

CUCPTSA

► POINTS FOR PRESIDENTS ◀

NETIQUETTE

What is Netiquette?

It is using technology effectively to communicate with others both personally and professionally with knowledge, understanding and courtesy.

GOOD EMAIL ETIQUETTE

- ▲ Do you try to think about the **message content** before you send it out.
- ▲ Do make sure that the **content is relevant** to the recipients. Nobody likes to receive junk email.
- ▲ Do be **polite**. Terseness can be easily misinterpreted.
- ▲ Do ensure that you have a **relevant "subject" line**.
- ▲ Do **be patient**, especially with inexperienced email users. Give people the benefit of the doubt – just because you are familiar with email etiquette, it doesn't mean that they are.
- ▲ Do **include a brief signature** on your email messages to help the recipient understand who it is from especially if you are dealing with someone you do not know very well.
- ▲ Do **be careful when replying to mailing list messages**, or to messages sent to many recipients. Are you sure you want to reply to the whole list?
- ▲ Do remember to tell people the **format of any attachments** you send if they're anything other than basic Microsoft Office file types.
- ▲ Do tell your correspondent if you **forward a message** to somebody else to deal with, so they know who to expect a reply from.

BAD EMAIL ETIQUETTE

- ▼ Don't reply to an email message when **angry**, as you may regret it later. Once the message has been sent, you will not be able to recover it.
- ▼ Don't copy out an **entire, long message** just to add a line or two of text such as "I agree".
- ▼ Don't type in **CAPITALS** as this is considered **SHOUTING!** This is one of the rudest things you can do.
- ▼ Don't send **large attachments** without checking without checking with the recipient first.
- ▼ Don't criticize people's **spelling**. It is considered petty. Many people have no way of running a spell check on their messages and will make typos.
- ▼ Don't conduct **arguments in public**, for example on a mailing list.
- ▼ Don't make **personal remarks** about third parties. Email messages can come back to haunt you.

Adapted From Fourth District PTA Leadership Training, September 2006.