

PROFESSIONAL COMMUNICATION & EMAIL ETIQUETTE

Represent EFF well in every message.

A Chapter Leader Resource · 2026



WHY IT MATTERS



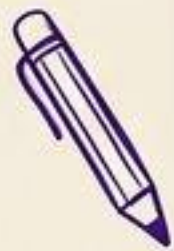
You represent a national nonprofit. Every email, text, and DM reflects on EFF.

Always use your official EFF chapter email for chapter business. Never your personal email.

Professional communication builds trust with advisors, campus offices, partners, and Nationals.



ANATOMY OF A PROFESSIONAL EMAIL



SUBJECT LINE

Subject: Inquiry Regarding EFF Chapter Partnership

Dear Ms. Johnson, ← **GREETING:**

I am writing to formally request information about establishing a partnership between the Esther Funds Foundation and our university chapter. We are eager to contribute to your mission and would appreciate your guidance on the next steps.

BODY:
a polite
clear
request
sentence

Thank you, ← **SIGN-OFF:**

Sarah Davis
Chapter President
Esther Funds Foundation at University of
California, Berkeley
sarah.davis@eff.org



↑
SIGNATURE BLOCK: Name · Chapter
President · Esther Funds
Foundation at [School] · email@eff.org

ETIQUETTE RULES

DO ✓

- Respond within 3–5 business days
- CC your Advisor on official matters
- Proofread before sending
- Keep it kind, clear, and brief



DON'T ✗

- Use all-caps, slang, or excessive emojis
- Vent, argue, or gossip over email
- Use personal email for chapter business



BEYOND EMAIL



GROUP CHATS

Include an Advisor or National leader.

Keep it professional.

No subtweeting internal matters.

MEETINGS

Arrive on time, prepared, phones away.

IN PERSON

Dress appropriately. Follow through on commitments.



“Disagreement is allowed; dishonor is not.”