

Email Protocol Policy

1.0 BACKGROUND

Clear communication between staff, parents and students plays a critical function in the delivery of the educational program and providing a supportive community of learning. There are three forms of communication that can be used - face-to-face, telephone or email. Email is a fast and effective communication tool, which needs to be used appropriately. It is important that several things be considered before an email is sent to staff, students or parents. Clear guidelines need to be established to ensure that communication between staff, students and parents is appropriate. Care must be taken when writing emails as they are void of important cues such as facial expression, hand gestures and vocal intonations, which all help give context and meaning to written communications.

2.0 PURPOSE

The following policy outlines appropriate email protocols and etiquette to be used for email communications between staff and students, and staff and parents.

3.0 GUIDING PRINCIPLES

Response times and staff leave

- Staff, parents and students are encouraged to send emails within business hours - Monday-Friday 8:40am-4:30pm of the school term.
- Emails that are sent to staff outside of business hours are not required to be responded to until business hours re-commence.
- Parents and students acknowledge that some staff work part-time, and in these circumstances, part-time staff are not required to respond to emails outside of their scheduled working times.
- Staff will aim to reply to student and parent emails within two working days.
- When an email is received from a parent or student that requires more than two working days to gather information and reply properly, the staff member should respond acknowledging that the email has been received and indicate when an informed response will be sent.
- Staff on leave (including school holidays, long service leave, sick leave, etc.) are not expected to check their emails.
- When staff are on extended leave, staff will activate an auto-reply message detailing relevant leave dates to ensure that any emails sent to them are responded to and people are aware of who to contact during their absence.

Email Teachers via Compass

- The first point of email contact from parents or students to a staff member should be via Compass.
- Instructions to use the email function of Compass can be found under Appendix A (for parents), Appendix B (for students) and Appendix C (for teachers).
- Emails that are intended for the office staff should be sent directly to the school's general email address: melton.sc@edumail.vic.gov.au
- Emails via Compass are directed to staff members @edumail address. Staff can choose which email address they use to respond (@edumail or @meltonsc) as this is based on personal preference.

Email etiquette

- The purpose of the email should be clear; i.e. if the response requires an action, or if the information is 'For Your Information' only.
- Emails should always be respectful, professional, courteous, inclusive and concise.
- Emails should not use sarcasm, when the recipient can't see body language or hear tone of voice to gauge how to react to a comment.
- Emails are at their best when they are brief and informative. Issues that require a level of detailed discussion should be dealt with in person or over the phone.
- Staff may choose to respond to a parent or student email by asking for an in-person or phone conversation with the parent, or an in-person meeting with the student, if they deem this to be the most appropriate means of communication to discuss the matter raised in the email. Parents and students will make reasonable efforts to accommodate this request.
- Parents may choose to respond to a staff email by asking for an in-person or phone conversation with the staff member, if they deem this to be the most appropriate means of communication to discuss the matter raised in the email. Staff will make reasonable efforts to accommodate this request.
- Students' assessment results will be released via Compass, and should not be requested by students or parents in an email.
- Consistent with the College Values Statement, staff will not respond to abusive or confrontational emails and will instead forward them to the Assistant Principal and/or Principal.
- Staff will use emails in a manner consistent with DET, VIT and ChildSafe requirements.
- As with all emails, there is no absolute guarantee of successful delivery. Time sensitive and highly important or confidential information should be communicated via phone.

Disclosure of third party information

- Email communication must not seek personal or contact information regarding third parties, except in the instance where this is appropriate between a students' own teacher/s and parent/s discussing that student.
- Emails containing personal or sensitive information should not be passed on to a third party without permission from the individual, except in the instance where this is appropriate between a students' own teacher/s and parent/s discussing that student.

APPENDIX A - COMPASS EMAIL USER GUIDE FOR PARENTS

Parents emailing a teacher from a student's page

Parents have a link on their Compass homepage that allows them to quickly email all of the teachers that teach each of their children.

The screenshot shows the 'Welcome to the Hogwarts P-12 Portal' page. On the left, under the 'Harry POTTER' section, there is a list of links: 'Profile (Attendance, Schedule, Reports)', 'Send email to Harry's teachers' (highlighted with a red box), 'Add Attendance Note/Approval (Approved Absence/Late)', 'View Academic Reports', 'Book Parent Teacher Interviews', and '1 overdue learning task'. On the right, the 'Compass' logo is visible, along with a 'My News' section containing three items: 'Insights Cycle Open', 'Course Confirmation/School Payments', and 'Event Consent/Payment Required'. Below these are sections for 'Cauldron Sale' and 'Homework Club'. A red button labeled 'Guide for PARENTS' is overlaid on the bottom right of the screenshot.

