**Primary Guidelines for email use**

Email is a good tool and a bad boss.

Staff are only expected to check emails during lunch time and at the end of the day.

Unless marked as urgent, senders should not expect an instant response.

Avoid sending non-urgent emails out of work hours, during weekends and during holidays – or use the delay delivery option. If an email is urgent, send a text asking your colleague to read the email.

Emails should not distract from the learning in classrooms - consider turning off email alerts.

Give your email a clear subject title. Leaving it blank makes more work for the recipient.

If the subject title ends with EOM, the sender does not require a response.

If you are only Cc’d, you are not expected to respond, even if it feels impolite.

If the sender requires a response from you, they should make this clear.

Beware ‘reply all’ unless you are 100% sure that your response needs to be read by everyone.

Use Cc with caution. You wouldn’t start certain conversations with an audience present.

Use the same good sense for your emails.

A reply should go only to those people already listed.

Do not add others into your response without checking that it is appropriate to share.

Email tone can be misconstrued. Sometimes a conversation is better.

Poor judgement in an email remains on record; do not fire off an email that you may later regret.

Apply the same level of professionalism when using email as in any other area of school life.

When emailing several parents with the same message, use the Bcc line to protect their privacy.

Avoid sending attachments whenever possible, especially to large mailing lists.

For more detailed notes on Patana Email etiquette, we have a policy that can be found on the web.

<http://www.patana.ac.th/tc/content/content.asp?ID=146>

Caba

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