

Email Guidelines

The guidelines below represent fundamental electronic mail etiquette. They apply to all users of UST email services. These guidelines are not intended to be a complete list of all possible technologies or uses.

- Use email in a professional manner. Remember you cannot control where your message might be sent.
- Be succinct. Try to consolidate items into one email rather than sending multiple emails.
- Use an appropriate "Subject:" header, do not send an email with a black subject line.
- Acknowledge in the body of the email who you are and that you are part of the UST community.
- Be aware that e-mail is not a confidential or private medium of communication, and exercise good judgment in choosing what to include in your messages.
- Do not send abusive, harassing or threatening messages.
- Be cautious when using sarcasm and humor. Without facial expressions and tone of voice, they do not translate easily through email.
- Don't leave your email account open when you leave your computer. Anyone could sit down at your keyboard and send out a message under your name.
- When replying, keep messages brief and to the point. Don't reproduce a message in its entirety. Be selective with what you reproduce and only include what is needed.
- Do not send replies to "all recipients" unless there is a very specific need for everyone to receive the message. It wastes disk space, clutters up inboxes and can be annoying.
- Do not send chain letters and other forms of mass mailings.
- Avoid sending email attachments to individual email addresses or to the University mailing lists. Put everything in the body of the email or create a link to web pages with additional information. Fancy mailings or attachments containing large graphic images put a significantly greater load on the mail server in terms of storage space and CPU usage.
- Remember that all laws governing copyright, defamation, discrimination and other forms of written communication also apply to email.
- DO NOT send any Email to someone who has asked you not to do so. This may constitute harassment, and you will be subject not only to the terms of this policy but local, state and federal laws as well. Email is neither a secure nor a private communications media.
- DO NOT send frivolous or excessive Email messages to recipients either on or off campus.
- DO NOT flood another system, network or user account with Email.
- DO NOT send unwanted Email that is considered to be unwanted, unsolicited email.
- DO NOT obscure the true identity of the sender of Email or forge Email messages.
- DO NOT send any passwords through the Email system.
- Emails messages must comply with the [University's Use Policy](#).