

From: Wendy Chang, VCIT

To: IUE Campus

Re: Electronic Mail Code of Practice

Indiana University provides and encourages the use of electronic mail services by faculty, staff, students and others affiliated with the University in support of its mission of teaching and learning, research and community service.

Those who use the electronic mail services are expected to do so responsibly, that is, to comply with state and federal laws, with policies and procedures of the University, and with normal standards of professional and personal courtesy and conduct. The Information Technology Department recommends the following guidelines for sending and receiving electronic mails.

1. Treat the security of e-mail messages about the same as a message on a postcard. Users should be aware that if an issue addressed in an email becomes the subject of a legal dispute, then those emails would be discoverable: that is, the court and all parties to the dispute would be entitled to see them.
2. Users should exercise good judgment when using electronic mail, following rules of ethical and non-discriminatory behavior. Messages should not be harassing, libelous, threatening, abusive or obscene. Avoid getting personal with electronic mail. Avoid using electronic mail if you feel angry or frustrated. If in doubt, wait until the next day. Remember you can't hear the tone of voice and see the facial expression in an electronic message and you can be easily misunderstood.
3. All members of the University have a responsibility toward classified or sensitive information including but not limited to personal information covered by the Data Protection Act. When sending sensitive materials, the word "confidential" should be included in capitals in the subject line. You should also make sure that the recipient understands the sensitivity of the materials.
4. Avoid sending unnecessary messages or cluttering distribution list with idiosyncratic memos.
5. Avoid typing electronic mail in capitals. It is interpreted as SHOUTING and is considered RUDE.
6. Remember to check you electronic mail for bad grammar or spelling errors. Electronic mail typed in a hurry is particularly vulnerable to typos and errors. Review messages before you send.
7. Never send unsolicited or promotional material, generate 'chain electronic mail' or participate in requests to forward 'chain electronic mail' messages to other people. Such

material is in breach of University regulations and can generate traffic peaks and degrade the overall performance of the network.

8. Check your mailbox frequently and make sure that it is managed properly. Develop an orderly filing system for messages you wish to keep; delete unwanted ones to conserve disk space.

9. When forwarding a message to other recipients, if you change any of the wordings, quote material out of context or attribute the material to the wrong person, you are in breach of copyright law.

10. Don't reply to "all recipients" or to a distribution list unless they all need to see you reply.

11. Make sure that the "subject" field of your email message that identifies its content. This helps recipients to use the "subject" field to manage the messages.

12. Make arrangements for your email to be forwarded to someone to handle when you go away, or install an automatic reply system advising that you will not be able to respond.