il Guidelines

formation Technology
om 058; Extension 3350
http://www.jcu.edu/dept/it

Abstract: The following email guidelines are provided to ensure appropriate communications among members of the university community and with prospective business and educational partners in the global internet community.

Courtesy #1: The basic 10 Commandments[1]

1. **Do not type in ALL CAPS.** Text in ALL CAPS is hard to read and is considered shouting.

2. **Do not leave the Subject: field blank**. Enter a short phrase describing the content of the message. This phrase would be similar to a news article headline, or the subject line of a memo. A good subject helps the recipient organize and manage their email.

3. **Refrain from formatting your email with colored text and background colors or images in your day to day communications.** In the rare instances where a "fancy" email is appropriate, keep it simple. Select a template that provides a high contrast between the text and any background color or image.

4. **Respect the recipient's privacy.** When sending to a group of people, enter the email addresses in the Blind Carbon Copy (**BCC:**) line – *not* the **To:** line. Email addresses are like phone numbers. Only the owner of the email address has the right to authorize who should know it.

5. **Do not forward chain letters.** Generally, any email that requests to be forwarded to "everyone you know" or to "10 people" *should not be honored*. This includes forwarding jokes as well as those urgent warnings about bad products or the latest computer virus. The vast majority of these dire warnings are hoaxes, scams, or misinformed rants of people with a specific agenda.

   NOTE: If a message is compelling enough to warrant consideration for distribution to your *personal* contacts, verify the facts before doing so. Check for hoaxes and

Do not Reply to a message as a means to send a *new* message. Doing so invariably leaves traces of the previous topic, which can confuse the issue at hand. Therefore, if this method is used to send a new message, be sure to replace the Subject line (including the "RE:" that is automatically inserted) with new information, and remove all traces of the previous email transaction from the message body.

As a corollary to this Rule, **when Replying, retain only the portion of the message trail that is pertinent to the reply.** In other words, edit out unnecessary content from the original post. This also means removing extended conversation trails from an ongoing communiqué. The only time a message trail is useful is when communicating to a generic technical support account that may be received and responded to by several, interchangeable technicians; or that fields a high volume of emails that make tracking an issue difficult. Even under these circumstances it may not be necessary if the issue is logged to some form of tracking system.

Courtesy #3: Never send unsolicited information

This is called "Spam". There is too much of this going around. The Universdtof tracking system.

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