
CS-150L

Computing for Business Students

e-mail

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Quiz: Writable Media

How many 3½-inch HD 1.44 MB floppy disks are required to hold the information that can be stored on a single 1 GB USB Flash Drive?

- a) About 5
- b) About 10
- c) About 50
- d) About 100
- e) About 700



1.44 MB
Floppy



1 GB
Flash

e-mail Flaming

- When one person sends an angry and/or antagonistic message.
- Assumed to be more common today because of the ease and impersonality of e-mail communications.
- Confrontations in person or via telephone require direct interaction, where social norms encourage civility.
- Typing a message to another person is an indirect interaction, so civility may be forgotten.
- When you are mad write an e-mail, ***before you click send:***
 - Ask a friend to read the e-mail to you aloud, or
 - Do some other activity, and return to read it again.

e-mail Codes and Abbreviations

- THE RECIPIENT OF A MESSAGE IN ALL CAPS MAY PERCEIVE SHOUTING AND ANGER.
- When people e-mail something intended to be funny, but might be taken seriously, it is common to end the message with a smile :)
- LOL: laughing out loud
- IMO: In My Opinion
- BTW: By The Way
- TTYL: Talk To You Later
- FAQ: Frequently Asked Questions
- COB: Close of Business

e-mail Bankruptcy

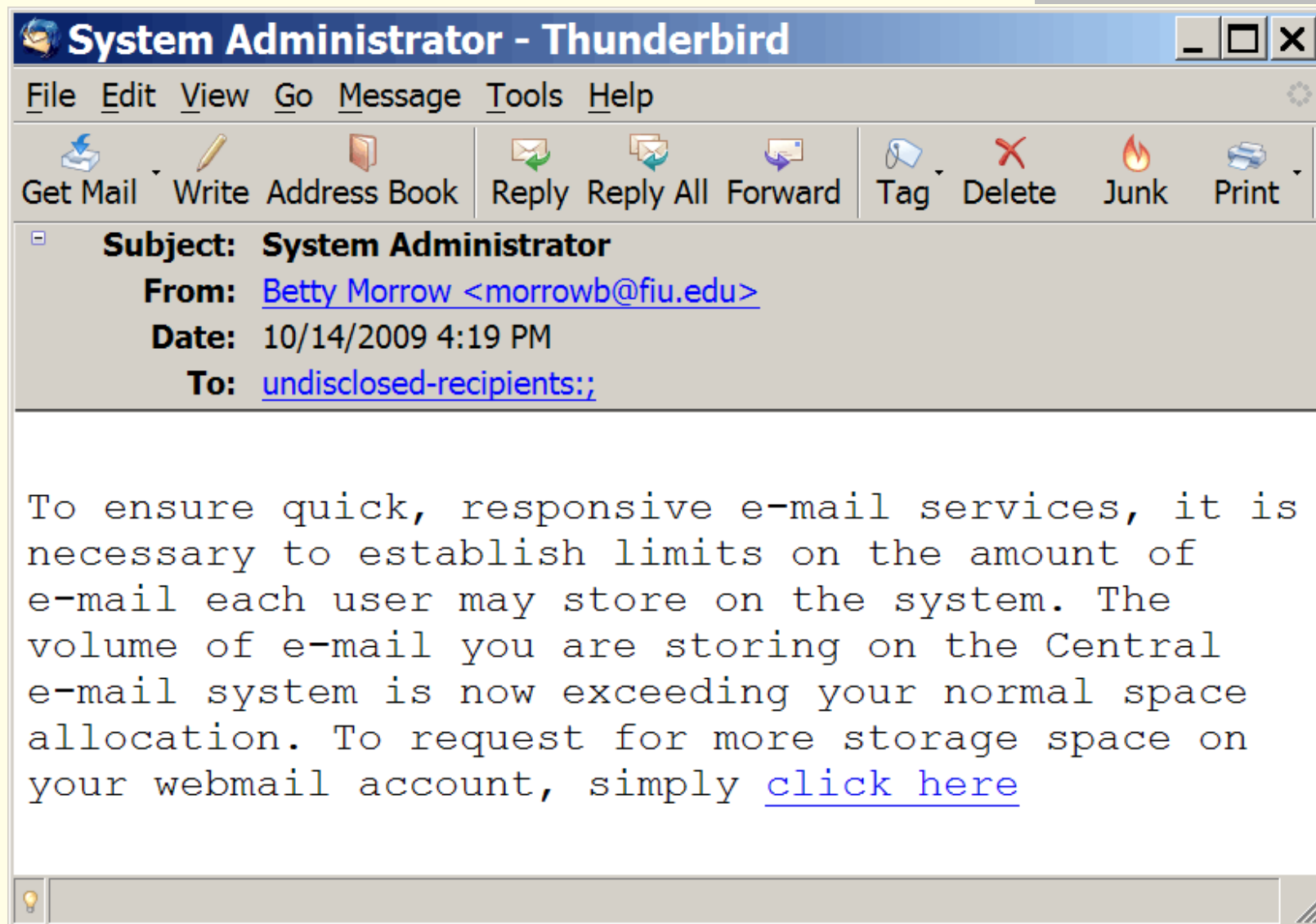
- A decision to close an e-mail account due to an overwhelming receipt of garbage messages, compared to legitimate messages.
- When a person deletes a large number of unread e-mail messages after falling behind in reading and answering them.
- Sometimes a boilerplate message is sent explaining that the e-mail inbox is being closed or cleared out.



