

RPCN Discussion Email List Etiquette

The volume of email that a discussion list can generate is substantial. It can take much time to read through all the messages to find the nuggets of value. Some guidelines to consider before sending an email to or replying to an email from the list are:

1. While direct solicitations for business are prohibited, you are welcome to close each email you send to the list with your name and contact information, including URL, phone number, etc. People are then free to contact you or look at your web site if they are interested in your services.
2. When making a request for information, close it with a "Thanks in advance" statement. Don't send to the entire list a message the only purpose of which is to thank people after receiving help.
3. Make full use of the Subject field to help people quickly assess whether any given email will be of value to them. Please use the topic codes in the Discussion List Procedure in your subject line.
4. If you ask for ideas or help, consider offering to have people send their replies to you off-list. Then post one email summarizing the responses you received.
5. When replying:
 - a. Ask yourself whether your reply is pertinent just to the individual or to the whole list. If it's the former, then send them a message off-list.
 - b. Don't keep the entire message to which you are replying. Cut and paste the relevant portions into your message. If the subject to which you are replying no longer matches the content of the Subject field, change the Subject field.
6. If something said on the list makes you angry or upset, try not to assume it was deliberate. The misunderstandings that can occur through the written word are infinite. **THINK BEFORE YOU REACT.** Wait 24 hours before sending a response, or call the person to check your understanding before responding. Email lives forever, is forwardable, and cannot be retracted.
7. Do not send an email to the entire list to ask to unsubscribe. Send an email from the email address under which you signed up with RPCN to rpcndisc-unsubscribe@yahoogroups.com. If that doesn't work, send an email to Mary Anne Shew, mashew@shewtech.com, requesting to be removed.