Guidelines for use of electronic mail at SBCC

Developed by the SBCC Campus Computer Coordinating Committee

Appropriate use

♦ E-mail is a valuable and convenient means of communication for faculty and staff, so long as proper etiquette is observed.
♦ Primary use of e-mail will be for college business.
♦ Personal uses should be done outside College business hours or during breaks. -- Excessive use for personal purposes is not allowed.
♦ Use of College e-mail for unsolicited commercial messages unrelated to college business is specifically prohibited.

Security

♦ E-mail is intrinsically insecure (stored in computer files, backed up to tape, transmitted over communications lines without provision to prevent access); do not send sensitive or confidential messages / files.
♦ Computer files (including e-mail) stored on College computers are College property, and subject to access by appropriate authorized personnel.

TIPS: electronic etiquette and others

♦ Most importantly, be courteous; don't email in anger
♦ Use humor, especially sarcasm, with care; it is often misunderstood.
♦ DO NOT USE ALL CAPS; IT IS EQUIVALENT TO SHOUTING.
♦ Messages sent in confidence should not be forwarded to others without consent of the originator.
♦ Do not alter the text of someone else's message (not even to correct typographical errors).
♦ Avoid use of language that may be offensive or harassing to others.
♦ Some people send / receive numerous messages, so:

- Be selective with announcements -- "spamming" (mailing to everyone possible, indiscriminately) can be annoying.
- When replying to a short message, use "Include Message Received from Sender" option so s/he will know the context of your reply.