e-mail Privacy Concerns

- E-mail messages are generally not encrypted.
- Encryptions can be broken.
- E-mail messages have to go through intermediate computers before reaching their destination, meaning it is relatively easy for others to intercept and read messages.
- Many Internet Service Providers (ISP) store copies of e-mail messages on their mail servers before they are delivered. The backups of these can remain for up to several months on their server, despite deletion from the mailbox.

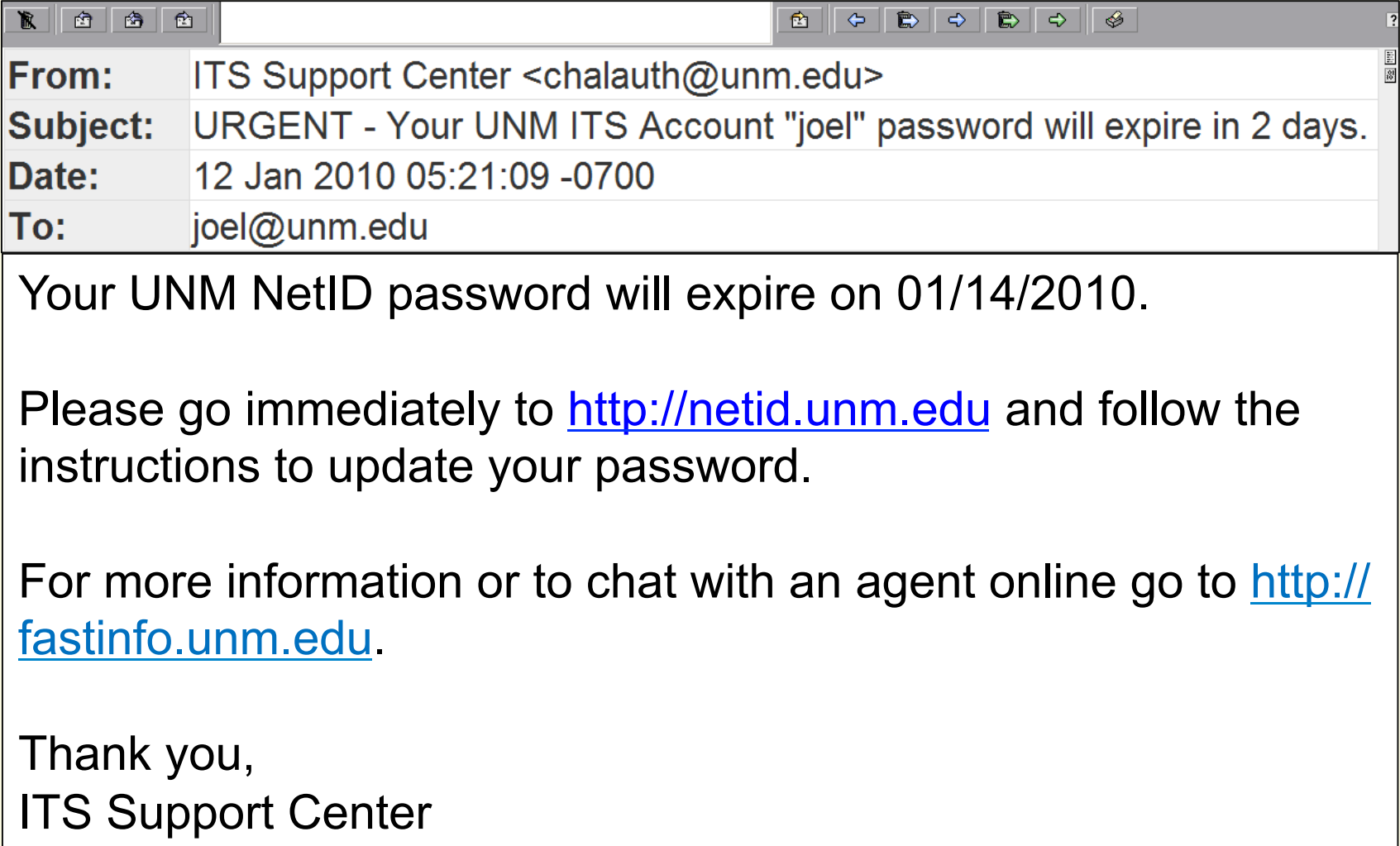
e-mail Phishing Attacks



Computer Security: Phishing

- Phishing is the criminally fraudulent process of attempting to acquire sensitive information such as usernames, passwords and credit card details by masquerading as a trustworthy entity in an electronic communication.
- Communications purporting to be from popular social web sites, auction sites, online payment processors or IT administrators are commonly used to lure the unsuspecting public.
- Phishing is typically carried out by e-mail or instant messaging, and it often directs users to enter details at a fake website whose look and feel are almost identical to the legitimate one.
- Even when using server authentication, it may require tremendous skill to detect that the website is fake.

Is this a Phishing Attack?



The screenshot shows an email client interface with a toolbar at the top containing icons for delete, print, reply, reply all, forward, and print. The email header is as follows:

From: ITS Support Center <chalauth@unm.edu>
Subject: URGENT - Your UNM ITS Account "joel" password will expire in 2 days.
Date: 12 Jan 2010 05:21:09 -0700
To: joel@unm.edu

The body of the email contains the following text:

Your UNM NetID password will expire on 01/14/2010.

Please go immediately to <http://netid.unm.edu> and follow the instructions to update your password.

For more information or to chat with an agent online go to <http://fastinfo.unm.edu>.

Thank you,
ITS Support Center

e-mail: Pros

- Much of the business world relies on communication between individuals who are physically distant from one another.
