

Some General E-mail Discussion List Etiquette Tips:

While no tip is 'absolute'; if you are on e-mail lists, use these as a guideline:

1. USE CARE when hitting the e-mail "reply" vs. "reply to all" button, particularly when replying to an e-list message. E-List administrators program their lists differently. After you hit a reply button **LOOK AT THE ADDRESS BOX BEFORE YOU HIT SEND** to confirm you're sending it as intended. If you intended the message for ONE person but see that the list address appears, delete it and type in the individual's e-mail address. This avoids your personal message being sent to every member and thus clogging up everyone's e-mail inbox, or perhaps embarrassing yourself; we've all seen "oops" messages. SASA e-lists are programmed so that:

"REPLY" button: sends your reply message **ONLY TO THE INITIAL SENDER**. Intended if you're sending a message to another SASA member that is **NOT** appropriate for all members to receive.

"REPLY TO ALL" button: sends your reply message to the **LIST ADDRESS** (all subscribers will receive your reply message). Once it is sent you can**NOT** un-send a message sent to a list address.

"DON'T SEND" to List Address EXAMPLES: "I want [or please send me] a copy of that document too", "Good to see you last week"; "Thank You", "Good Job", "Good Luck on your project", " How is your spouse doing", " I am interested in this job/vacancy", etc... The other hundred list members don't need to know it. All such messages should be addressed ONLY to the original sender's e-address, NOT the list address.

2. Include your name at the end of a message; some campus e-mail systems don't provide the sender's name and the message will appear only as coming from the "list name/address". Consider setting up/ program your e-mail with your personal signature line (your name, phone & email address and whatever else you want to add) so it's auto-added to every message you send.

3. Use an appropriate message "SUBJECT" so that recipients can review their incoming e-mail summary lists more effectively. Managers are often on many e-lists and scroll their mailbox message "Subjects" to decide whether to delete it (unread), or read it. If the message you are replying to has some vague SUBJECT or is blank, change it to something more concrete to get more effective replies.

4. DELETE the original message text and/or attachments on your reply message if they are long and are **NOT** essential to your reply. If you don't delete it, your reply gets sent along with the entire original message & its attmts, and clogs transmission speed and/or all recipient's e-mail system data storage space. Most modern e-mail systems have built-in reply options; "reply without history", "reply without attachment", etc.. Use them.

5. Keep messages as brief as possible (*several of you may chuckle knowing I am sending this message*). Don't send junk e-mail. A bit of humor now & then can be appropriate but don't use the list to distribute your favorite jokes of the day... not everyone has the same sense of humor. Don't use profanity or offensive words; Use good judgment.

6. Surveys: Some very informal 'surveys' or questions are perfectly acceptable to keep in an 'e-discussion' forum (using "reply to all"). However, the more detailed your survey gets, consider issuing instructions for sending responses/replies **ONLY** to the **SENDER** (you), not the list. The initiator (You) should accumulate responses and after a reasonable reply period, then issue a "Response Summary" to the list address.