



School policy on E-mail use

The School provides email services to our staff both within our campuses and outside where there is internet access. You are reminded to use our School email services sensibly, legally and legitimately. This also applies to all other internet activities on our campuses. All internet activities within our School campuses may be monitored and recorded.

Specifically the School would like to bring the following points to your attention:

1. Email groups are created to be able to send messages to a large number of recipients. Please remember to only e-mail individuals on a 'need to know' basis. The School reserves the right to limit the use of email groups by allowing only specifically named individuals access to general mailing groups.
2. Please clean up your email folders periodically and remember to empty the "Deleted Items" folder.
3. It is good practice to organize your personal email folders so you can retrieve important emails if necessary.
4. The School reserves the right to delete historical email records from our mail servers if we need to because of space. We have backups which are kept permanently for restoring back emails if this is necessary.
5. Please carry out a periodical archiving of your emails on to your own hard disk. For details check with our School IT Division.
6. Be courteous and polite in e-mail messages, as you would be in real life.
7. School email accounts should be used for professional purposes. It is best that staff members use their own personal email accounts (hotmail, yahoo etc...) for personal emails. We do remind you that website use and emailing can be monitored.

Email Protocol at YCIS of Shanghai – Pudong Campus

Distribution Lists

These lists are restricted to Co-Principals, Vice Principal and Coordinators (ECE, Chinese, Primary, Curriculum and Secondary). Key Stage, EAL and Chinese Leaders have access to email groups which are relevant to their departments. Teachers who would like to have information passed on to groups of staff members should request for it to be forwarded by the relevant leaders. Teachers are asked not to 'reply all' if an email is sent out to a distribution group in which they do not have access. If you believe you should have access to a particular group, permission needs to be sought by Co-Principals.

Using emailing effectively

Emails can make life easier but it can also lead to a lot of time being wasted. This protocol is being put in place to make our emailing more efficient. These are some important tips to remember:

- **'To' – who needs to responds to the email?**
An email written to a number of people may make the whole group feel like they need to respond. For example a teacher has a good suggestion and writes it to Coordinators, Co-Principals etc... then it is difficult for the receivers to know who should deal with it. A more efficient way is to write the email to the immediate supervisor who can either: forward the email on to their supervisors, take the matter to a Leadership meeting or deal with it him or herself. This can be the same with complaints or concerns – it is better to direct them to a supervisor than a group. All of these suggestions prevent email discussions which everybody's time.
- **'cc' – when to use it.**
To 'carbon copy' someone in on an email is to keep them informed but not expect a response. If you are 'cc'd' in on an email, it is best to avoid responding as the email was addressed to others and they should be the ones to respond.
- **Emails of students activity cancellations** - If a teacher needs to cancel an activity which involves giving less than 24 hours notice, the teachers concerned need to be responsible for personally telling students and arranging transport home etc...- not simply email class teachers and expect them to do it. This puts the onus on others to do the work. A teacher who is away or not near their computer may not see the email until it is too late.
- **Urgent email messages** – remember that teachers and leaders are often teaching, in meetings and away from computers. If a message is urgent it is best to see them in person or make a phone call (to mobile phone) as we can not assume that the person will read the email in time.
- **Avoid emailing when you are angry** – it is best to take some time before responding to an email which has angered / upset you. It is good practice to ask a colleague who is not emotionally involved to check your response.
- **Avoid long email discussions with parents** – keep them brief and concise and arrange face to face meeting