

YCIS Pudong E-mail Use Protocol

Overview:

YCIS Pudong provides email services to our staff both within our campuses and outside where there is internet access. All staff are reminded to use our School email services sensibly and legally. 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:

- 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.
- Please clean up your email folders periodically and remember to empty the "Deleted Items" folder.
- It is good practice to organize your personal email folders so you can retrieve important emails if necessary.
- 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.
- Please carry out a periodical archiving of your emails. For details check with our School IT Division.
- Be courteous and polite in e-mail messages, as you would be in real life. Please avoid using excessive capital letters, different coloured fonts or underling to emphasise your points.
- School email accounts should be used for professional purposes. It is best that staff members use their own personal email accounts (yahoo, gmail, etc...) for personal emails.

Email Protocol at YCIS Pudong

Distribution Lists

These lists are restricted to principals and coordinators. 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. Please also refrain from individually adding a large number of recipients to emails, as this defeats the purpose of distribution lists. 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 a school principal.

Using emailing effectively

Emails can make life easier but it can also lead to a lot of time being wasted. These are some important tips to remember:

- **'To' – who needs to respond to the email?** – Emails should be address to colleagues by name (unless part of a group message). 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 their department members, coordinators, school 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 uses everybody's time.

- **'Cc' – when to use it?** - To 'carbon copy' someone in on an email is to keep them informed but not to expect a response. If you are 'Cc-ed' 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.
- **Message Regarding a Student Concern?** Where an email involves students at risk / of concern, please ensure that the relevant section Coordinator or member of Leadership is Cc-ed to ensure awareness of the situation or circumstances. Also, it is important that the email title does not include a student's name to avoid this being seen by other students in a classroom Maxhub or projector. This same rule applies when using Teams or any messaging system.
- **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 cannot 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 or leader who is not emotionally involved to check your response.
- **Parents – when they email you?** - It is a professional expectation that when any parent contacts you directly that the teacher responds within 24 hours (or one Work Day when sent on a Friday or weekend), even if the initial response is *"Thank you for your email. Please provide me with some time to follow up your questions whereby I can provide you with more detailed information."* It is important that follow-up is done in a timely fashion to demonstrate that the school listens to parents' questions or requests and that we as a school are responsive to any concerns.
- **Parents – when emailing them?** – To 'blind carbon copy' is encouraged when emailing a group of parents for a field trip, CCA notification, etc. This will prevent a parent from *replying all* and potentially sharing a concern or question regarding their individual child with the wider parent community. When writing to an individual parent regarding a sensitive matter, the professional expectation is that a coordinator or principal is sent the email before-hand to provide input, where needed. Also, avoid long email discussions with parents. Keep them brief and concise and arrange face-to-face meetings, when appropriate.
- **Less is more!** - Keep emails brief and concise and arrange face-to-face meetings, when appropriate.

(Updated September 2023)