

MT PTA

Email Etiquette Guidelines

1. If your name appears in the:
 - ◆ To: You are being addressed, please respond
 - ◆ Cc: FYI; you can respond but only if it is of the utmost importance
2. When using Re: Be very specific.
 - ◆ If it says “confidential” it stays between the sender and receiver. Confidential emails should NEVER be forwarded or use BCC:
 - ◆ “!!!” means the message is very important.
 - ◆ If it is time sensitive you can also put that in the subject line.
3. Email should only pose or answer one question at a time.
4. Respond in at least 3 sentences or phrases. No one word responses. (yikes, wow, good)
5. No more than 3 reply trailers, so the email doesn’t go on and on.
6. Courtesy dictates that the President should have the chance to respond first. After 24 hours, anyone can respond, even if the President has not.
7. When waiting for a reply, check the board member’s typical response time listed on their Email Questionnaire. If they have not responded within that time frame, they may not have received the original email. Resend your request.
8. If you have not responded within your typical response time indicated on your Email Questionnaire, do not be offended if someone sends a second request for response.
9. If you have events which will affect your response time (i.e. vacations, special events, etc.), please let the other Board members know.
10. Reread your email before you hit send.
 - ◆ Does it represent you well?
 - ◆ Double check who you are sending the email to. Is it going to the intended person?