

Longsands Student Appropriate Email Guidance and Etiquette



Email can be a useful form of communication, but high volumes can cause new pressures for all staff. This guidance will ensure that your email is dealt with easily and will avoid confusion or additional workload for both staff and students.

- 1) All emails should only be sent to the relevant staff member via your **school email account** (see the school website to change your password if required <https://www.astrea-longsands.org/student-password-reset-form/>). If you do not know the member of staff's email address then please email enquiries@astrea-longsands.org.
- 2) Teachers and many support staff are not in a position to check emails consistently throughout the day. If a quick response is required, then please email enquiries@astrea-longsands.org.
- 3) Write all email messages **only when necessary** and in a **professional and appropriate manner**. Remain **respectful, treating others with dignity at all times**. Keep emails **short and to the point** wherever possible. This will be beneficial for all members of staff dealing with large numbers of emails.
- 4) All emails should have a **descriptive subject heading** to make it clear what it is about. **Do not leave the subject line blank**. This enables busy members of staff to prioritise when an email will be read/responded to and also makes it easier to search for if needed in the future.
- 5) Academy email addresses should only be used for **professional (work) purposes** and remain the property of Astrea. Emails can be accessed at any time by an appropriate employee of Astrea. For safe guarding reasons, email communication between staff and students should only be undertaken using Astrea email accounts.
- 6) Emails may be prepared and sent outside of normal school working hours, however, replies should not be expected before the next working day commences.
- 7) **Before sending, re-read emails from the perspective of the recipient**. Any required actions should be clearly highlighted. Where 'no action' is necessary and where the email is for only for information, this should be stated in the subject line.