

NETIQUETTE – e-mails

1. Always describe the content of your message clearly in the 'Subject' line of your message. This will help the recipient (and even the sender) in navigating through many e-mail messages.
2. Send short messages, which can be understood on their own. Remember to proof-read before sending. Careless omissions or spelling mistakes can reflect badly.
3. Send personal replies to the individual concerned unless it will benefit everyone on a list. If you receive many replies to a particular query, think about posting a summary of responses to the list.
4. Where lists contain dozens or more names, use the 'Blind Carbon Copy' facility (BCC) whenever you can – it certainly saves paper and toner when printing out an otherwise brief message.
5. In order to help us keep in touch and to enable remote organisations to see the context in which people are writing please sign e-mail messages - with name, job title, school or organisation at the bottom of messages.
6. Where possible, messages should be sent in plain text format only. In cases where messages are sent in alternate formats, there may be some failures to deliver.
7. Please treat your messages as you would a postcard - remember that many people may read them. Don't include personal or confidential information and be aware of copyright and libel issues. Be professional and careful about what you say about others – e-mail is easily forwarded. Cite all quotes, references and so on, and respect copyright and licence agreements.
8. Do not use another sender's mailing list for commercial advertising. However information about courses and conferences can be posted back to the list owner. If the message is suitable it will then forwarded to the mailing-list on your behalf.
9. Remember that e-mails are invariably part of a public forum, but, most of all, if you are on a list - use it, or ask to be removed from it. Such lists are set up to meet your needs; requests for help and information are unlikely to be ignored. Please do not feel that what you wish to know is too trivial to ask. Similarly, the list will only be of value if you offer information and support to others, as well as asking questions.

The above notes have been modified for general use from advice provided by the BECTA ICT RESEARCH NETWORK.

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