

# Rationale: Reduce the volume of email

Feedback from staff has made it clear that the volume of emails is having a stressful effect on staff.

1. Emails sent out of school hours creates an impression that some staff are working and expect others to do so - this is quite often not the case so clarity is needed to make the expectations on staff easily understood and to ease their concerns about replying to email out of hours
2. Staff work hard to ensure that their email inbox is organised and to some extent represents, at least without closer inspection, a list of items that warrants their attention - delivery of email to staff for whom it is not intended creates work to delete and maintain an efficient inbox and also creates undue stress about their workload to be prioritised
3. Email is not produced in accordance to efficient work practices. This means that emails are often very wordy - the main point can be lost under a swathe of unnecessary detail and staff are understandably missing important emails due to the lack of clarity of the subject line
4. The use of staff email groups has made it far too easy to send batch emails when only a specific sub-group are involved.

There is no simple alternative to email within an organisation. However, I believe the problem is not the email itself - it can be used in a manner that helps communication and clarifies what needs to be done by whom - but we will need some clear protocols for all staff to adhere to in an attempt to ease the stresses that email can and does cause inside the college.

## General Expectations

- Staff email groups are not to be used unless the leadership team require a message to go out urgently. These emails should be concise and the point of the email should be made clear in the subject line in accordance to subject line guidance issued below
- We should all expect staff to not reply to emails internally immediately. It is acceptable that a response takes place within **48 hours of normal working hours**. This means that if a part time staff receives a message on a Thursday but does not work on a Friday or Monday - then a reply on Wednesday is fine
- Email during the weekend - staff may send these if they use this as a means of being organised but staff are not expected to reply to email during the weekend or between the hours of 21:00 to 09:00 (with the usual caveat of not applying to those on the leadership payscale)
- Part time staff are urged to set out their working hours in their signature to clarify when a response will not be expected - the point of being part time is that you do not work on times out of college - so do not use email then :-)
- Emails to parents are vital communications and as such we do insist on a 48 hour return within working hours - so the part time factor above applies here. If you are unable to reply to an email within this time measure please forward to your LP or HoH with a reason outlining why you are unable to contact (trip/illness/etc)

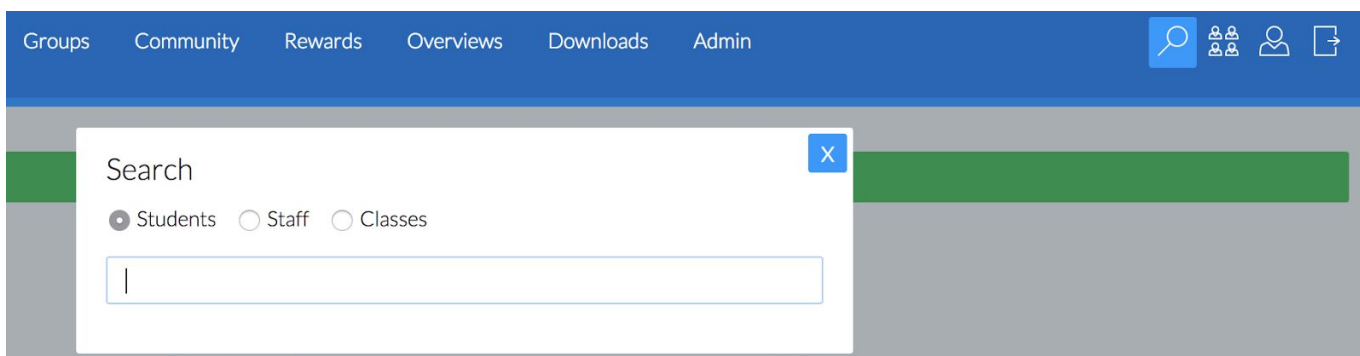
## Email Protocols

- **Unaccounted students in lessons:** This is an important safeguarding measure so from Monday October 30th all emails pertaining to missing students should go to [unaccounted@](mailto:unaccounted@) A search of unaccounted in the directory or To: box will bring this email up. This will be sent to key staff. A follow up email may come from these senders if a student can not be located.

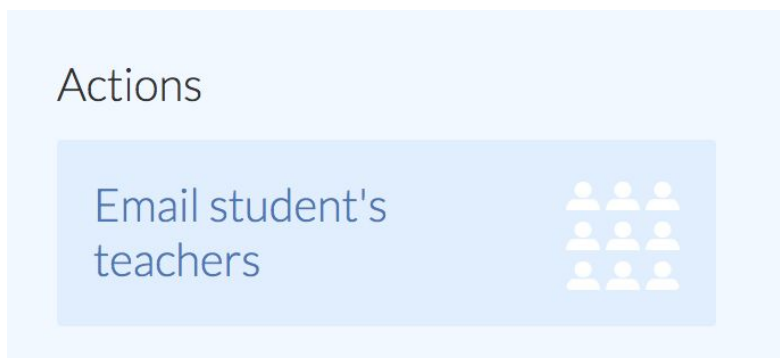
- **Students requiring removal from lessons:** These emails should be addressed to slt@ and someone will come and remove the student.
- **Emails for teachers of specific students:** This will now not be email user groups so instead please use the Epraise function for emailing teachers - this can email all relevant staff at a few clicks and is set out below

## Sending email via EPraise

1. Login to Epraise
2. Click on the magnifying glass in the top right corner and search for the student you are sending an email about....



3. Once you have the student panel open - click on the gear button, again in the top right, to the right of attendance and timetable - from here click on VIEW CONTACTS
4. You will see all the teachers that the one student has - at the very bottom of the screen you will see a button that says.....



5. This button will either open outlook and paste all the relevant staff email addresses into the To: bar otherwise you can copy the addresses and paste them in yourself.

## **Email Layout for all other emails**

For all other types of emails please ensure that you follow the recommendations set out below - these are taken from a range of business sources, (and the Armed forces where brevity and clear communication is vital) and should make all of our challenges with email easier to manage.

### **1. Who is it for?**

Please only send email for those who need to read it - unless someone has specifically asked to be cc'd in to email, for example a line manager etc, then please do not do so - work on the principle of those who need to know not those who'd like to know

### **2. Subject line:**

This should be clear and concise - it should be able to inform staff as to what the email is about and ideally what they need to do with it.

**Action:** The recipient is expected to provide a response

**Info:** The email is for information only and no response is required

**Decision:** A decision is needed on the content of the email

### **3. BLUF: Bottom Line Up Front**

This is the short summary at the top of the email - it should deal with the what/who/why/when/where and have none of the detail about the decisions made

If you can answer "how does this email affect me" as a result of a BLUF then it is well worded

### **4. Background**

This is for those who want to read the why and wherefores - try to keep it very succinct. Bullet points are better than paragraphs and if people want more information then we can always discuss it in person.

## **Summary**

This has been reviewed by the SLT, the well-being group and the IT support team. It comes into effect from Monday 30th and a reminder will be pasted on staff desktops for the whole of November. Please, please endeavour to stick to these guidelines - if it brings a degree of calmness and serenity to at least one member of staff then it will be worthwhile.

## Staff desktop background notes

- No expectation to access email out of office hours
- Send only to those who **need** it
- Use EPraise to mail teachers of a student
- Missing student - use **unaccounted@** disruptive student - use **slt@**
- Use awesome subject line and BLUF
- Be kind with your email and expectations of others