- Travel is time-consuming and expensive.
- E-mail is near-instantaneous and has little cost.
- Teleconferencing has logistical difficulties: organizing people to “meet” at the same time often across different time zones.
- E-mail allows each participant to decide when and how they will process the information.
- E-mail allows the recipient to research before answering.
- E-mail provides automatic archiving.

e-mail: Cons

- Spam
- Soliloquies
- Loss of Context
- Distraction
- Duplication of information. This may be a problem when a team is collaboratively working on documents.
- Security Threats

e-mail: Some Statistics

- Organizations lose around \$1,250 per user in annual productivity because of time spent dealing with spam, \$1,800 on unnecessary emails from co-workers, and \$2,100 to \$4,100 due to poorly written communications.
--ITBusinessEdge.com, 12/2008
- In 2007, a group of Microsoft workers took, on average, 15 minutes to return to serious mental tasks, such as writing reports or computer code, after dealing with incoming email.
--New York Times, 3/25/2007
- About 24% of companies have had employee emails subpoenaed by a court or regulator, and 15% have gone to court to defend against lawsuits triggered by an employee email. *--American Management Association and the ePolicy Institute, in Columbus, Ohio. Wall Street Journal, 7/2006*

Quiz: Least Suited for e-mail

Which of the following business tasks is **least** suited for e-mail:

- a) Sending an announcement regarding a location change for a meeting to be held the next week to the fifty employees scheduled to attend that meeting.
- b) Sending all employees an e-mail attachment of an updated, three page outline of the employee benefits package.
- c) Planning a lunch meeting with a colleague.
- d) Five colleagues collaboratively authoring a twenty page Microsoft Word document by each person e-mailing updates to the group.
- e) Sending a copy of meeting minutes (meeting notes) to the attendants of a recent meeting.

e-mail – Importance of Good Subject Line

I received e-mails with the following subjects:

Which are from students in CS-150, and which are spam?

