



# OCDE Email Etiquette

## DO:

Make sure that your subject line explains the purpose of the email in a concise and brief manner. This will ensure that your message gets the attention it requires.

Include a greeting at the start of your email, no matter how busy you are. Not starting off your message with 'Dear So-and-So', or 'Hello X,' can seem abrupt and rude.

End your email with a signature which has all your contact information at the bottom.

Proofread your email before you send it. You don't have to be a perfectionist about this; however, after you write an email, read it once to check for spelling or grammatical errors.

Know that any work emails you send are considered company property. Even when you've already deleted a message, it's possible that copies still exist somewhere. If you don't want written proof of something embarrassing or incriminating to come back to haunt you, just don't send it.

## DO NOT:

Use all caps or large fonts. To the person reading your email, this is the equivalent of shouting.

Use non-traditional fonts and bright colors. They can make the screen difficult to read, and they appear unprofessional and inappropriate for work.

Include sarcasm or personal jokes. Written messages don't come with body language, so what might seem like a harmless joke could end up being misunderstood. Using "smileys" and other emoticons to help convey a joking tone rarely clarifies your meaning to the reader.

"Reply to all" unnecessarily. Replying to more people than is necessary clogs up an email server and slows everyone's work down.

Abbreviate common words. Using "U" instead of "you," "2" instead of "to" or "too," "plz" instead of "please," and "thanx" instead of "thanks" is inappropriate for business email.

Forward on lewd jokes and photos and chain mail. Not only is this against OCDE policy, but it may also violate state and federal regulations.

Send private or confidential information via email or email attachment. Examples of such information include:

- Social Security Numbers
- Employee's address or telephone number
- Disciplinary action or documentation of performance problems
- Details of a health or medical condition