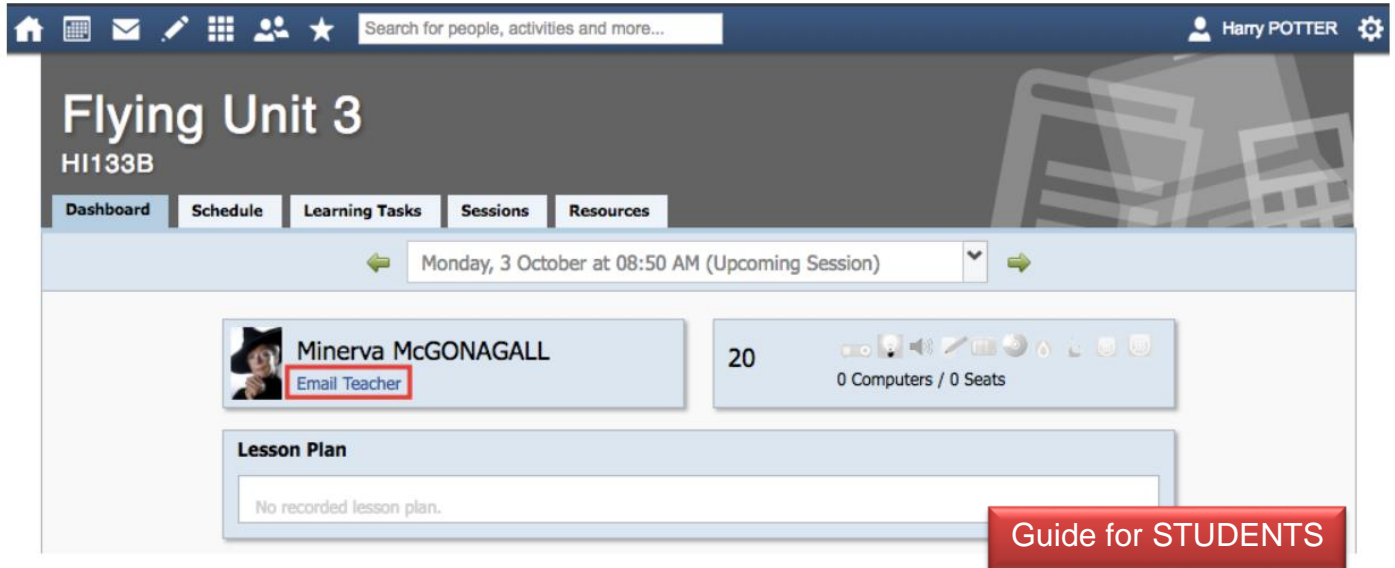
Clicking this link will open the 'Send Email' screen. In the recipients list each teacher's name is displayed, as well as which class they teach the student.

The screenshot shows the 'Send Email' interface. The 'Email subject' field is empty, and the 'Insert context' field contains '"Re: Harry POTTER (SM10036), 12A at Hogwarts P-12"'. Below the text area is a rich text editor with various formatting options. On the right, the 'Recipients' list is visible, showing several teachers with red 'X' icons next to them. An 'Add Recipients' dialog box is open in the foreground, displaying a search bar and a list of teachers. The list includes names like Bathsheda BABBLING, Bathilda BAGSHOT, Thurston Bassett, Cuthbert BINNS, Nigel BLACK, Neil Carmona-Vickery, Alelecto Carrow, Amycus CARSON, Reginald (Reg) CATTERMOLE, Lachlan (Lachie) Challis, Sonja COMPASS, Teddy Cookes, Alex Dadleh, and Daniel DAMEN. A red button labeled 'Guide for PARENTS' is overlaid on the bottom right of the screenshot.

