SLCL Email Guidelines

This document is an addition to the SLCL Email policy: it relates to a broader logic of best practice for communications within the School. In the interest of collegiality we would like to ask all members to read the below points and to consider them in formal communications with colleagues.

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1.) General Points

- Emails should serve to ensure clear and timely communication, to conduct School business in an efficient and respectful manner, and to further healthy working relationships.
- From the point of view of collegiality, it is important to assume, in the first instance, the good intentions of any email user.
- Users should take due care when sending emails that their words or actions do not have a negative impact on recipients. All messages should be free of libellous, defamatory or harassing remarks, images or other materials, and respect UCD Policies on Dignity and Respect and Equality Diversity and Inclusion

2.) The Email Body:

- **SUBJECT: include a concise subject line** as this allows for a quick scan which considerably helps to identify actions needed, emergencies and future searches. Note: in Gmail, subjects are not visible, so please edit them before forwarding an email.

- Keep your messages **brief and to the point**, but ensure they **provide sufficient background** to help all members of staff properly understand the message.*

** take into account the fact that staff members have spent a different amount of time in SLCL and thus have different knowledge of past events, guidelines and procedures etc.*

- Ensure that recipients are aware of why they are receiving your email, what action might be required and the expected response time (give indication of priority and in which time frame you are expecting a response/action).

- Please also remember the below points:

    - **“To”** section is used to identify recipient(s) who are required to do an action, the required action should be clearly stated in the email body
    - **“Cc”** section is used to identify recipient(s) who need to be informed: a short sentence addressing the person cc’s could be added
    - **FYI** is used to mark emails that do not require replies or actions

- **Reply to all** should always be considered carefully
- If **forwarding emails**, explain why and summarise the relevant query or piece of information

3.) Sending your email:

- Important **information concerning the whole School should be sent to the whole School** to make sure that everyone is receiving the message*. There are three ways to send emails:
    - Request the email list from the School Office
    - Ask the School Office to send an email**
    - Targeted Communication (InfoHub)

**If necessary (eg. as a form of reminder) these emails to all can be followed up with emails to alert a subgroup of people (eg. Heads of subject only)*
***Email sent via the School Office should be formulated and include any links or attachments that should be sent.*

- If you are **sending an email on another person’s behalf**, state this clearly or cc them.

- For clarity and transparency it should always be **highlighted who the email was sent to and why** (if not self explanatory), e.g.:
    - Dear supervisors/ PhD students etc
    - This email was sent to: all hourly-paid
    - This email was sent on behalf of xxx

- When communicating with members of the School, **Key Officers (T&L, EDI, Research, Graduate) should email all staff directly** rather than use intermediaries, with a follow up email, if needed, to the relevant subgroup.

- **If a topic is not easily resolved by email**, suggest a time/place/ a Zoom call to avoid email chains.

- **Use links from the Google drive** if possible instead of attachments to ensure that each file can be easily accessed by everyone in the School.

- Any **questions or concerns** that might arise from an email sent should be directed in the first instance to the **sender only** to avoid any escalation.

Created by: School Office

Approved by the EDI committee on: 10th February 2021

Introduced at Council on: 10th February 2021

Last updated on: 10th February 2021