



## E-mail Etiquette

*The following guidelines for composing and sending e-mail are aligned to the SAUSD Employee Rules and Regulations for Use of E-mail (AR 4040.1) and have been compiled as a resource for SAUSD e-mail users.*

- Write the subject of the e-mail in the subject line so that the reader can determine the topic of the e-mail.
- Check your spelling.
- Do not write in all capital letters, it is generally interpreted as SHOUTING.
- Be clear and concise when composing your e-mail message.
- E-mail can easily be misinterpreted; be professional and polite, and never send an e-mail when angry.
- Protect the privacy of yourself and others. Do not give out personal information about yourself or anyone else.
- Be professional in speaking of others. E-mail is easily forwarded.
- Check your e-mail frequently, and delete unwanted messages.
- Try to return e-mail in a timely manner – general email etiquette guidelines recommend within 48 hours. If you cannot send a response in that time, send a courtesy email that states when you will respond.
- End e-mail messages with:
  - Your name
  - Your title
  - School name/department
  - Santa Ana Unified School District
  - Additional contact information (if needed)
- Avoid using abbreviations (unless relevant), slang, derogatory comments and symbols like smiley faces in business emails.
- Don't copy people with the message unless they really need to know.
- Don't Reply To All unless really necessary. It is better to delete any unwanted recipients.
- When setting up meetings use the Scheduling Assistant in Outlook to check availability.

### **References**

Email ABC's [http://www.education-world.com/a\\_tech/tech/tech185.shtml](http://www.education-world.com/a_tech/tech/tech185.shtml) Kutais, B.G. (1999). Internet Policies and Issues. Commack, New Jersey: Nova Science Publishers, Inc. National School Board Association (1999). Legal Issues and Educational Technology. Alexandria, VA: NSBA. National School Board Association (1995). Plans and Policies for Technology in Education. Alexandria, VA: NSBA. Shea, Virginia. The Core Rules of Netiquette. Albion Books, (1994)