




E-Mail Management



Tips, Tools, and
Techniques

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What is E-Mail?

E-mail is a communication tool, but the CONTENT is what we must manage. The first line of defense against e-mail overload is YOU! Here are some tips and techniques for handling your daily e-mails.

Tips, Tools, and Techniques

1. Know which Board of Regents Record Retention

Guidelines apply to your operations, and apply them to your e-mail content (as well as your other records).

2. Actively manage your e-mail account, including the inbox, the sent box, and folders.

TIP: Use FOLDERS:

- * Organize mail into folders labelled with the subject, year and destruction date.
- * Create new folders each year.
- * Purge defunct files at the end of each year.

TIP: Use MAIL FILTERS to automatically sort your incoming mail into folders.

TIP: Use THREAD VIEW to file or delete entire conversations.

3. Get in the habit of attending to e-mail

management daily, filing and deleting as you go. Don't forget to do the same with your Send box!

4. Create better e-mails with the following guidelines:

* Use informative subject headers (edit when the content has changed instead of leaving the old subject line).

* Restrict yourself to a single or a few subjects -- the more diffuse the e-mail, the harder it is to file and manage.

* Be courteous and professional -- compose e-mail as if your boss, your mother and the media are going to read it! (REMEMBER: E-mails are NOT private!)

* Include a summary or explanation of attachments so the recipient will know if and when to open it.

5. RECOGNIZE CONFIDENTIAL, SENSITIVE AND

PROTECTED INFORMATION and treat these records with extra care.

Some examples:

Student academic information
Bank card information
Medical/Health information
KSU identification numbers
Social Security numbers
PIN numbers