

## **XII. HI TECH ETIQUETTE**

### **EMAIL**

- Write an email as you would a business letter.
- Use correct grammar and spelling. If your email does not have spell check, it is safest to type your letter in a word processing program and then copy the contents and paste it into your email message
- Make sure that your attachment is accessible (The CSO has a number of books on this.)
- Avoid offensive language and humor.
- Do not include private information -- email can be viewed by many.
- Do not send negative messages.
- Always include a subject line in your message.
- Messages should be concise and to the point, no novels.
- Do not type in all CAPITAL LETTERS; it can be interpreted as shouting.
- Do not "spam" people -- sending unsolicited email messages that are of no value to the recipient is considered rude.
- Respond to email messages. If you do not have time to make a full response, acknowledge receipt of the message and indicate when you will get back to the sender.
- Remember, there is no such thing as a private email. Do not send something you would not want posted on a bulletin board.

### **ANSWERING MACHINES/VOICE MAIL**

#### Your Voice Mail Message:

- You need to have either voice mail or an answering machine.
- Your message should be professional: no music, jokes, etc.
- If you will be away for a few days, change your message accordingly. For example, "I will be out of the office today, Tuesday, September 26, however . . ."
- Return messages within 24 hours.

#### Leaving Voice Mail Messages:

- Leave your name, why you called, the date and time of your call, and how you can be reached.
- Be prepared to speak less than one minute -- do not leave long, rambling messages.

### **BEEPERS AND CELL PHONES**

- Never have beepers or cell phones on in class, in a meeting, where people are enjoying a performance, or at a meal. If you are a physician or have an emergency situation, use a vibrating beeper.

### **FAXES**

- Call ahead before sending a long fax.
- Do not send personal or sensitive information by fax -- many people see faxes.
- Verify that your fax cover sheet does not contain typographical, grammatical, or spelling errors.