UNC SCHOOL OF DENTISTRY EMAIL USE
POLICY AND GUIDELINES

Policy Statement

This policy provides standards and guidelines for responsible and effective use of the School of Dentistry email system.

Audience

This policy applies to all School of Dentistry faculty, staff and students.

Reason for Policy

The School of Dentistry email system is an essential means of communication to facilitate the business of the school and its faculty, staff, and students. The purpose of this policy is to ensure that the email system is used in the most appropriate manner.

Compliance: Roles and Responsibilities

Enforcement of mandatory aspects of the policy is the responsibility of the executive associate dean (for faculty), the director of human resources (for staff), and the associate dean for education (for students), in consultation with the director of OCIS.

Related Regulations, Statutes, and Related Policies

The University has a policy regarding acceptable use of its networks:

Contacts

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Document History

- Effective Date: August 19, 2015 (unanimous approval by department chairs)
- Last Revised Date: August 19, 2015
Standards and Guidelines

Mandatory Email Policies

- Email on the network is considered professional communication, and is not to be used for non-work-related business.
- Never include patient or student names, protected health information (PHI), or other confidential information in the subject line, even when a message is confined to the UNC network. No PHI or confidential student information (under FERPA) should be included anywhere in a message that leaves the UNC network.
- Faculty, staff, and students are required to read their email, as this is the primary means of communication used in the School of Dentistry.
- Be aware that anything you write in a UNC email message is not private; it is considered public record.

Recommended Best Practices

- Refrain from using the “Reply All” feature unless there is a legitimate business reason for doing so. Responding only to the sender is almost always more appropriate.
- Do not cc: people unnecessarily. Include only those who “need to know” on your message.
- Be sure that the subject line of a message accurately reflects its content (and it should never be blank).
- Do not mark a message as having “high importance” unless it does.
- If you cannot respond to a message promptly, confirm receipt as soon as possible and let the sender know when they can expect your full response.
- Set an “out of office” message if you will be unavailable for more than two business days.
- Use the school’s web board (or the upcoming intranet) for fundraising activities and announcements, which many recipients find annoying and sometimes offensive. This applies to student organizations (e.g., GHSA, ASDA).
- “Chain letters” and other potentially offensive material (e.g., religious and political messages, potential scams, or hoaxes) should not be posted or sent using the School of Dentistry’s systems.
- Be concise; longer messages are difficult to read and are more likely to be ignored.
- Do not type in all caps. That is equivalent to shouting.
- Avoid unusual fonts and fancy backgrounds.
- Do not send large attachments. Compress, zip, or resize them.
- If your message is emotionally charged, step away from the computer and wait before sending it.