



## *Email Communications Standards*

Exeter High School provides for electronic mail for the purpose of enhancing communications among faculty and staff as well as providing a tool to support school - community relations.

The professional Exeter High School staffer will adhere to the following “best practice” guidelines when composing an email for district purposes:

1. Keep your messages short and to the point. Know your audience and be sure to copy all persons referenced in the email.
2. A professional email should include a salutation and a complimentary close (such as Dear Dr. Smith, ...Regards, Kate)
3. Always include informative, carefully phrased subject headings.
4. Do not send confidential information about anyone in an email.
5. Use spell check and proofread carefully all messages before sending.
6. Always use proper grammar and avoid “chat-like” shortcuts when u r composing.
7. Do not compose an email using all capital letters. This implies you are SHOUTING.
8. Avoid composing an email while you’re angry or frustrated over a matter. Wait 24 hours or until cooler heads prevail before sending a response.
9. Try to avoid large or unnecessary attachments. Anything over 200K in size will take over a minute to download if the recipient is not on a broadband connection.
10. Reply to emails as soon as possible. Making anyone wait more than 48 hours can imply to them that you don’t care or that electronic communications are not a priority.
11. An email which contains a colorful background or other graphics cannot always be viewed by the recipient in the same way in which it was composed. Background images are usually embedded as separate attachments when received by most standard email programs. Avoiding unique fonts, background images or other graphics will keep the size of your email to minimum and ensure that it reaches your recipient clearly and efficiently.
12. Never argue with anyone in an email. If a parent or student is sending excessive or annoying email, notify your supervisor.
13. When discussing matters of a sensitive nature with students, staff, or parents, consider a face-to-face dialogue as a potentially more appropriate and more effective way of communicating rather than email.
14. If you choose to use a signature file, keep it simple, text-only and professional in its appearance.
15. Reminder: All email messages sent from a staff email address are subject to the Acceptable Use Policies of Exeter High School, which may result in the monitoring and disclosure to their parties, including local, state or federal law enforcement.