



KINCOPPAL – ROSE BAY
SCHOOL OF THE SACRED HEART

Email Communications with Staff

Kincoppal-Rose Bay provides staff Email addresses to parents and students to open up another avenue of communication. Correctly used, Email can make contact and communication very efficient; nevertheless, there is the potential for misuse and misunderstanding. In some cases, personal contact is a more effective way of communicating.

Parents and students are asked to take note of the following and observe the required protocol:

- Instant responses must not be expected — teachers are away from their desks for most of the day and need time to work responses to Email, phone calls and mail into their regular duties of lesson preparation, teaching, marking and administration
- Emails are subject to the same requirements of courtesy and consideration as would apply to all other forms of communication
- Emails are not private and must be written with the understanding that others may see them
- Misdirection of Emails can occur easily
- Staff will generally deal with Emails while they are at school — it is not reasonable to expect them to respond while they are at home

For general rules on the appropriate use of email as a means of communication, see the following guidelines:



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Netiquette: A set of guidelines for communicating properly online

Fundamental Commandments:

- Email messages are not private and should be written on the understanding that others may see them.
- Email is written and can be forwarded. Take care with what you send in written form.
- Select the most effective communication tool for your needs. Urgent messages, for example, should not be sent by Email.
- Keep messages short. Long messages are burdensome and confusing.
- Big files travel slowly. Check the file size before you send images, sound or video via email.
- Humour does not travel well via Email. Use emoticons :) if you wish to convey an emotion.
- Use correct combination of capital and small letters in messages. Typing in all capitals is considered to be the same as shouting at the recipient.

Sending

- Keep your message to one subject.
- Give your message a descriptive subject line.
- Check your message, spelling and grammar prior to sending.
- Do not send chain letters, unsolicited junk mail, or “for-profit” messages.

Replying

- Remember to reply to messages promptly.
- Delete any parts of the message that no longer apply.
- If you are CC’d, the message you receive is for your information and does not need to be replied to. You may, if you feel it is necessary, send a new message relating to the subject.
- Be aware of blind carbon copies (BCC) sent to others that you will not know about.

Forwarding

- Ensure that you have the owner’s permission if the material you are sending warrants this.
- Do not forward chain letters, unsolicited junk mail, or “for-profit” messages.

Attachments

Be vigilant about opening attachments. Do not open an attachment from an unknown source