Learner Full Name: _____

School: _____ **Class:** _____

Workstation Device: _____ **Station #:** _____

Session 13: Email & Digital Communication

In Session 11, you learned how to browse websites and research facts across the World Wide Web. Today, we discover how to write and send messages directly to individuals, teachers, and organizations using **Electronic Mail (Email)**.

1. Plain Talk: The Digital Post Office

Think about sending a physical letter through **Ghana Post**:

- 1. You write your message on a sheet of paper.
- 2. You place it inside an envelope and seal it.
- 3. You write the recipient's exact **P.O. Box address** on the front.
- 4. A postal van drives the envelope to their town over several days.

Email works the exact same way, but instead of paper and vans, the letter is converted into digital electronic signals that fly through cables across the world in **less than three seconds**!

2. Anatomy of an Email Address

Just like a phone number or P.O. Box, every person on email has a unique address. It is always divided into three clear parts by the "at" symbol (`@`):

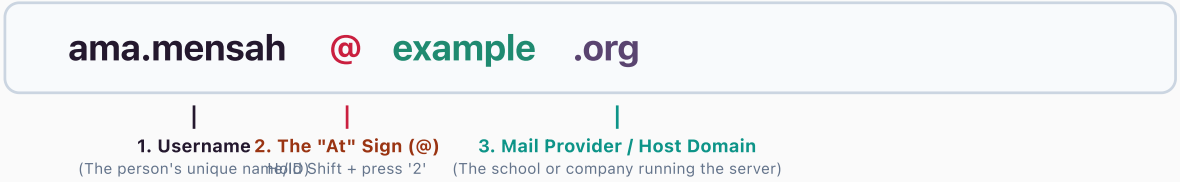

Figure 13.0: Deconstructing an email address. Notice there are NEVER spaces anywhere in an email address!

3. The Golden Rule of Email Addresses

> ⚠️ **ZERO SPACES ALLOWED!**
> An email address can **never** contain an empty space. If you type ama mensah@gmail.com, the computer will reject it or the message will bounce back as undelivered. Always use full stops or underscores to separate names: ama.mensah@gmail.com.

1. What You See When You Write an Email

When you click **"Compose"** or **"New Message"** in any email application, an envelope-like window opens up:

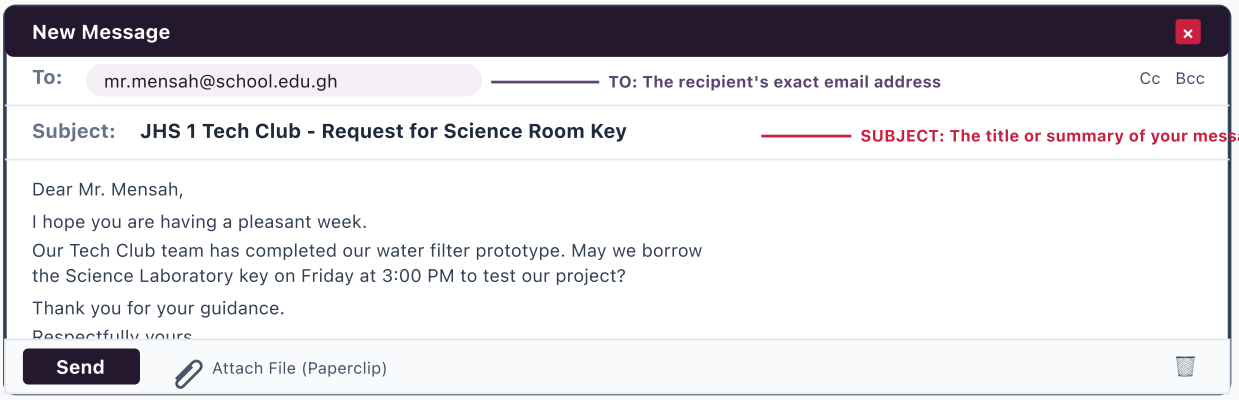

Figure 13.1: Anatomy of a professional email compose window.

2. Master the Header Fields: To, Cc, Bcc, and Subject

Field Name	What It Means	Example Use Case
To:	The primary person who **must read and respond** to your email.	headteacher@school.edu.gh
Cc: (Carbon Copy)	People who should read the message for their information, but **do not need to reply**.	Cc your Tech Club mentor when emailing the headteacher.
Bcc: (Blind Carbon Copy)	A **hidden copy**: other recipients cannot see who was Bcc'd.	Emailing many people who do not know each other.
Subject:	A short headline (4–7 words) telling the reader **what the email is about**.	Meeting Request - Tech Club Project

3. Golden Rule of Subject Lines

❌ TERRIBLE Subject Lines

- hi (Lazy; might be mistaken for spam)
- URGENT HELP ME PLEASE!!!! (Creates panic)
- *[Blank / Empty]* (Looks like an accidental click)

✅ EXCELLENT Subject Lines

- Science Assignment - JHS 1B - Ama Mensah
- Absence Notice - Kwesi Boateng - Tuesday 12th
- Question Regarding Coding Challenge 3

1. What is "Netiquette"?

In Ghanaian culture, you would never walk up to an elder or teacher and blurt out a demand without first saying *"Good morning, sir"* or *"Good afternoon, madam"*. **Netiquette** (Network Etiquette) is simply bringing our home training and respect into digital communication!

