

	Electronic Mail		
College Facilities	Administrative Procedure 8-080	Page 1 of 1	Adopted 10/96 Revised 10/02 October 2005

1.0 Electronic Mail Objective and Responsibilities

Electronic mail (e-mail) is a tool for sending messages on a computer network. The writer is expected to use appropriate formality as the communication is permanent, like print. To use e-mail effectively, it is important to know the basics of etiquette -- etiquette on a network. This policy applies to all Columbia Basin College ("CBC") employees.

2.0 Guidelines

E-mail accounts must not be shared with other staff members or students. Except for special circumstances, each e-mail account is designated for one user only. If an e-mail account is shared by multiple users, the recipient of a message could be misled about who sent the message. All e-mail users must remain accountable for their messages.

Conserve network bandwidth. Keep the message brief so that it doesn't clog up the network or the recipient's in-basket. When you reply to another e-mail, don't quote long passages from it. Instead, establish the context of the original e-mail by summarizing it or by including a short quotation from the original e-mail. Retain the routing information from the top, as well as the signature block from the bottom. And make sure that everyone who is to receive a copy of your e-mail really needs to read it; resist the temptation to write a message that says, in effect, that you agree with another message.

Use the subject line. Readers like to be able to decide whether they want to read the message. The subject line that appears on each incoming message helps them decide.

Take some care with your writing. Although e-mail is informal, don't embarrass yourself by sending messages that you haven't proofread. Text-editing functions on many e-mail systems are much more limited than on a word processor. Use uppercase and lowercase letters as you do in other forms of correspondence, and skip lines between paragraphs. Don't use italics or underlining; they will appear as bizarre characters. Instead, use uppercase letters for emphasis. Keep the line length to under 65 characters so that your lines do not get broken up if your reader has a smaller screen.

Be considerate of your readers. Avoid flaming when responding to something that person has said in a previous message. To flame is to scorch a reader with scathing criticism.

Request the writer's permission before forwarding or reposting a personal message. When you receive a personal message, you shall not send it to another person without the permission of the writer.