

student leadership

The Student Leadership Training Program

E-mail protocol, rules, procedures and expectations

Rules

1. Your password should never be shared with anyone, nor should anyone outside of SLTP be allowed to use your account to read, send, or receive e-mail.
2. All staff and camper e-mail lists are the property of SLTP and those lists may not be sold or provided to anyone outside of SLTP without the expressed written permission of the Program Director.
3. Your license to participate in **sltp.info** e-mail is limited to the length of your participation as a staff volunteer and is subject to all of the restrictions and guidelines listed herein or designated by the Program Director.

Communication / Learning Expectations

4. **READ IT ALL RIGHT AWAY! Skimming and saving until later DOES NOT WORK.**
5. **Check it regularly.** Daily is best. – 10 minutes each and every day is a good start.
6. Print it if it is a lesson or important suggestion, question or answer. Keep all of these print outs together with your staff manual.
7. If the e-mail requires an action – DO IT, or put it on the calendar or to do list to be done!
8. Put all dates on the calendar right away.
9. Respond right away to direct questions -- even if the response is "I don't know" or "not me" or "I can't" or "maybe" or "I have to check" – if or when the answer changes or becomes definite, tap again.
10. Rhetorical questions or "what do you think" questions should be answered when you have an answer and can be answered more than once.
11. Share everything you learn -- share every question you have -- expect and give answers.
12. Never send to all unless you mean to do so -- if you mean to do so, cool -- if you should only send the message to 1, 2 or 10 people, keep it that way.

Content

13. **No forwards** (none – not ever) especially chain letters which promise good or bad luck if sent to friends right away – no matter how real it might seem to you – if it is a story that seems like it would fit as a skit or it might be something we could use to teach – then cut and paste it and send it to Jim, he'll decide.
14. Don't send web links to everyone either – if it is something we could use to teach or learn from – send it to Jim, he'll decide.
15. **ALL SLTP e-mail requires a subject line** that has to do with the content of the e-mail.
16. No solicitation of staff -- if you want to ask staff to contribute to something, ask the Administrative Director or the AB first.
17. Keep the reputation of the program in mind – your e-mail will be from **sltp.info** – if you have stuff to share that should not be wearing an SLTP label, please send it from another address – being especially mindful with regard to Attachments to outsiders.

Housekeeping

18. Create SLTP Staff E-mail Address Lists – do not simply save old e-mails so that you can use the reply to all function.
19. Keep your personal e-mail and your staff e-mail separate – we don't need stuff from your friends – don't put everyone together on the same message.
20. Regularly sort through the e-mail in your mailbox – DELETE what is not needed. File what can be filed. Eliminate clutter.