

## **Homework**

### **Questions**

1. Identify and explain three methods of communication mentioned in the above extract.
  - Email-the staff would email each other or to people to communicate because people respond quicker to an email than a letter.
  - Web-Tameside website would have information like news, recent documents and links to other sites.
  - Letter (post)-sensitive or confidential letters would be sent by post.
2. Why would Tameside council want to use e-mail to communicate with:
  - a. Head teachers- so they can communicate quickly as they are always busy and emails are easier to read also respond rather than letters (sending recent documents).
  - b. Teachers- if the teachers have any inquiries they would need to ask the council so it is much easier and faster to use email for news. Emails don't get lost like letters through the post.
  - c. Administrators in Tameside schools? - To send information quickly to do it as soon as possible like tackling with viruses.
3. Compare the use of email with the use of the post for organisations like schools and councils?

### **Advantages of emails:**

- Faster to send and Quicker to receive
- All documents and files are sorted by dates also in order.
- Spelling and grammar check for any mistakes that you make when you are typing.
- Easier to read and respond
- It isn't easier losing the emails compared to post where it could get lost.
- You can save your emails
- You can use email for free because you don't need to pay for equipment or admission.
- You can format your writing and is quicker to format (neat handwriting).
- You have security (password) so know one can hack into your account.

- You can send emails to an account where it can be opened any where. For example if I send a letter to someone while they are on holiday they wont receive it but if I send an email to that person on holiday they will receive it. Because they can open their account as long as they have a computer and the internet.
- You can send files and attachments i.e. images, text etc.

**Disadvantages of emails:**

- Emails can be lost if there is a power cut, virus or a computer failure where it loses all the information on what has been typed.
- You need a computer which can be expensive to buy.
- You can be sent a virus which isn't safe for your computer.
- You need internet to use email.
- You can get unwanted received emails which take up most of your storage space.
- You have a limited amount of storage and can be very small e.g. (2mb memory).
- People do not check their email every single minute so you do not know if she has received it or read it.
- Email accounts can expire.

**Advantages of using the post:**

- You can send any thing within 1-3 days
- You can send bigger files and documents (parcel) with extra cost.
- No one is allowed to look at any confidential letters so it is ok to send confidential letters.
- It is noticeable compared to emails.
- You do not need a lot of money to start of with using the post.

**Disadvantages of using the post:**

- You can lose your letters or files through the post.
- It costs a lot of money in the end of the year for the equipment (stamps, paper, ink, envelopes, extra fees etc.)
- People will not receive it straight away as people are on holidays, away etc.

**4. What are the advantages of websites for:**

- a. Public sector organisations like councils? They can find recent documents and policies. It is quicker rather than using phones for finding news.
- b. Private sector organisation like retailers?

5. What barriers to communicate might still exist between the schools and Tameside council even after this policy has been introduced?

Verbal (telephone) and oral (meeting) communication will stay even after this policy has been introduced because it is fast and easy. It is reliable because you would know that the person has got the message and they would be talking one to one.

### **Extension**

1.

- a. Why might it not be possible for all the communication between the council and schools to take place electronically?

You need computers and internet which can be very expensive if the school is having financial problems, also not everyone has computers.

- b. Give examples of other types of communication that might be needed and explain why.

- Telephone: this is needed because it is fast and you would also know that if the person has received the message but they might not always pick up the phone.
- Meetings: this is needed because it is fast and the person receiving the information will understand easier compared to a letter or email.
- Fax: This is another way of sending letters or documents but a quicker and cheaper way.