College of Health Professions
Email Guidelines

Goals
1. To reduce the number of emails sent and received and the amount of work time spent on emails.
2. To provide more specific direction regarding the sender’s expectations and timeline.

We will collectively agree to make every effort to follow these 6 key principles.
1. **Subject Line:** Write the action you expect from the receiver and the expected deadline (if any) in the subject line. Examples include:
   - Urgent response requested by ______
   - For your information/files
   - Need approval at your earliest convenience
   - Need signature by ______
   - Materials to bring to leadership meeting 1/7/12
   - Meeting request
2. **Concise content:** Be as concise as possible and avoid complex topics that would be better served if presented in person.
3. **Avoid “leaking” emotions into content.** Pause and think first before you send.
4. **Routinely include your signature block** at the end of the e-mail. At minimum, include name, job title, address and work telephone number.
5. **Avoid the use of reply all** (e.g. congratulations, birthdays) unless you are sure everyone needs to read the reply.
6. **Avoid sending a reply to a “thank you” or “FYI” messages** to decrease the volume of e-mail.

Other recommended guidelines to enhance communication:
1. **E-mail threads** – Use e-mail threads with caution when replying to a message. This can sometime be helpful. However, make sure everything in the thread is what you want the recipient to receive.
2. **Readability** – Avoid using all caps and text language in messages.
3. **High Priority** – Use “high priority” flag only for critical issues.
4. **Carbon Copy** – Use judgment to determine if a person absolutely needs to be carbon copied on a message. Also, use judgment to determine if sender should be informed not to copy you in on future messages related to a specific topic.