APPENDIX B - COMPASS EMAIL USER GUIDE FOR STUDENTS

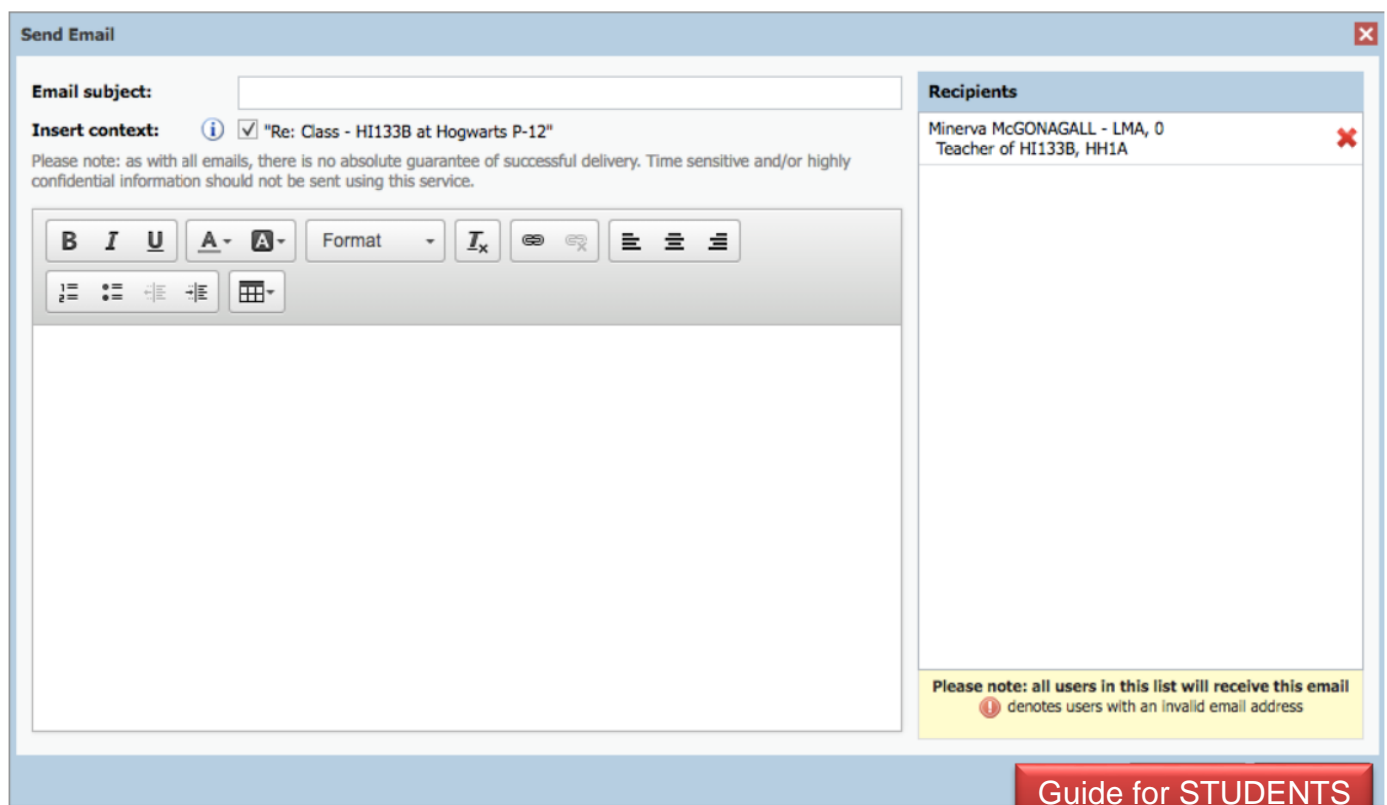
Students emailing a teacher from a class page

Students do not have a button to email all of their teachers the way parents do. Students can email their teachers by going to the class page and clicking the 'Email Teacher' link under the teacher's name.



The screenshot shows the Compass Learning Management System interface for a class page titled "Flying Unit 3" (HI133B). The user is logged in as "Harry POTTER". The interface includes a navigation bar with icons for home, calendar, email, pencil, grid, people, and star, along with a search bar. Below the navigation bar, there are tabs for "Dashboard", "Schedule", "Learning Tasks", "Sessions", and "Resources". The "Schedule" tab is active, showing a session for "Monday, 3 October at 08:50 AM (Upcoming Session)". A teacher profile for "Minerva McGONAGALL" is displayed, with a red box highlighting the "Email Teacher" link. To the right of the teacher profile, there is a box showing "20" and "0 Computers / 0 Seats". Below the teacher profile, there is a "Lesson Plan" section with the text "No recorded lesson plan." A red callout box in the bottom right corner of the screenshot says "Guide for STUDENTS".

