More Tips to Help You Keep Email in its Place

Email management: The third installment of tips to keep you in control of your inbox
— Jenny Mehmedovic, IT policy and planning coordinator

Do you know KU’s Email policy?
Here is its basic content as FYI. The university provides email for students, faculty, staff, and others affiliated with KU. The appropriate use of email is encouraged to further the mission and goals through activities related to instruction, research, clinical and public service, and management and administrative support. Certain incidental personal use of electronic mail is permitted, provided that such use does not interfere with KU operations, does not generate identifiable costs to KU, and does not negatively impact the user’s job performance. KU email should not be used for the following purposes:
• To incur personal financial gain, or other commercial activity
• To distribute chain mail
• To support outside organizations not otherwise authorized to use University facilities
• To support partisan political candidates, party fundraising, or causes
• To violate the rights of others, law, or University policy or regulation

KU’s Email Policy is available through the Provost’s Web site at www.ku.edu/~provost/email_policy_final_10-15-02.htm.

In the next issue ...

What’s coming with our Consolidated Service Points (formerly known as “The Big Giant Help Desk”)

In two previous issues of HVC2 Outcomes, we addressed concerns of many staff and members of the HVC2 Scholars Task Force about increasingly overflowing email inboxes. Although email is certainly not a new issue, we continually need new strategies to contain it so that it doesn’t take over our jobs. (I use many of these strategies to manage my email, which sometimes total several hundred new messages per day.) This is the third and final HVC2 Outcomes to provide tips for keeping you in control of email so that you don’t feel it controls your time.

— Marilu Goodyear
Vice Provost for Information Services

Email management: You can do it
Overwhelmed by overflowing email? Here are some strategies that might help:
• Designate a time to process email every day. Schedule it on your calendar, and stick to it!
• Look at each email in your inbox only once, and then process it. If you can respond in 2 minutes or less, just do it. If not, move it out of your inbox and onto your calendar, or to another email folder when you have more time to respond.
• Create an email file system that mirrors your paper file system.
• Set up email rules in Outlook to auto-sort mail as it comes in: by list-serve, sender, or subject line ... you decide. (See the “Outlook: Controlling Your Inbox” course offered by the Instructional Services trainers.)
• Develop a (non)response strategy for dealing with Spam. Don’t respond to spam; doing so only attracts more or it. Create an Outlook rule to sort emails tagged as spam by KU’s Spam filter into a special folder or the trash (See “Outlook: Controlling Your Inbox” course OR see previous the HVC2 Outcomes article on dealing with spam).