



AVONDALE EMAIL PROTOCOL & BEST PRACTICES

All Avondale School District employees are responsible for reading, understanding, and taking appropriate action on the information communicated via email. Every employee is responsible for making sure his or her email communication is clear and understandable.

EMAIL PROTOCOL

The subject of emails will be marked READ, RESPOND, or ACT: followed by the subject, to clarify employee and staff expectations. (*Example*- READ: Staff PD Calendar Dates)

- **READ** = Information only, no response required (one-way communication)
- **RESPOND** = Request for response and/or feedback (two-way information)
- **ACT** = Action required and/or task assigned (two-way information)

EMAIL BEST PRACTICES

1. **Ask Before You Send:** Is your email needed? Is it appropriate/compliant/professional?
2. **Check Your Subject:** Always use READ, RESPOND, or ACT marker followed by a clearly written and specific subject. For emails identified with RESPOND or ACT in the subject line, it is requested and expected that receivers will respond within 48 hrs.
3. **Remember Your ABCs:** Use the A-B-C format when action is required. (Start with a brief, warm greeting and include the following:)
 - a. **Action Summary:** one sentence that summarizes the specific action, purpose or key point of your email.
 - b. **Background:** include clear, concise, and relevant information. Utilize bullets for key points or numbers for sequential tasks.
 - c. **Close:** expected next steps, kind closing, email signature
4. **Forwarding Emails:** When forwarding emails, always ensure your subject line includes the appropriate action request. NEVER directly forward a scanned document. Instead, download the document, create an appropriate email with all pertinent information, and attach the document.

EXTERNAL COMMUNICATIONS REMINDERS

In accordance with Board of Education policies and guidelines, employees are expected to maintain an appropriate level of professionalism in any external communications. Employees are also expected to alert their supervisor if they are contacted by media outlets, and notify the Communications Department, so that requests can be handled appropriately.

REMINDER: In accordance with the Freedom of Information Act (FOIA), any email sent to or from a district account is subject to public disclosure.