



Email Policy

Reviewed: July 2017

Next review date: July 2019

Staff resp. for review: ACP

Norbury Manor Business and Enterprise College for Girls

Email Policy

1. Only reply to the original sender; do not send replies to the CC address - only 'reply to all' when necessary (only send to staff that need to read the email).
2. Write a specific title in the subject line - never leave it blank.
3. There is an expectation that all staff check emails twice a day, ideally before the start of the day and at the end of the day. Do not expect an immediate response to emails. Colleagues are not expected to check emails outside working hours and are strongly advised not to check them at weekends. Staff are not expected to check emails when off sick or on leave.
4. It is not usually appropriate for emails to be checked or replied to in lessons; they should definitely not be visible to students.
5. Consider having a conversation or phone call instead of sending an email; if your message is very urgent, please see the relevant party in person or make contact by telephone.
6. Use appropriate language in emails and never send a message you wouldn't want to be shown to others including members of staff, students and parents. Beware of sending emails when angry or upset, take care with your tone and don't use capitals as they are construed as 'shouting.'
7. Emails should be used to instruct or to share information, not to enter in debate.
8. Check the email trail content is appropriate and relevant.
9. The length of emails should be kept to a minimum – if the information needs to be longer it could be sent in an attachment.
10. Emails should be responded to within 24 working hours, even if the response is brief and promises a later reply.

Suggestions

- File your emails in inbox folders so they're easier to find
- Change the subject line to one which is memorable to you
- Whole school emails: send to Tracey Murley and be sure to put meaningful information in the subject line; only send these if absolutely necessary
- Set up distribution lists for groups of staff you need to email on a regular basis
- Consider setting up a 'signature' on your emails to save time. It is helpful for new staff if your full name, phone number and role are included
- Lost property always goes to the front office so please don't email about students' lost property
- Use an out of office notification when you are away
- Do not have email alerts on your phone to avoid checking them too frequently