- | | |
|-------------------------|--|
| 1. Hi | 1. Hi – <i>student</i> |
| 2. Important Problem | 2. Important Problem – <i>spam</i> |
| 3. Please Help | 3. Please Help – <i>spam</i> |
| 4. Please Help! | 4. Please Help! – <i>student</i> |
| 5. CS 150 Lab 2 | 5. CS 150 Lab 2 – <i>student</i> |
| 6. CS-150 Web CT issue | 6. CS-150 Web CT issue – <i>student</i> |
| 7. Question | 7. Question – <i>student</i> |
| 8. CS-150L Registration | 8. CS-150L Registration – <i>student</i> |
| 9. Need help | 9. Need help – <i>student</i> |
| 10. Grade | 10. Grade – <i>spam</i> |
| 11. <blank> | 11. <blank> – <i>student</i> |
| 12. <blank> | 12. <blank> – <i>spam</i> |

e-mail body – Give Context

- "Professor, I registered for the class on Jan 22. Why am I not registered for WebCt. Please help with this problem. Thanks."
- What class?
- Spring 2008 I taught 10 sections of CS-150 and 2 sections CS-257. All used WebCT.
- Tell me what class and what section.

e-mail body – Necessity of Context

- **Subject:** English Credit

- **Body:**

Joel,

I was wondering if it was possible to fill the English core requirement with English 221 (Creative Writing) in place of English 219 or 220. I've had some scheduling issues with those classes.

Thanks,

--Will

- **Reply:**

Sorry Will, but I think you have the wrong Joel. I teach computer science.

e-mail – Necessity of Context: part 2

■ The reply to the reply:

Joel,

Sorry for the confusion. I talked to Lynne [the Computer Science department's Coordinator of Program Advisement] about it, and she said you're on the CS Undergrad Curriculum Committee and might know the answer. Do you know who I might talk to about that?

