

STUDENT E-MAIL ACCOUNT

Responsible administrator: Associate Dean for Academic Programs

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Email is recognized by Auburn University and the Harrison School of Pharmacy (HSOP) as an official means of communication. The following policies and procedures govern the use of email and email accounts within the HSOP.

1. All members of the HSOP (faculty, staff, graduate students, and student pharmacists) are expected to check their email accounts regularly and respond to emails in a timely fashion. HSOP members may be held accountable for consequences that occur as a result of not regularly reading and responding to email.
2. Email is an official form of communication for Auburn University and the HSOP. Appropriate etiquette should be followed when sending initial emails and responses. Follow these etiquette guidelines as appropriate when sending emails within HSOP.
 - Provide a clear, succinct subject in the subject field.
 - Use an appropriate greeting. Appropriate greetings will depend on the recipient of the email. Examples: Dear Dr. Smith, Dr. Smith, Mr. Smith, Mrs. Smith, Ms. Smith, etc. Greetings such as “Hi” and “Hey” are casual and should be saved for casual emails.
 - Use of shorthand/slang should be utilized for individuals well known to the sender or for times when a group has been working closely together.
 - Tone is lost in email. When in doubt, err on being too formal instead of too casual. Make sure all emails are written with a respectful and professional tone.
 - Think about the purpose and the outcome of the email before sending. Confirm the purpose is clear in the email. Try to avoid open-ended emails. Include when action is needed or if no action is needed to help the recipient understand the purpose.
 - Emojis should be used by the sender for recipients the sender knows well. If there is doubt, then remove the emoji.
 - Reply to the appropriate person(s). Be careful not to reply to all, unless this is necessary.
 - As stated above, reply in a timely fashion, and acknowledge receipt of email.
 - Always use appropriate language in email. Emails remain on computer servers even after they are deleted by the sender and recipient. Think about the outcome if someone other than the recipient read the email.
 - Check emails for spelling, punctuation, and grammatical errors before sending. Emails sent with spelling, punctuation, and grammatical errors reflect poorly on the sender.
 - Use an appropriate closing. This will vary depending on recipient. Examples: Best, Sincerely, Thank you, Thanks, etc.
3. HSOP students are prohibited from forwarding Auburn University email accounts to outside email exchanges (i.e. Google Mail, Yahoo) as those email services are not HIPAA compliant. Students are required to utilize Microsoft Outlook (provided free to students by Auburn University) as their email exchange provider.

4. Auburn University email accounts are to be used for University/HSOP purposes. HSOP members must adhere to University policies regarding email accounts and their usage.
5. HSOP members must adhere to appropriate courtesy and etiquette when using email, and must recognize that, at times, email may not be the most appropriate way to communicate with others in the organization.
6. HSOP members that wish to use their email account to buy, sell, or trade items to other members of the HSOP community must adhere to the following guidelines for the subject lines of such emails. Individuals NOT wanting to receive these types of emails can create rules (i.e., filters) to move any email with the following subject lines to their Trash (or similar) folder. Any deviations from these requirements in an effort to evade established rules/filters will be viewed as a breach of professionalism.
 1. "For Sale: <Item><Cost>"
 2. "Wanted: <Item><Cost>"
 3. "For Trade: <Item>"
 4. Example: "For Sale: 2 Student Football Tickets \$100"