SoSS Guidance on Email Use

This guidance note is to be considered alongside the School's Core Hours Policy.

1. **It is considered best practice that emails are not sent in the evenings (after 6.00pm), or on weekends, or on public holidays.**

    This is not always practicable, or indeed is not a working preference for those who work flexibly, or who travel. If you do choose to send "out of hours" emails then consider the following.

    1.1. **A clear statement in your signature line**
    If you have to send emails "out of hours", and do this regularly perhaps consider adding a line to your signature which might read something along the lines of

    "I sometimes work at irregular times, so if this email arrives in the evening/at the weekend, please do not feel obliged to respond until "core" working hours."

    1.2. **Use Outlook Delay Send or save to draft**
    When sending emails, Outlook lets you set a time to deliver the email using "Outlook delay send". You will have to have your account open for the email to be sent (it sits in the outbox until the required time).

    1.3. https://support.office.com/en-ie/article/delay-or-schedule-sending-email-messages-026af69f-c287-490a-a72f-6c65793744ba

    The other option is to respond to the email and save it in draft and send it yourself when in your email the next day.

2. **Emails are expected to be responded to in a timely manner, but unless previously agreed (due to safeguarding issues around students/staff) should not be responded to "out of hours". There should also not be a need for an individual to respond immediately during core hours unless the issue is urgent.**

    There is no university policy around response times for emails from students or staff. Normally around three *working days* would seem a sensible response time, but this can differ depending on workload. If you require a quick response from a colleague then give a clear reasonable deadline in the email subject line, or the body of the email. If the need is urgent, then call your colleague.

Further guidance

a) Email Hell to Heaven Training
The University has a one hour training session on effective email use, which has benefited many staff across academic and PS teams.   It helps to focus in on best practice and how to reduce volume in your email inbox. Visit https://app.manchester.ac.uk/training/default.aspx and search for "Email Hell to Heaven".

b) Guide to good practice https://app.goodpractice.net/#/manchester-tfl/s/ba85c7b0

c) Guide to email use and compliance http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=20246

END
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