Thanks,

--Will

Quiz: e-mail Subject

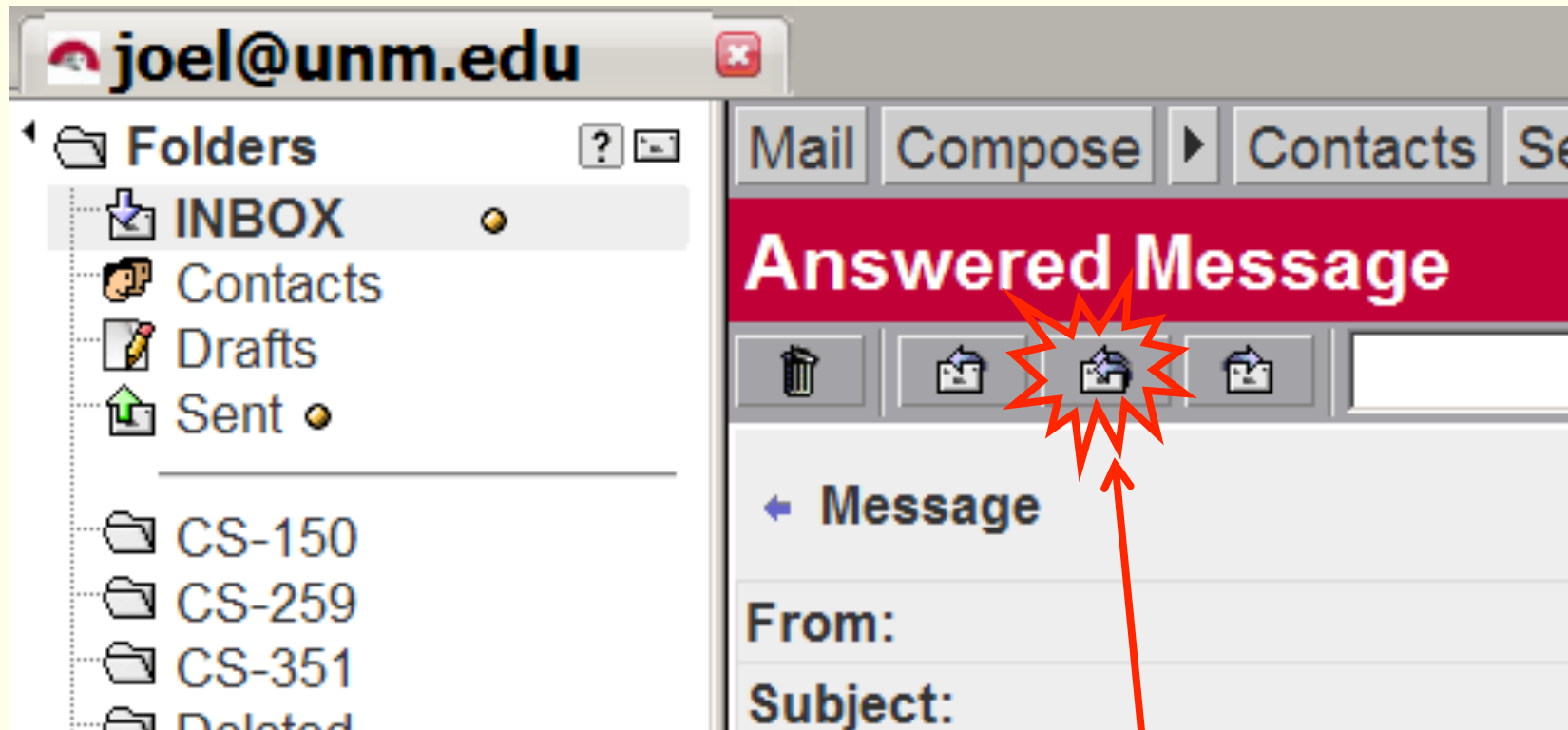
Travis is was breezing through lab 2 of CS-150 when he got stuck on part 3b. He decided to e-mail his lab instructor with a question. Which of the options below is his best choice for the e-mail's subject?

- a)
- b) Help
- c) Help!
- d) Hi
- e) CS-150: Lab 2 part 3b

Send Plain Text Email, Not Rich Text

- Sure, using fancy formatting in emails is nice.
- Outlook Express and Gmail make fancy formatting easy.
- **But** not everybody can or wants to receive *rich text* messages.
- Some email programs are not capable of rendering the *HTML* used for rich formatting in email messages.
- Other email programs try, but fail miserably (or even crash), rendering your message unreadable.
- Send *plain text* emails by *default*.
- Avoid special characters: “ smart quotes ”, ☺, π
- If you need fancy formatting, *attach* a document.

UNM Webmail



What button is this?

How To Look Stupid: Reply To All

Kathy, in Atlanta, replies to a message sent by her coworker Steve. The message she replies to, however, was on a different topic that Steve had sent to entire sales force. Kathy hits “Reply To All”.

What time are we supposed to be on that call Friday?

She’s referring to a scheduled phone call with a local client, and she meant to ask only her coworker Steve.

John in Seattle is confused. He replies to all:

What call? I’m planning on being out of the office Friday.

Sam in New York is also confused:

Do I know you?






And Jane in Tampa accidentally makes things much worse:

I think it’s at 2:30


Jane has a call scheduled at 2:30 for her regional office by coincidence. Now, many of the people who initially dismissed the emails are starting to wonder if there really is a call.


e-mail: To, Cc and Bcc


Compose Message (iso-8859-1)


  American English   

From: "Joel Castellanos" <joel@unm.edu> [Change to]

To:  student@unm.edu

Cc:  deptChair@unm.edu

Bcc:  parent@yahoo.com

Subject:  Cc and Bcc

Cc: Carbon Copy
Bcc: Blind Carbon Copy

e-mail: Reply All

