

Email Fatigue: Discussion of Possible Institutional Solutions and Tips

August 22, 2019

**Dr. Kevin Fleming, Vice President, Strategic Development
(Interim), Norco College**

Lenny Riley, Instructional Technology Specialist, Norco College

BACKGROUND

- ☐☐NOR-ALL
- NOR-FACULTY
- NOR-PT-FACULTY
- NOR-STAFF

PAIN POINTS

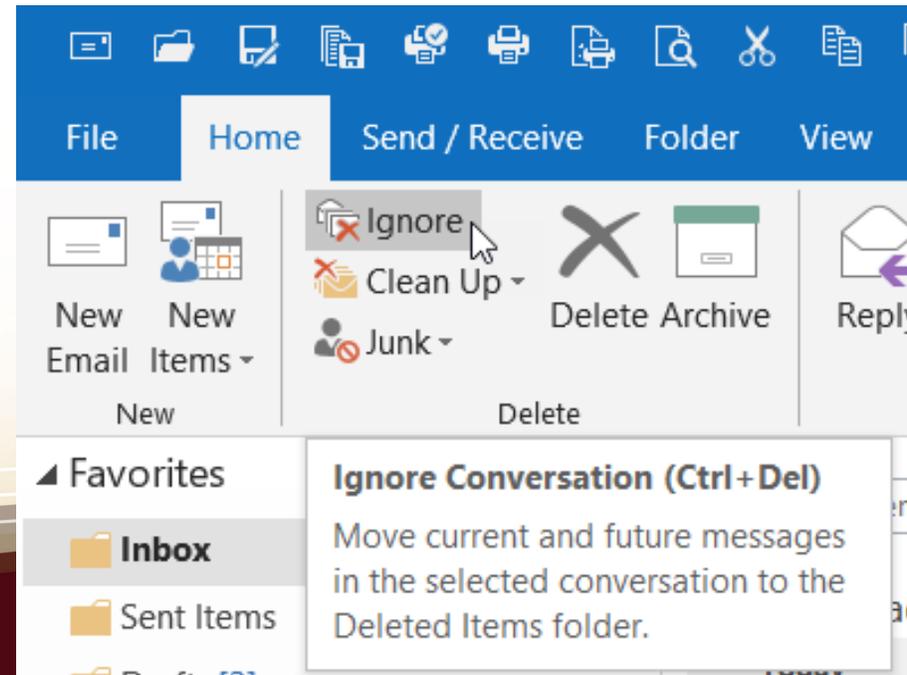
- ☐☐ Clutter
- ☐ Emails delivered to the wrong audience
- ☐ Hard to manage

OBJECTIVE

- ☑☑ Give employees power and control over which emails they receive
- Permit flexibility in changing email list serve subscriptions on demand
- Reduce the number of received emails (if one chooses to do so)
- Ensure access of Information

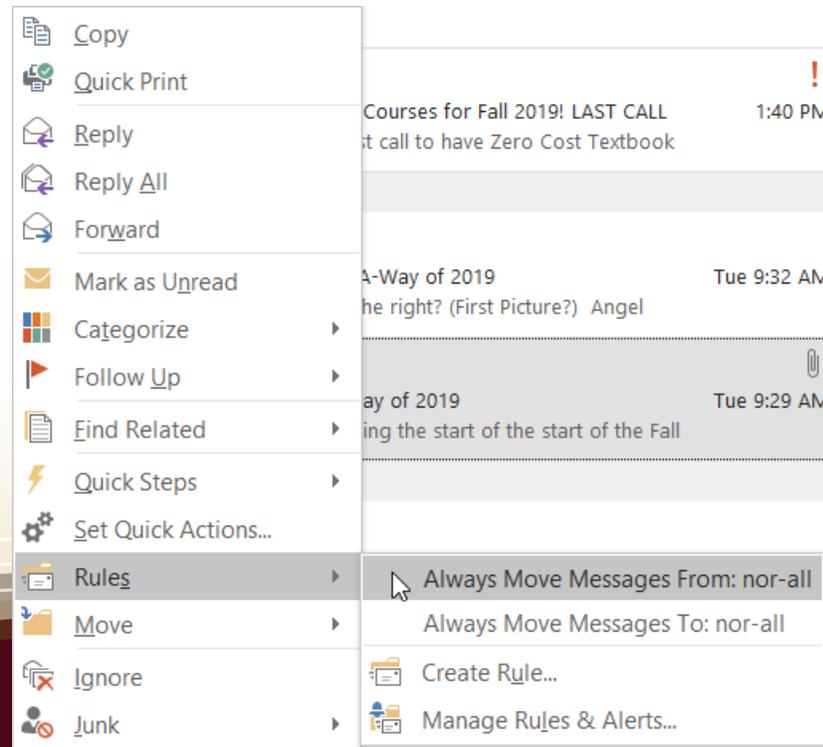
TIPS FOR EMAIL MANAGEMENT

1. If you receive an email (from NOR-ALL, for example) which could continue as a conversation that spans over multiple emails, you can click **Ignore** from the **Home** tab of your Microsoft Outlook



