

E-MAIL ETIQUETTE & GUIDELINES



Overview

When parents and faculty stay in touch—through telephone calls, conferences, notes, letters, and emails—students benefit. Parent interest and involvement in their child’s education is the key to student success.

As the use of email has become more commonplace in today’s society, the need to delineate certain guidelines regarding this means of communication has emerged. These guidelines are necessary to ensure the confidentiality and professionalism of its content, particularly as it relates to identifying student information. Privacy and confidentiality of information contained in emails is not guaranteed.

Parents may authorize the use of email for otherwise confidential information and recognize that confidentiality cannot be guaranteed. Information contained in the email is on a “need-to-know basis” and is intended for the sender and recipient(s).

General Email Guidelines and Etiquette

Central Elementary considers email as a means of communication between home and school and recognizes the importance of proper email content. An email is also considered professional communication, so it is important for all parties to maintain professionalism when communicating via email.

Therefore, Central Elementary School expects the following regarding email guidelines:

- Email may not be the best means to facilitate discussions on issues of significant concern. Such issues are best left to a personal meeting. Write as if you were speaking to someone, but don't write anything you wouldn't say directly to them. A hostile email is only going to exacerbate the situation and make the recipient defensive.
- This is also an opportunity for parents and faculty/staff to demonstrate mature behavior, by modeling adult working relationships based upon civility, honesty, and respect. Email, as written communication, sometimes lacks the other important aspects of personal interaction such as facial expression and tone of voice. It is important that your message text is clear and to the point.
- Reread what you have written after you have composed your email to ensure all of the above - mentioned guidelines have been followed. Remember that anything you write in an email provides the recipient with a permanent written record. Review your message once more before sending it to be sure that you are communicating the message you intend.
- Please do not "Respond to All" if you just need to communicate with the original sender.
- Please do not forward anyone's email address without their knowledge.
- Expect a response in a reasonable amount of time (within 24 - 48 hours during the school week when the teacher is in attendance). Parents, please be aware that each teacher works with a large number of students each semester and school year. Please allow them an adequate amount of time to respond to emails as they receive them.