Procedure: <u>**E-MAIL AND E-MAIL PROTOCOL (AP-009)**</u>
Contact: Vice President of College Services/CIO, Ext. 7629

When logging in to the RCC Network, all users will be required to review and accept the Information Technology – Acceptable Use Procedure (AP-037) approximately every 90 days. This procedure includes all College electronic hardware, software and associate data that supports administrative information systems, desktop computing, library automation, multi-media, data, video and voice networks, e-mail, Internet access, scanners, telephone systems, voice mail, copy machines, fax machines, electronic publications, including video, websites or any other similar based functionality.

AllofRCC Messages

The electronic mail address *AllofRCC* allows for college-wide distribution of messages and should be used only for messages of college-wide importance. College-wide electronic mail messages are not permitted without prior approval of the College president, one of the College's vice presidents or deans. That approval should be noted at the end of the email message.

Personal Use

RCC E-mail should be used primarily for school business. Incidental, personal use may be allowed as defined in AP-037 under "Personal Use". All electronic communications, including those marked "private," "personal," or "confidential" are considered College records and subject to public records laws and subpoenas.

Email Protocol

1.   Do your best to reply to email inquiries within 24 hours if possible.

2.   Use your "Out of Office" tool when you go out of town on business or vacation.

3.   Note whether or not you are the "intended" receiver (for response) or "copied" receiver (for information only). When copying others, remember, the person copied is usually for informational purposes only and that person is not expected to respond.

4.   Be brief and concise. If your message is for "information only," put that in the subject box. If you need a question answered, indicate that in the subject box. For example, "Response needed from Joan."

5.   A subject line is helpful for organizing messages and a personalized signature with contact information -- especially a <u>telephone number</u> -- is also handy.

6.   For managers with assistants, direct messages to their assistants on calendar issues and other information/requests he/she may be able to help facilitate.

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7.   Remember to copy any person or group being referenced in an e-mail about their program, project or comments – this will help to avoid confusion and miscommunication.

8.   Avoid long conversations or passing along history in e-mail. Do not use "reply to all" unless you are sure <u>everyone</u> in the address box needs to see your response.

9.   Be aware that subtleties and tone are often lost in email. Sometimes a phone call or meeting is better. Never underestimate the power of a personal visit or conversation.

10.   Remember, email is a PUBLIC RECORD. Do not reference social security numbers or other personal, sensitive information in an email.

11.   Consider the importance of one-word email messages like "thanks," "ty," or "o.k." – depending on who you are working with, it may not always be necessary.

12.   Unnecessary attachments in the form of wallpaper, extraneous pictures and similar items slow down the system; therefore, frequent use of these attachments is discouraged.

13.   Personalize your E-mail files within Outlook and use them to organize your messages; however, be sure to also regularly clear "Sent" and "Deleted" files from your system.

14.   Familiarize yourself with RCC Administrative Procedure AP-037, Information Technology – Acceptable Use.