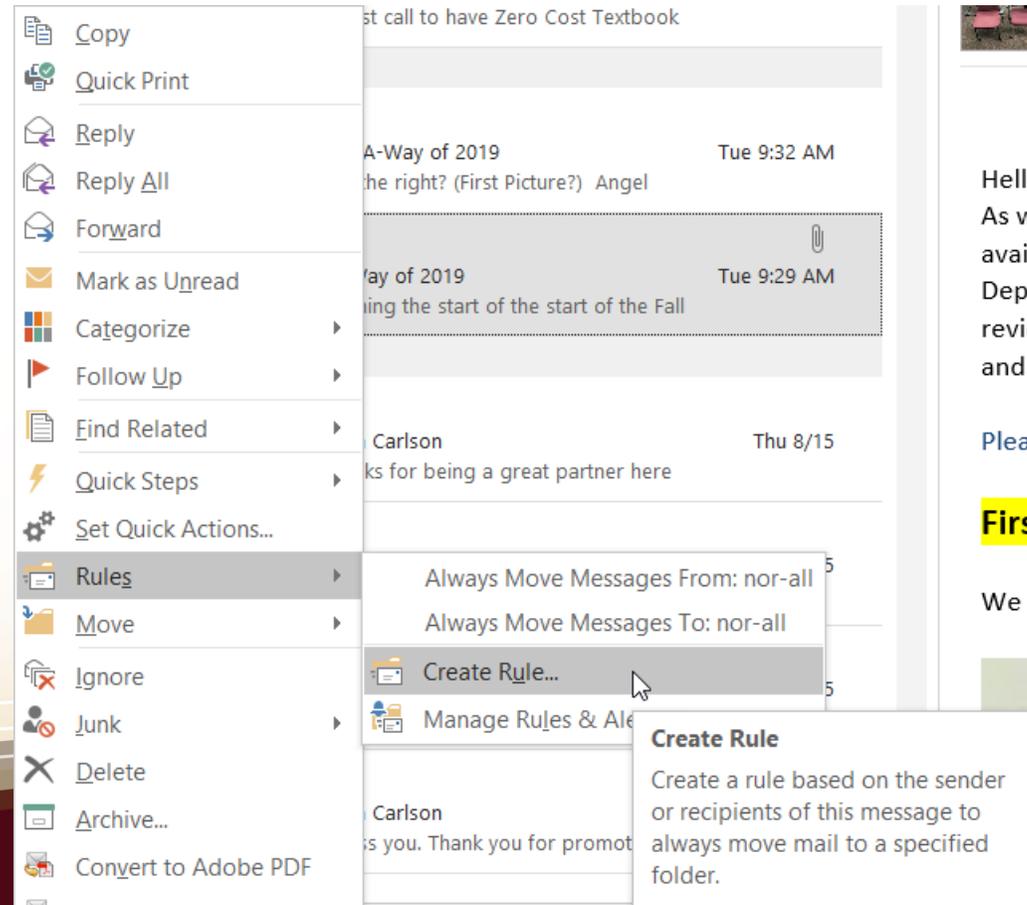
TIPS FOR EMAIL MANAGEMENT

2. You could also create a rule on certain emails by right-clicking the email, click **Rules**, and either clicking “**Always Move Messages...**” (...**From** or ...**To**)...



TIPS FOR EMAIL MANAGEMENT

...or by right-clicking the email, click **Rules**, and clicking “**Create Rule...**”



TIPS FOR EMAIL MANAGEMENT

Then, from the box that appears, check the option(s) under **“When I get email with all of the selected conditions”** that specifies what type of emails you want to delete...

...and select the action that you want performed under **“Do the following”**

Create Rule

When I get email with all of the selected conditions

- From nor-all
- Subject contains
- Sent to

Do the following

- Display in the New Item Alert window
- Play a selected sound:
- Move the item to folder:

TIPS FOR EMAIL MANAGEMENT

3. Organize your inbox with labels, folders and categories

The screenshot displays an email management interface. On the left is a sidebar titled "Favorites" containing a list of folders: Inbox, Sent Items, Drafts [2], Deleted Items, Accounts / Licenses / Comput..., Requests, **Class Adds/Changes/Reque...** (highlighted), Colleague - CSAR - CSPU, Helpdesk / Issues / Questions, HR, Jobs / Transfers, Miscellaneous, Events / Meetings, and Staff Professional Developme... On the right, the main email view shows a search bar with the text "Search Class Adds/Changes/Requests". Below the search bar, the status "All Unread" is shown. A section header "Today" is followed by a list of email messages. The first message is from "Owashi, Katie" with the subject "19FAL - Added Classes / Room Change" and the body "Hello,". The second message is from "Karrer, Debra" with the subject "Correction on Course number 19FAL Instructor" and the body "Hello, The course number should be ECO-7-3...". The third message is also from "Karrer, Debra" with the subject "19FAL Instructor addition" and the body "Hello, The following Instructor has been adde...". The fourth message is from "Acosta, Cynthia" with the subject "19FAL Instructor and day change" and the body "Hello,". At the bottom of the main view, a section header "Monday" is visible.

TIPS FOR EMAIL MANAGEMENT

4. *Check your email regularly.* I know this sounds redundant, but checking your email regularly during the day can be an effective way to keep your inbox at manageable levels. One strategy you can use is to check email only at set points during the day. For instance, you may decide that you'll only check your email first thing in the morning, before lunch, and at the end of the day.

TIPS FOR EMAIL MANAGEMENT

5. *Remove unwanted emails from external senders.*
Unsubscribe from receiving messages from specific senders if you no longer want to receive their messages or don't have the time to read them. To make the unsubscribe process quick and painless, search your inbox for the term "unsubscribe." If it is a message from an external sender with an unusual request of you, it could be a phishing email. Forward it to SPAM@rccd.edu.

Lenny Riley
Instructional Technology Specialist
Norco College

Leonard.Riley@norcocollege.edu

951-372-7075