Electronic Mail (Email) is an electronic communications system provided by Cypress College to its Staff and Faculty as a means of conducting campus and educational business needs. The following list of guidelines should serve as reminders to the expected and proper practices using our email system.

1. **BP3720/AP3720 Computer and Electronic Communications Systems.** This is a current District Policy that applies to all District students, faculty, and staff and to others granted use of District computer and electronic communication systems, either District owned or individually owned. Please read and understand the rights and privileges granted to you within this document.

2. **Think twice.** Before sending out an “allusers” email message. Consider whether “allusers” actually need the information or whether a smaller group of recipients might accomplish your goal. For example, send your email to Dean’s or Division Office Managers for distribution.

3. **Avoid** responding to allusers (Reply all). If there is a need to respond to the sender of an allusers email as in the case of misinformation, respond to the sender in a separate email message. Rather than a “chat session” to resolve issues, consider a formal meeting instead of lengthy discussions. Having all parties in the same room, on the phone, or in a web based conference generally results in a more timely resolution to the issue in question.

4. **Avoid attachments in allusers emails.** If an attachment is unavoidable, briefly summarize the content of the attachment in the main body of the email to allow readers to decide whether to open the attachment. As an alternative, substitute a link within the email directing readers to a website where the information can be viewed.

5. **Create interest groups in your address book.** For topics that may not be relevant to allusers, ask people to reply if they would like to receive further updates on the same topic throughout the semester or year.

6. **Use descriptive subject lines.** In any email, include a very specific subject line so that people can easily determine whether they need to open the email. FERPA regulations prohibit including student ID information in the subject line. As a general rule, NEVER enter personal information in the subject line of an email message. This information should only be included within the body of any email message prefaced with the word “Confidential”.

7. **Consolidate information.** If you send out regular update messages, consider sending a weekly update rather than numerous individual messages.

8. **Use @cypress.** Consider whether the information could be given to the Public Information Officer to include in the weekly campus newsletter.

9. **Housekeeping.** Since there are limitations to the size of email boxes, we suggest saving attachments to a local hard drive or “Home Directory” (H Drive) and delete unnecessary and expired email messages. Utilizing the “Archive” function will maximize allotted space. The same options apply to all folders within any email account.

10. **Absence from campus.** If you are planning on being absent from campus for an extended period of time, such as a sabbatical, your email address can be temporarily disabled. For shorter absences such as semester breaks, use the “Vacation Rule”. Please call Academic Computing to discuss possible options.

11. **Common courtesy is key.** “Netiquette” is an acronym derived from the term “network etiquette”. Google search the term and you will find a book written on the subject in addition to the most common “Do’s and Don'ts” of online communication. Netiquette serves to remind people to treat others with respect and courtesy when using email as a form of communication.
Academic Computing offers classes to our faculty and staff each semester regarding
the use of our email and other related electronic systems. Please feel free to contact
the Academic Computing Helpdesk by phone at extension 47157 or by email at:
Helpdesk@cypresscollege.edu

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