

APPROPRIATE USE OF EMAILⁱ

Email is similar to sending correspondence via postcard. Messages should be brief and communications are public for everyone to read.

APPROPRIATE USES OF EMAIL

1. Assuring that everyone knows about appointments & meetings.
2. Staying in touch when people are separated by time & space.
3. Allowing people time to reflect before responding to a query.
4. When there is a need to reach a large audience.
5. Conveying factual information, data, and attachments to everyone who needs to know.
6. Supporting flexible work arrangements, including telecommuting.
7. To memorialize conversations.

INAPPROPRIATE USES OF EMAIL

1. Sending to too many people, or the wrong people.
2. Attempting to convey delicate or sensitive messages.
3. Forwarding messages without explicit or implicit permission
4. Overuse of priority flags, and receipt confirmations.
5. As a way of avoiding face-to-face interaction.
6. Spamming – broadcasting what recipients may view as junk mail.
7. Flaming – attacking with sarcasm & public criticism.
8. When in conflict with the person you're addressing.

ⁱ Adapted from the [UC Berkeley Staff Ombuds Office](#) © 2012. For the University of Colorado Boulder Ombuds Office services and information, please call 303-492-5077.