



Email Etiquette

- Please be as concise and polite as possible. Your recipients will appreciate it if you keep your email short, sweet and to the point, and you will also increase your chance of getting a timely reply. Politeness cannot be emphasized enough. Many people say things through email correspondence they would never say in person.
- **Bold** or CAPS is often interpreted as raising your voice or shouting.
- Email is not best for expressing emotional content or opinions. If you know ahead of time that the email will take more than one back-n-forth exchange, it is probably better to have a face to face conversation or phone call.
- Only use "Reply All" if you really need your message to be seen by each person who received the original message. "Reply All" is commonly over-used and not everyone needs to get the reply. Think about the intended audience when using "Reply All".
- Use "BCC" and "CC" appropriately. There are instances where employees carbon copy an entire mailing list expecting input or feedback from those copied individuals. However, most copied individuals do not feel that their input is needed and wonder why they were copied. Be clear about why individuals are copied and explicitly ask for their feedback if necessary.
- Send personal emails from your non-work, or personal account. Occasionally we all need to send a personal email during working hours. In this instance, use a web-based email account such as Gmail, Yahoo or Hotmail.
- Please refrain from using work email as a message board, classified ads space or other personal notification service. A work environment is a professional atmosphere and should not be utilized for personal gain. If it isn't applicable to your job it probably shouldn't be sent out as a mass email at work.
- Please keep attachments to a minimum and ensure that attachments you send out do not exceed the size allowed. Although our email system will allow an attachment of up to
 - 10MB, sending a mass email copies that file for every recipient you designate. A large file (5MB+) attachment sent to hundreds of people within an institution can actually bog down the email server and cause delays to all other incoming email at the time (or bring down the email server altogether).
- Remember that your work email, the email address, and all correspondence is considered public information based on Wyoming statutes. Please keep this in mind with every email you send.