All electronic records of communication created or received as official university business are public records; that include any form of messaging, text, IM, email, multimedia messaging or social networking.
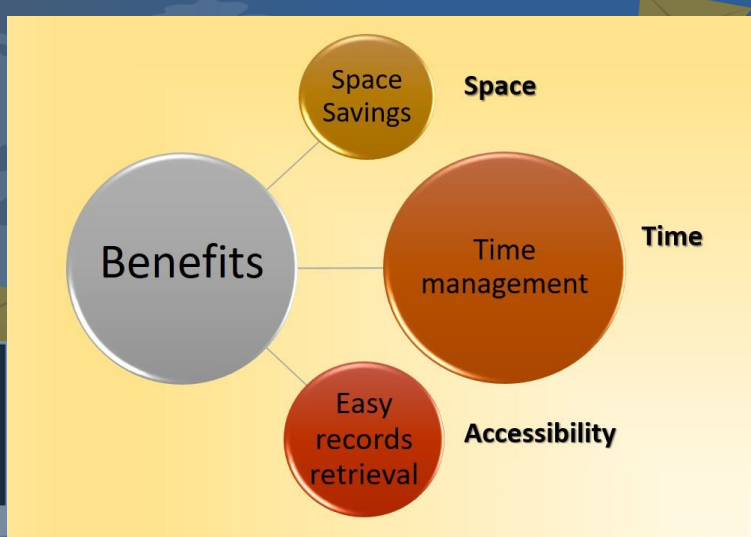
# EMAIL MANAGEMENT

## WHAT IS EMAIL MANAGEMENT?

Email management consists of the effective control of electronic messages in accordance with institutional processes and government regulations.

https://recordsmanagement.fiu.edu/content/policies

## Why Manage Emails?

Benefits
- Space Savings — Space
- Time management — Time
- Easy records retrieval — Accessibility

## DID YOU KNOW?

A transitory record holds **temporary value** and can be disposed of as soon as it is no longer needed.
(examples: personal notes, routine email messages, meeting request, internal meeting notices, announcements, telephone messages/voicemails, and routine information)

- Emails can be proof of actions taken.
- Emails can be a reference to operational administrative correspondence.
- There is no set retention period for emails, it is the *content* of the email that determines its retention period.

## Do's
- **Schedule time to clean up emails**
- **Dispose of transitory records**
- **Only keep FIU related emails**
- **Use appropriate subject titles**

## Don'ts
- **Keep emails forever**
- **Keep large files in the inbox folder**
- **Do nothing**

### Cost of Doing Nothing
- Lost of productivity
- Storage and backups fees
- Security breach

## Best Practices
- Sort emails by subject, date, sender, project and importance.
- Set up rules to help sort emails automatically.
- Keep last email of a chain as the official record.
- Avoid unnecessary emails, take the time to unsubscribe from unwanted senders.
- Discard personal messages from FIU account.
- For long-term storage use OneDrive or shared network.

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