

E-Mail Etiquette

- E-mail sent through BCC's e-mail system *must be appropriate* to the business of the College. Some examples of what **is not** appropriate include, but are not limited to:
 - Chain letters.
 - Copies of documents in violation of copyright laws.
 - Anything that would compromise the integrity of the College and its business.
 - Messages containing offensive, abusive, threatening or other language inappropriate to the organization.
- Notification of personal events (*i.e., deaths, births, sicknesses*) should be announced to individuals directly involved with that person as opposed to sending a public message. Also, please take into consideration the person's right to privacy before sending an announcement.
- Be professional and careful about what you say regarding others. E-mail is easily forwarded.
- Be concise, professional and to the point. Think of e-mail as a telephone conversation, with both parties typing instead of speaking.
- Use plain text in your e-mails. Changing fonts, adding colors or pictures will only make it difficult for some people to open your e-mail. This is especially true for people outside the College system.
- Follow the "chain-of-command" procedures for correspondence with superiors. For example, do not send a complaint via e-mail directly to the "top" just because you can.
- Use the "Appointment" feature in GroupWise to send an appointment. This will automatically make an entry in the recipient's calendar.
- Send messages on a single subject whenever possible. This makes it easier to file, retrieve, forward and reply to the messages.
- Reply to messages within 24-48 hours of receiving it, if possible.
- In order to maintain an efficient and responsive e-mail system, clean out your messages (in-box, sent mail and trash bin) on a regular basis. The system administrators do analyze the systems regularly and will notify you if your mailbox is larger than average.
- Virus warnings should be forwarded to the Help Desk. If there is, in fact, a cause for alert, the Help Desk will notify the college via e-mail.
- Your userid and/or password should not be given to another person unless it is the system administrator at your site. This is a direct breach of the security affidavit(s) you signed prior to getting access to the system.
- Do not type in UPPER-CASE. Use of upper-case is the equivalent of shouting in e-mail jargon.
- Correcting grammar and punctuation on an e-mail is considered discourteous and should be avoided.
- Be sure to spell check and proof-read all correspondence before e-mailing.
- Be very careful how you express yourself. Facial expressions, voice inflection and other cues that help recipients to interpret a message are absent from e-mail.

Links to E-mail Etiquette Sites

<http://www.albion.com/netiquette/book/TOC0963702513.html>

<http://www.iwillfollow.com/email.htm>