

Guidelines on the use of Email and Calendar

eMail is a vital communication channel for the University, and all staff and students are expected to check their University of Chichester email account regularly for important communications.

These guidelines are intended to help you make efficient and effective use of your email and electronic calendar. By following this advice, you will ensure you are following the best practice approach to them.

Managing Your Email

Email is an essential means of communication. However, if you don't manage your email use, it can be a drain on your productivity.

Constantly checking new messages as they arrive can be very disruptive to your work. By establishing efficient practices for dealing with email, you can make the most effective use of your working day:

1. **Think about talking before you type.** It is easy to overuse email to communicate. It is often quicker and more valuable to walk and talk to the individuals concerned or to pick up the phone.
2. **Perform regular housekeeping.** Even though your email quota is very large it is important to continue to manage its size. Effective tools are available to search your emails which will become more useful the larger your mailbox grows. Remember: once emails are deleted, they cannot be restored.
3. **Schedule time to check your email.** Make sure you check your email as frequently as required, but try to set specific time aside to deal with email.
4. **Think before using the “urgent” flag.** Regularly flagging messages as urgent reduces the impact, and may create an environment in which people feel they must view each email as it arrives which can reduce their productivity.

New Messages

1. **Use informative subject lines.** When starting a new message, make effective and appropriate use of the subject field. It will make it easier to find relevant messages at a later date.
2. **Avoid overuse of capital letters.** Capital letters can be used sparingly to emphasise a word or phrase. Using them excessively is the email equivalent of shouting.
3. **Ensure you are emailing the correct address.** The University email system has the addresses of a large number of people. Some of them have very similar email addresses. You should avoid guessing email addresses and use the University Corporate Directory.

4. **Use proper spelling, grammar and punctuation.** This is important because poor spelling, grammar and punctuation will not help you convey your message clearly and may give a bad impression of the University and of yourself. The spell check facility is there to help you.
5. **Use an informative email signature.** Your email signature should include your name, job title, telephone and email details.
6. **Avoid sending read-receipts.** This will most likely annoy the recipient and put pressure on them to send an immediate response. This feature also creates unnecessary email traffic.
7. **Only address your mails to people who really need to read it.** It is very easy to copy in far too many recipients. Assume that many people will only read mails addressed "To" them, rather than when "cc" is used. Don't use "bcc".

Replying

1. **Think before you hit "reply-all".** Ask yourself whether all of the people on the recipient list really need to see your reply. This can be a major inconvenience for some of the recipients.
2. **Pause before you hit the Send button.** If you are angry or upset about the message you are replying to, give yourself some time to calm down before replying. Email is permanent.
3. **Paste responses to common queries.** If you are frequently asked the same questions then save the text of your responses so you can paste it into subsequent replies.

Forwarding

1. **Add a summary to put the forwarded message in context.** When forwarding messages consider including a summary at the beginning. This will allow the new recipient to determine what has already been discussed.

Attachments

1. **Be very careful when opening attachments,** even if the message appears to be from someone you know. E-mail attachments infected with viruses are one of the most widely used methods for infecting computers.
2. **Be selective in the sending of attachments.** Wherever possible include the text in the body of the email or consider other ways of file-sharing (S: drive, Skydrive, Moodle and Portia Groups).
3. **Consider the file format of the attachment.** When sending an attachment you should ensure, in advance, that the recipient can open your attachment. Not all computer users use the same software, such as Microsoft Office 2007 applications.
4. **Be careful about the size of an attachment.** The University email system can send and receive attachments up to 20 Mbs in size. If you are sending a large attachment to a recipient outside the University, ensure you check that their email system can receive it.

Email Safety

1. **Be careful what you write.** Avoid using email to discuss confidential or sensitive information. An email is a permanent record and can be easily forwarded. Double check all addresses and content before you send.
2. **Be careful what you read.** Apply common sense before assuming any message is valid - even if you think you know who it came from. Never open an attachment unless you know what it is and you were expecting it.
3. **Do not email any personal information.** Passwords, credit card details, banking information etc... should never be sent in an email. Any email which asks for this type of information is always a scam.
4. **Never share your password.** If others need to manage your email or calendar ensure you delegate rights appropriately. You are responsible for all activity which occurs through your personal account and may be held legally liable.
5. **Junk mail.**
 - Never pass on junk email messages, including chain email messages.
 - Never respond in any way to junk email messages even when the message suggests you reply to remove yourself from the list. Responding will not help to reduce the amount of junk email you receive, and may increase it. For further details please click [here](#).
6. **Keep it Legal.** You **must** not use your email account:
 - In a manner likely to be considered libellous.
 - In a manner that might be perceived as harassment.
7. Remember you must adhere to University policy. Please read and abide by the following:
 - [Data and Systems Security Policy and Code of Conduct](#)
 - [Data Protection Policy](#)

Calendar

1. **Keep it up to date.** All business appointments and annual leave should be entered into your electronic calendar.
2. **Check it every day.** It is easy to forget about an appointment. By checking your calendar daily, you can effectively plan out your working day.
3. **Share it with all University staff.** Showing your availability to all staff members makes it easier for meetings to be arranged and appointments to be booked. You do not need to show the content of your calendar, just the availability.