This will open the 'Send Email' screen (below). Please note that students do not have an 'Add Recipients' button so must email each teacher individually.



The screenshot shows the "Send Email" screen in the Compass Learning Management System. The screen has a title bar "Send Email" with a close button. The "Email subject:" field is empty. The "Insert context:" section shows a checked checkbox for "Re: Class - HI133B at Hogwarts P-12" and a warning message: "Please note: as with all emails, there is no absolute guarantee of successful delivery. Time sensitive and/or highly confidential information should not be sent using this service." Below the warning is a rich text editor with various formatting options (bold, italic, underline, text color, background color, format, link, unlink, list, ordered list, table) and a text area. On the right side, there is a "Recipients" list with one entry: "Minerva McGONAGALL - LMA, 0 Teacher of HI133B, HH1A". A red 'X' icon is next to the entry. At the bottom right, there is a yellow warning box that says "Please note: all users in this list will receive this email" and "i denotes users with an invalid email address". A red callout box in the bottom right corner of the screenshot says "Guide for STUDENTS".

APPENDIX C - COMPASS EMAIL USER GUIDE FOR TEACHERS

Staff emailing a parent from a student's page

Student: **Ginevra (Ginny) WEASLEY, 01B, Year**

Dashboard Schedule Personal Learning Tasks Attendance Reports Ana

Student: Ginevra (Ginny) WEASLEY

Details: Female - 6 years, 8 months (01/01/2010)
Groups: GRYFFINDOR, 01B, Year 1
Student IDs: WEA0005
Email: weasley.g@hogwarts12.com

✉ Email + Add ⚙ Tools

- ✉ Ginny
- ✉ **Ginny's Teachers**
- ✉ Ginny's Parents
- ✉ Ginny and Ginny's Parents

8am

9am

Student Chronicle

Add Chronicle Ent

Chronicle Summ

- General
- Academic
- Attitude/Behaviour
- Wellbeing
- Health
- Programs
- Class Captain
- Compass Sickbay

Programs

Guide for TEACHERS

Staff emailing a parent from a class page

Home Calendar Mail Edit Grid People Star Search for people, activities and more... JDLF ADMIN

English Yr 09
09ENGE

Dashboard Schedule Learning Tasks Continuum Resources Enrolments Attendance Sessions Analytics

Monday, 5 September at 01:58 PM (Past Session)

Minerva MCGONAGALL
Email Teacher

31
(Change) 0 Computers / 0 Seats

Teacher Notes

Enter your notes...

Lesson Plan

Create New Page Choose Page from Class Resources

Class News Feed

Add class news...

Mark the Roll

Tools

- Class List
- Class List (Photos)
- Class List (CSV)
- Class Handbook
- Roll Comment Summary
- Roll Flag Summary
- View All Teacher Notes
- View All Lesson Plans

- ✉ **Email Parents**
- ✉ Email Students
- ✉ Email Teachers of English Yr 09
- ✉ Email Students of English Yr 09

Bookings

No bookings have been recorded.

Guide for TEACHERS

Staff composing an email

Clicking on either email icon will launch the 'Send Email' screen. This screen provides the user with the ability to enter details of their email.

It also allows the user to add or delete further recipients. If you only want to email one person, please delete all other people using the ✖ icon.

The screenshot shows a 'Send Email' window with the following details:

- Email subject:** Training
- Insert context:** "Re: Event - Great Victorian Broomstick Tour at Hogwarts P-12"
- Mask sender email:** Email will be sent from compass@jdlif.com.au
- Recipients list:**
 - + Add Recipients ✖ Remove All
 - Lavender BROWN - CAR0050, 05A ✖
 - Hermione GRANGER - PAA0005, 12A ✖
 - Harry POTTER - SMI0036, 12A ✖
 - Vincent CRABBE - SMI0039, 11C ✖
 - Draco MAULFOY - STO0027, 10D ✖
 - Gregory GOYLE - STU0015, 10B ✖
 - Ronald (Ron) WEASLEY - WAL0038, 12A ✖

The email body contains the following text:

Dear Students,

A reminder to bring your broomsticks and flying equipment for this Thursday's training ride. Flight Instructor, Madam Rolanda Hooch, will be taking the team through flying drills.

Please meet after school in front of the Great Hall.

If you have any questions please email me.

Regards,
Professor Minerva McGonagall

Please note: all users in this list will receive this email
✖ denotes users with an invalid email address

Guide for TEACHERS

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