2. The Professional 4-Part Email Anatomy

Every formal email you write to a teacher, mentor, or school official must contain these four blocks:

1. **The Respectful Salutation (Greeting):**
   Always address the person politely by their name and title:
   "Dear Mr. Mensah," • *"Good morning Madam Grace,"* • *"Dear Club Mentor,"*

2. **The Courteous Opening:**
   A warm one-sentence greeting before diving into business:
   "I hope this message finds you well." • *"I hope you are having a productive week."*

3. **The Core Message (Body):**
   State your point clearly and briefly in 2 to 4 sentences. Use proper capital letters, full stops, and paragraphs.

4. **The Respectful Sign-Off & Signature:**
   Close politely and include your full name and class so the teacher knows exactly who wrote to them:
   "Respectfully yours," or *"Best regards,"* → followed by: **Ama Mensah, JHS 1 Student**.

3. The Cardinal Rules of Netiquette

Rule	Why It Matters	What to Do
NO ALL-CAPS	TYPING ENTIRE SENTENCES IN CAPITAL LETTERS IS SEEN AS **SHOUTING AND ANGER**.	Use regular sentence capitalization.
Proofread Twice	Once you hit **Send**, the email is gone! You cannot run after it or snatch it back.	Check spelling and recipient address before clicking Send.
No Slang or Shortcuts	Words like *"u r gr8"* or *"wossop"* belong in informal phone chats, never in school or professional emails.	Write out full words: *"you are"*, *"please"*.

1. What is an Attachment?

An **Attachment** is a separate computer file (such as a typed document, a drawing from Paint, or a PDF report) that you clip onto your email message, just like using a physical metal **paperclip** to fasten two papers together!

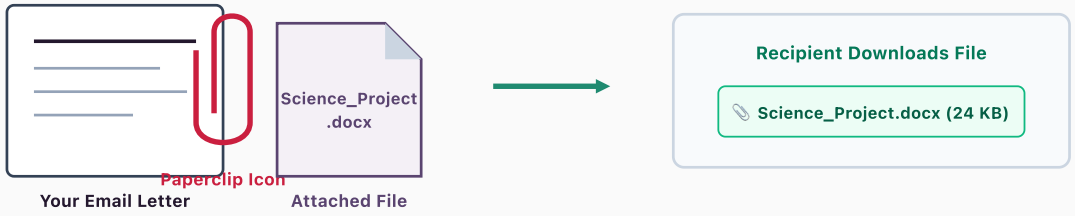

Figure 13.2: How attachments travel. The recipient receives your text message AND the attached document together!

2. Safe vs. Dangerous Attachments

✅ SAFE File Types (Normal school work)

- .docx or .txt (Word documents / text)
- .pdf (Readable electronic documents)
- .png or .jpg (Images and photos)

🚫 DANGEROUS Files (Never open from strangers!)

- .exe (Executable program - can be a virus!)
- .scr or .bat (Hidden programs and scripts)
- .zip from an unknown sender

3. Panic Button / Inbox Defense

🚨 RED ALERT: SUSPICIOUS EMAIL RECEIVED

If you receive an email from someone you do not know:

- **NEVER** click on any links inside the message.
- **NEVER** download or open any attachments.
- **NEVER** reply with your password, phone number, or home address.
- Raise your hand immediately and show your Tech Club mentor!

1. Lab Mission: Formal Request to Your Club Mentor

Whether using a supervised school email account or the simulator form below, complete a formal email requesting feedback on your upcoming Capstone project:

1. **Fill in the Recipient:** Use the address your mentor writes on the board.
2. **Create a Clear Subject Line:** Include your class, your name, and the topic.
3. **Draft the 4-Part Body:** Use the template below to ensure proper netiquette.

2. Guided Email Compose Simulator

To: _____

Subject: _____

📎 **Attachment:** Water_Project_Draft.docx

Simulated [SEND]

3. Pre-Flight Send Checklist

- [ ] Did you spell the recipient's email address correctly with no spaces?
- [ ] Does your subject line clearly describe the message in 4–7 words?
- [ ] Did you include a respectful greeting and sign off with your full name?
- [ ] Did you verify that your attached file is a safe document type (.docx, .pdf)?

SESSION 13 REVIEW & VERIFICATION

1. Subject Line Makeover Challenge

Rewrite each weak, unprofessional subject line below into an excellent, clear subject line:

Weak Subject Line	Your Professional Rewrite
hello sir	_____
URGENT OPEN THIS NOW	_____
homework	_____

2. Safe vs. Suspicious Inbox Scenarios

Read each scenario and tick whether you should **Open** or **Report to Mentor**:

Email Scenario	Safe to Open	Report to Mentor!
An email from headteacher@school.edu.gh with the subject *"End of Term Examination Timetable.pdf"*.	○	○
An email from winner-claim99@lottery-prize.xyz saying you won 20,000 Cedis with an attachment called claim_money.exe.	○	○
A message claiming your email account will be deleted in 10 minutes unless you click a link and type your password.	○	○

3. Self-Assessment & Mentor Sign-Off

Tick the column that reflects your confidence at the end of Session 13:

Email & Communication Competency	With Help	Almost Alone	All By Myself!
1. I can identify and explain the 3 parts of an email address (username, @, domain).	○	○	○
2. I can write a clear, descriptive Subject line that avoids spam triggers.	○	○	○
3. I can structure an email using the professional 4-part letter anatomy.	○	○	○
4. I know how file attachments work and how to spot dangerous file extensions (.exe).	○	○	○

Mentor Signature: _____ **Date Completed:** _____