Email Best Practice Development

Solicitation sent to the department of pharmacology as part of the minutes for the October 27, 2020 faculty meeting: take the WSU online training and submit ideas from that for what we should, and should not, have in our best practice guidelines for email communication. Reviewed at the December 22nd, 2020 faculty meeting with plan to finally review and propose for adoption at the January 2021 faculty meeting.

Consensus from responses received as of January 24, 2021. This language was approved by vote at the January 26, 2021 faculty meeting.

Best Practice would include:

- Trying to be concise but thorough in responses – missed responses to parts of emails require multiple follow-ups.
- Avoiding unnecessary and inappropriate copying/forwarding of email to supervisors and others.
- Taking the time to proof-read and check to reduce subsequent corrections and clarifications.
- Promptly responding by the end of the day or next working day at the latest. If you will be unavailable to answer emails, then set up an auto-reply for the relevant time period.
- Keeping the style simple and direct.
- All emails should be professional, collegial and cooperative.
- Avoid editing "subject" line – disruptive to keeping track of threads.