



BOARD/GOVERNANCE POLICY

Title: Etiquette for Electronic Communication	Number: (insert policy #-optional)
Cross Reference: (include other policies that may relate)	
Approved by: Illinois State Council Board of Directors	Origination Date: 1/7/2016
Revised by:	Approval Date: 5/4/2016
	Revision Date:

POLICY:

- 1.1 Email is an essential aspect of both inbound and outbound communication of Illinois ENA.
- 1.2 Email enables the board to quickly respond to issues or concerns of the Association.
- 1.3 Proper etiquette is essential when communicating electronically in a professional setting in order to convey messages appropriately.
- 1.4 Board members are expected to follow the acceptable behaviors, norms, and customs for Internet etiquette.

STANDARDS/CRITERIA:

- 2.1 Board members are required to maintain a computer or tablet device and have Internet service, and have email access and check it frequently, preferably at least daily. If a board member will be unavailable via email, the president will be notified in advance.
- 2.2 The topic of the email is brief and clearly written in the subject line.
- 2.3 The subject line should be changed to reflect the content of the email if the content changes from the original email.
- 2.4 Email messages should be brief, concise, and relevant focusing on one topic at a time. Any email that requires a lengthy explanation or response should be added as an agenda item for a teleconference call/webinar or a face-to-face meeting. If an email requires more than two or three responses between individuals or if it appears that miscommunication is occurring, then stop using email and call the individual(s) in order to facilitate communication on the topic.
- 2.5 Use proper spelling and grammar. An email message is a business communication and should be written as such. Proofreading of email prior to sending is strongly recommended.
- 2.6 The use of capitalization should be limited to appropriate use in spelling and syntax. Bolding phrases should be limited to action items. Messages written in all capitalizations or emphasized text constitutes “yelling” or “shouting” per Internet etiquette.
- 2.7 Pay attention when replying to emails. Use “Reply to all” only when sharing essential information that needs to be seen by all. It should not be used for replies of a casual or congratulatory nature to prevent inundating board colleagues with unnecessary

- email. Otherwise, just reply to the appropriate sender. Remember to determine “who needs to know” when replying to emails.
- 2.8 Use caution when using elements of humor or sarcasm in email, as they can be misinterpreted.
 - 2.9 Use caution responding to email when emotional or angry. It is preferable to take time to resolve these feelings before responding so that responses are written in an objective manner.
 - 2.10 Never send spam.
 - 2.11 Refrain from writing content that could be considered defamatory, offensive, harassing, disruptive, or derogatory. Sexual comments or images, racial or ethnic slurs, and comments/images that would offend on the basis of race, gender, national origin, sexual orientation or identify, religion, political beliefs, or disability are unacceptable.
 - 2.12 Use care in creating electronic communications inasmuch as they reflect Illinois ENA’s reputation and are subject to legal discovery.
 - 2.13 Email messages should not be retained when their use is Illinois ENA business has been concluded. Any email correspondence that needs to be kept will be retained in accordance with the records retention policy by Illinois ENA.