



大學教授和研究生使用電子郵件互動及禮儀之探究

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摘要

在網路世界中，電子郵件（electronic mail, e-mail）已經成為一種重要的溝通媒介，在某些面向甚至已有取代傳統郵件或面對面溝通的趨勢，愈來愈多師生之間以e-mail為主要的溝通方式。目前在大學階段，學生和教授間利用e-mail進行溝通已是非常普遍的現象，本研究以94位大學教授與336位研究生為研究對象，進行問卷調查，瞭解大學教授和研究生之間使用e-mail的現況、使用目的和內容，以及對利用e-mail進行指導和互動的觀點、對禮儀問題的看法並比較師生間對這些觀點的差異性。獲致研究結果如下：一、大學教授與研究生平日聯絡的方式，以e-mail為最多，聯絡的目的以「回應（請教）有關研究（論文）的問題」為最多。二、教授認為和研究生之間利用e-mail進行指導和溝通，最認同對人際關係面向有幫助。三、不論教授或研究生，對於不合禮儀的信件多半介於「偶爾感到困擾」和「很少感到困擾」之間。四、大學教授和研究生之間對利用 e-mail進行指導和溝通互動的觀點和

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禮儀問題的看法部分有所不同。五、不論教授或研究生，對於以較有禮貌方式撰寫信件的發信者之印象，顯著優於以較沒有禮貌方式撰寫信件的發信者的印象。最後，研究者提出相關建議，並期望藉由對此議題提供實證性的研究資料，增進對大學師生之間利用e-mail進行溝通的瞭解。

關鍵詞：大學教授、研究生、電子郵件、電子郵件禮儀

The Perspectives of Interactions, Attitudes, and E-mail Etiquette between Professors and Graduate Students

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Abstract

Nowadays e-mail is a major communication medium, and to some extent, is replacing traditional mail and face-to-face communication. Increasingly, teachers and students have chosen e-mail as their main communication tool, thereby allowing instructors to provide more personalized advice to satisfy each students' needs. Because communicating via email has become such a common phenomenon with college professors and graduate students, this research intends to better understand the status quo by identifying the specific purposes and content within the e-mails. In addition, the research also aims to see at how professors and graduate students perceive interactions through e-mail and the different perspectives they have regarding e-mail etiquette. Ninety-four professors and 336

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graduate students participated in the questionnaires. The results show: 1) When either professors or students are faced with a problem or need to discuss questions, e-mail is the most commonly used communication method and is seen as advantageous because it 'allows for flexible communication'. 2) When using e-mail to communicate and guide their graduate students, professors think e-mail promotes (strengthens?) their relationships, while graduate students think email strengthens their self-presentation (reputation?). 3) Both professors' and graduate students' responses lie between 'occasionally disturbed' and 'few disturbed' in terms of if they are bothered by receiving emails. 4) Some significant differences exist between using e-mail to communicate and the attitude of e-mail etiquette portrayed between professors and graduate students. 5) Significant differences arise of the image of the e-mail sender, be it professors or students, when e-mails are perceived as using etiquette versus those e-mails without etiquette.

Finally, based on the results, some suggestions are provided. The researcher provides empirical research data and contributes to further understanding how professors and graduate students communicate via e-mail.

Keywords: professors, graduate students, e-mail, e-mail etiquette