? NRN? IMHO? LOL? _____

_____

_____

10. What is another word for emoticons? _____

11. Who can read your e-mail? _____

_____

12. What is flaming? _____

_____

13. What is spamming? _____

_____

14. List some of the dangers of the Internet. _____

_____

General Activities

1. Ask students to list some Do's and Don'ts of netiquette.

2. As a class, discuss appropriate responses to flaming and to cyberbullying.

3. Have students report on ways to prevent, stop, and report spam.

4. Lead a class discussion on viruses. What damage do they cause? Why would someone create and purposely spread a virus?

5. Lead a class discussion on the forwarding of e-mail. Is it OK to send e-mail chain letters (i.e., messages asking the recipient to pass the e-mail on to several friends) and jokes? How about warnings, rumors, and offers? How can you determine if the information in these messages is true?

6. Ask each student to list all the different forms of technology they used in one day. Make up a class list, and then move into a discussion about the use of technology and the implications.

Discussion Questions

1. How is an e-mail message different from a letter?
2. How is e-mail different from a phone conversation?
3. What are the benefits of technology?
4. How has technology changed the workplace?
5. What does the technological revolution mean for people and societies who cannot afford computers?
6. How has technology changed ordinary households?
7. Are there any jobs which do not use Information Technology?

Other Useful Information

Emoticons

(-:	User is left handed.
%-)	User has been staring at a screen for too long!
8-)	User is wearing sunglasses.
::-)	User wears normal glasses.
:-{)	User has a mustache.
:-[	User is a vampire.
:-7	User just made a wry statement.
: -~)	User has a cold.
:'-(	User is crying.
:)	User is happy.
: (	User is sad.
:-C	User is really sad.
:'-)	User is so happy, s/he is crying.
:-@	User is screaming.
:-#	User wears braces.

:-&   User is tongue-tied.

|-I   User is asleep.

|-O   User is yawning/snoring.

O :-)   User is an angel.

:-s   User just made an incoherent statement.

:-D   User is laughing.

:-x   User's lips are sealed.

:-/   User is skeptical.

E-:-)   User is a ham radio operator.

;)   User is winking.

Acronyms

BBS	be back soon	**NRN**	no reply necessary
BFN	bye for now	**OIC**	oh, I see!
BTW	by the way	**OOTB**	out of the box (brand new)
CU	see you (later)	**NP**	no problem
DYK	do you know	**OMG**	oh my goodness
EMFBI	excuse me for butting in	**OTOH**	on the other hand
FAQ	frequently asked question	**OTTH**	on the third hand
F/F	face to face	**PMFJI**	pardon me for jumping in
FWIW	for what it's worth	**ROFL**	rolling on the floor laughing
FYI	for your information	**TIA**	thanks in advance
GTG	got to go	**TIC**	tongue in cheek
HTH	hope this helps	**TLA**	three-letter acronym (such as this)
IAE	in any event	**TTFN**	ta ta for now
IMHO	in my humble opinion	**TTYL**	talk to you later
IMO	in my opinion	**TYVM**	thank you very much
IOW	in other words	**UW**	you're welcome
K	okay	**W/E**	whatever
LOL	laughing out loud		

Some Rules

• Keep messages remaining in your in-box to a minimum, since they take up disk storage space.

• Mail messages can be downloaded or copied to disks for future reference.

• Never assume that your e-mail can be read by no one except yourself; others may be able to read or access your mail. Never send or keep anything that you wish to remain private.

• The content and maintenance of a user's disk storage area is the user's responsibility. Keep files to a minimum. Files should be downloaded to your hard drive or to disks.

• Routinely and frequently virus-scan your system, especially when receiving or downloading files from other systems, to prevent the spread of a virus.

• Your files may be accessible by persons with system privileges, so do not maintain anything private in your disk storage area.

Definitions

Browser: Software that lets you access and navigate the World Wide Web, see both text and pictures, and hear sounds.

E-mail: Electronic mail. An e-mail address consists of a user name followed by the @ sign and a domain name, such as *earl@example.com* .

FAQ: Acronym for "Frequently Asked Questions."

HTML: Hypertext Markup Language, the coding language used on Web pages.

Internet: The network of computers connecting millions of people around the world. The World Wide Web and e-mail are a part of the Internet. Also called "the Net."

ISP: Internet Service Provider, an organization that provides access to the Internet and the Web.

Link: A hypertext mark in a Web document, usually displaying in a different color, which when clicked on connects the user quickly to another Web page.

Mailing lists/newsgroups: Groups of people with common interests that exchange information and ideas; also referred to as Listserv (mailing list) and Usenet (newsgroup).

Modem: A device, either inside the computer or externally as a small black box, that lets your computer talk to another computer using a phone or cable line.

Search Engine: A Web site that lets you search the Internet by typing in a subject or keyword.

URL: The address of a Web site or file on the Internet, such as *http://www.example.com*; stands for Universal Resource Locator.

WWW: World Wide Web, the part of the Internet that uses graphics and hypertext to exchange information. Also called "the Web."

Web Sites

Fight Spam on the Internet!
http://spam.abuse.net

NetLingo.com: Smiley, Emoticons
http://www.netlingo.com/smiley.cfm

Netiquette Homepage
www.albion.com/netiquette

Netiquette for Kids
ww.bpl.org/kids/Netiquette.htm

E-Mail Rumors and Hoaxes
http://www.snopes.com/inboxer/inboxer.asp

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