

E-mail Etiquette Guidelines

To avoid introducing worms or viruses into the College's network environment, do not open any attachments with the following extensions: .pif, .exe, .lnk, .vbs, .com, and .bat.

Distribute e-mail only to those individuals or groups that have a known interest in a topic.

Limit announcements of College events to one per event; however, one brief reminder may be appropriate.

Do not use e-mail for personal advertisements. Such use is inappropriate and should be directed through other communication means, e.g. Monday Morning, Student Link, or the College Bulletin Board.

Check e-mail daily and delete or store read messages immediately, since they take up disk storage. Mail messages can be downloaded, printed, or saved as disk files.

Use descriptive subject headings. This makes it easier for someone to decide whether to read the message.

Try to keep messages succinct and to the point.

When responding to a message, include in the response a summary of the original message to give some indication of the content of the original message. Summarization may be best done by including appropriate quotes from the original message.

Avoid mass mailings to blanket large groups with messages that are of interest to only a few. If you think you have something that needs to reach a large audience, consider the Golden Rule: would you be happy to receive such an unsolicited message?

Take care in responding to mass mailings. Consider carefully whether the response is of interest to the entire group or should be sent to an individual. Mass mailings occur when someone accidentally or thoughtlessly uses the "Reply to all" feature.

Do not engage in "flaming." "Flaming" describes an incessant ranting and raving manner of writing. Be careful about sending mail or replying to a message when angry or upset. Also, remember that there are people on the receiving end of e-mail messages. When using computers to communicate, it is easy to forget that there are people "out there." Emotions can erupt when consideration is not given for the intended audience.

Use upper case sparingly. Many consider capital letters the electronic equivalent of SHOUTING.

Be careful what is said about others. Electronic information can be easily re-transmitted and information intended to be personal can quickly become public.