

Avoiding E-mail Problems

Developed from a document created by:
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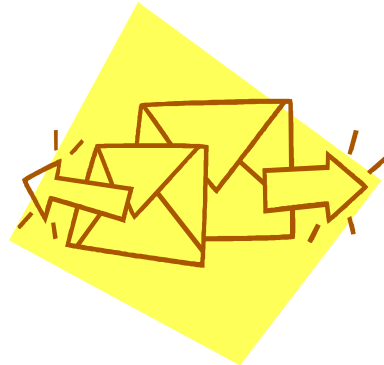
Composing Your Message

- Remember to use:
 - Proper grammar
 - Proper spelling
 - Proper capitalization rules
 - Proper spacing and indentation
- TYPING IN ALL CAPS WITH LOTS OF EXCLAMATION POINTS IS VERY RUDE!!!!!!! THIS TYPE OF E-MAIL CAN ALSO BE USED AS PROOF OF INSUBORDINATION!!!!!!!!!!!
- Be sure to review and edit before sending.
- Try to avoid:
 - Using e-mail as an instant messaging tool.
 - Sending a “CC” to people who really don’t need to receive a copy.
- For filing and recording purposes, “BC” yourself before sending.

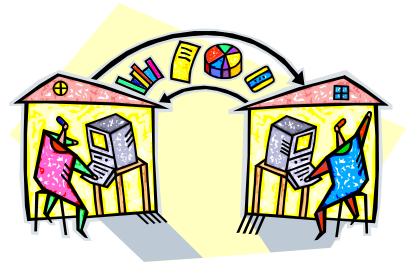


Message Addressing

- Insert the addresses after composing the message. (This gives you time to edit and consider your message before hitting the send button – **REMEMBER** – **once an e-mail has been sent, you cannot retract what has been written!**)
- Remember the difference between “reply” and “reply all” (depending on the e-mail, everybody might not need to read your reply – this helps cut down on the amount of messages you need to deal with throughout the day).
- If a message is being sent to a list or group of people, make sure that the message is appropriate for all recipients.
- Think through to determine if “CC’s” need to be added or removed.



Message Content



- **Never:**
 - ✓ Send or receive jokes on a school computer.
 - ✓ Conduct “for profit” business on a school computer.
 - ✓ Gossip about school personnel on a school computer.
- **Don’t give out your personal e-mail address to students.**
- **Don’t use your school e-mail for personal or union business unless this is clearly an acceptable policy (privacy issues).**
- **Never communicate with students by sending e-mail to their personal accounts.**
- **Remember the difference between “reply” and “reply all.”**
- **Remember the 24 hour rule:** when you receive an e-mail that may or may not require a response, take 24 hours before responding. This may save you from sending a document that can be used against you at a later date, or cause you additional problems. If the sender is requesting an immediate response, acknowledge receipt and inform the sender that you will respond within 24 hours. Then, respond proactively – NOT reactively.

Message Content (cont.)



- **Never:**

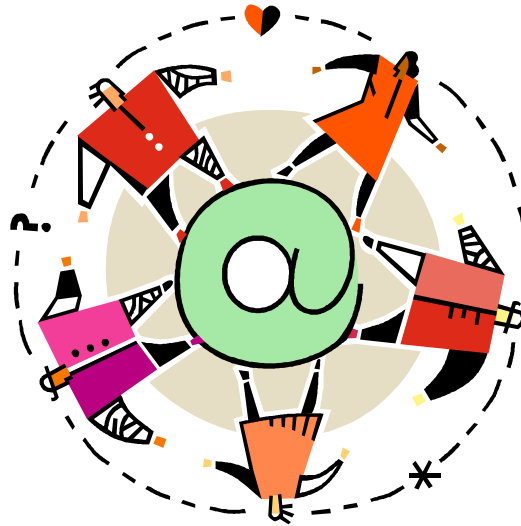
- ✓ Discuss student records over e-mail, especially those with IEP's.
- ✓ Engage in personal conversations with students over e-mail.
- ✓ Engage in critical or evaluative conversations with supervisors over e-mail.

- **Avoid:**

- ✓ In-depth conversations regarding pedagogical methods over e-mail.

Parent Correspondence

- If a parent e-mails with questions or comments, reply by acknowledging receipt of the message and indicate your availability for telephone and/or personal meetings.



Correspondence with Supervisors

- **Use your e-mail to:**

- ✓ Schedule meetings.

- ✓ Confirm deadlines.

- ❖ When you receive critical comments, acknowledge receipt of the message and schedule a face-to-face meeting.



Corresponding with Colleagues

- **Use e-mail to:**
 - ✓ Schedule group meetings and to set agendas.
 - ✓ Handle logistical issues.
 - ✓ Relay short, narrow, easy-to-respond-to questions and answers.
- **Never use e-mail to:**
 - ✓ Gossip amongst each other.
 - ✓ Air negative comments about your fellow colleagues or supervisors.
 - ✓ Advertise for personal profit.
 - ✓ Discuss issues regarding students, colleagues, supervisors, or union matters.
 - ✓ Plan personal gatherings.
 - ✓ Just chat about non-work related matters.





Rule of Thumb:

“Green Eggs and Ham Test” by Nancy Phelps

- Consider before sending to multiple audiences:
 - ✓ Would you like it in the press?
 - ✓ Would you like it on a colleague’s desk?
 - ✓ Would you like it in the Administrator’s hand?
 - ✓ Would you read it on the witness stand?
- If **NO** to any of these, then...
 - ✓ **DO NOT SEND IT, SAM I AM**

