



WORKING WITH EMAIL





2009 - 2010



Official BVSD Style and Usage Guidelines

Please follow these official *BVSD style and usage guidelines* in all your email communications.

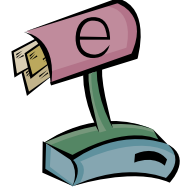
Four New Protocols to Follow

-  Address email only to the specific person/list you wish to respond. Use the Cc: line for all others
-  You are not expected to reply to email that is merely copied (Cc:) to your attention or sent FYI
-  Please do not send long emails; instead, include lengthy text in an attachment
-  Please do not add unnecessary personal commentary about parents, students, or employees in any district email



Making Messages More Readable

- Keep email *simple* and *concise*. Stick to the subject of your message or *bullet* each separate topic
- Summarize your message at the *beginning* instead of the end





Signing Off

- Always use a signature box at the end of each email, identifying your name, title, location, phone number, and the Boulder Valley School District brand
- If you are using an email account *on behalf of your supervisor*, either use the DELEGATION mode, or be sure to indicate you are sending the message on that person's behalf

Better Subject Lines

For all email subject lines:

-  Always use a clear, descriptive subject heading. This allows others to quickly scan for message content
-  Include these headings in your subject line message, when appropriate:

ASAP or *Time Sensitive* - use to indicate a need for a quick turn around or the existence of a deadline

AR or *Action Requested* - use to indicate that an action or decision is being requested

FYI - use to indicate that the information is optional or information-only material, perhaps copied to that person for reference or filing

PF or *Please File* - use to indicate the need to keep the message on file, but not necessarily read

Examples: **Subject:** *ASAP- New Grant Available*
 Subject: *FYI - Requested calculations attached*

Rules for TO : Distribution

- Target your audiences* carefully and precisely when you send out email
- Avoid sending email to *distribution lists* that include many more people than your intended audience
- Avoid using Reply to All, and keep your list of recipients, and CC: to a minimum.



Don't Forget

- Email is not necessarily confidential*. The communications of District employees in the form of electronic mail may constitute a "public record" and therefore may be subject to public inspection under C.R.S. 24-72-203 of the Colorado Open Records Act
- Honor privacy*. Using student names and information in email is *not* a violation of FERPA if it is to district staff who have a specific and legitimate need to know such information. Do not send student information to those who do not have a legitimate need to know (FERPA, 20 U.S.C. § 1232g)
- Never use email* when issues seem *tense and emotional*. Instead, *pick up the phone* and call the individual, or meet face to face
- Never forward chain letters, potential hoaxes, large graphics, or oversized attachments* to other employees
- In order to prevent viruses, avoid opening *suspicious email*