

CHANCELLOR'S CORRESPONDENCE ASSIGNED "REPLY" OR "ACTION"

Correspondence directed to the Office of the Chancellor may be assigned to senior administrators to **"Prepare Reply for Chancellor's Signature"** or for discretionary **"Action."**

Please comply with the "response due date" on the index information report to ensure a timely response. If the due date will not be met, please inform Courtney Anderson.

Reply: Correspondence with response **over Chancellor's signature**

Action: Assign correspondence to senior administrators for follow-up **on behalf of Chancellor**

- The Chancellor should be cc:'d or bcc:'d
- If original letter came from Office of the President, always cc: Chancellor and if appropriate, OP
- Or, if no action taken, inform Chancellor's office of response (oral, email)

PREPARING CORRESPONDENCE FOR CHANCELLOR'S SIGNATURE

Allow lead-time of **up to three weeks** for proposals, articles, and correspondence beyond routine letters of one page. Routine letters, allow **three** days.

Writing guidelines:

- Avoid the passive voice (have been)
- Avoid general statements. "It was a delight to see you" (general) better stated as "I was delighted to see you" (personal)
- Avoid, "insightful," "beloved," "joyful," or patronizing/informal tone
- Avoid repetition of words. "I want to thank you for your gift...I am thankful for your support" better stated as "Thank you for your gift...I appreciate your support."
- Avoid exclamation (!) and question marks (?)
- Do not use contractions ("don't")
- Use "and" not the ampersand (&)
- Web page—two words; website—one word; health care—two words; Campuswide/Universitywide/Systemwide (All written as one word)
- Capitalize both The Regents
- Spell out "Street," Avenue," "Drive," "Suite" ok to use "Blvd." abbreviation
- Close up spaces surrounding em dash—(Vice Chancellor—Medical Affairs)
- Use USPS state abbreviations (CA, not California)
- Use two spaces between ZIP codes and state abbreviations (CA 94117)
- Abbreviations and acronyms should be written out followed by abbreviation in parenthesis: "Cardiovascular Research Institute (CVRI)" Subsequent mentions may use the abbreviation

Formatting guidelines:

- Use Arial for all correspondence. Preferred size 11 and less than 10 only if necessary
- Check the date, should not fall on a Saturday, Sunday, or UCSF-observed holiday
- Always check spelling, middle initial(s), address, and credentials
- Alignment
 - If less than a page, date should align with Chancellor's email
 - If more than a page, date should align with Susan Desmond-Hellmann, MD, MPH
- Show authors' initials one space below the signature line (in Arial 8): SDH:bdc
- "Enclosure(s)" should appear before cc: line—ensure letter references enclosure(s)
- Specify when copies to are not receiving enclosures: (w/o enclosures)
- Use credentials in cc: only if title appears *after* full name
- Internal—(SAMPLES # 1-5)

SDH:
followed by
first last
initials of
draftee and
first initial of
preparer
(Brenda
DePeralta
&
Courtney).

- Format multiple addressees by rank and then alphabetically by last name
- AVC and above, and direct reports: Use title and full name on first line in ALL CAPS
- Academics: Use full name on first line in ALL CAPS, Title/Position on second line, Unit/Department/School on third line
- All staff: Use full name in ALL CAPS, Unit/Department/School on third line
- Spell-out campus names on first mention but abbreviations on subsequent mentions
- External—(SAMPLES # 6-10)
 - Mr. and Mr(s).
 - One Mrs. or one Mr. etc. use name only (Barry Smith not *Mr. Barry Smith*)
 - Write out “University of California, San Francisco (UCSF)” in first instance
Subsequent mentions “UCSF”
- Format for second and multiple pages applies to both external and internal. Example:

Recipient (in the case of more than two addressees, use general subject)
 May 7, 2013
 Page 2

Indent body text by .5 “see SAMPLE # 9

Chancellor’s signature line:

- External
 - Printed on Official Teal Letterhead (purchase from Documents, Media & Mail Services)
 - Signature should include titles
- Internal
 - Includes other UC campuses and the Office of the President
 - Printed on white, 20 lb., 25% cotton bond stationery
 - Use electronic copy of the template

Sending the draft of the letter via email: to Courtney Anderson (courtney.anderson@ucsf.edu)

- Indicate contact person to receive signed letter for final distribution and any bcc:s in email
- Indicate who approved the letter and for development letters, the gift/pledge amount
- *If something is extremely time-sensitive, provide a brief explanation of the circumstances*
- Indicate CARS # in subject of email if drafted letter is a response to routed correspondence

Office of the Chancellor review:

- Letters are reviewed for content and format. In cases of extensive revision, the originating department may be contacted for subsequent review of those changes.
- After the Chancellor has signed a letter, it is returned to the originating department for distribution. The originating department is responsible for sending the original, signed letter and any copies (*see exception above*). The Office of the Chancellor retains a copy.

Correspondence supplies:

- Envelopes for external correspondence are available through Documents, Media & Mail Services—<http://campusliveservices.ucsf.edu/documentsmail/default1.php>, and are to be purchased by the originating department.

Office of the Chancellor Correspondence Contacts:

Courtney Anderson, Asst. Communications Manager, 476-6243, courtney.anderson@ucsf.edu
 Brenda DePeralta, Communications Manager, 476-4317, bgee@chanoff.ucsf.edu

If your situation differs from the instances above, please contact us to discuss. We are always happy to help.

Susan Desmond-Hellmann, MD, MPH
Chancellor
Arthur and Toni Rembe Rock
Distinguished Professor

513 Parnassus Avenue, S-126
San Francisco, CA 94143-0402
tel: 415/476-6582
fax: 415/476-9634
email: sue.dhellmann@ucsf.edu

January 25, 2013

¶
¶
¶

EXECUTIVE VICE CHANCELLOR AND PROVOST JEFFREY BLUESTONE
SENIOR VICE CHANCELLOR JOHN PLOTTS
DEAN JOHN FEATHERSTONE
DEAN SAM HAWGOOD

SAMPLE # 1

Internal ONLY, name(s)
in caps. See **Sample # 3**
for more information

¶

All memos should follow the style and spacing format as shown and are printed on white, 20 lb., 25% cotton bond paper. The font is Arial. The preferred font size is 11. Size 10 font may only be used in order to fit text onto one page.

¶

Memos addressed to more than one person should be formatted with the addressees listed in order of title categories by rank (e.g., executive vice chancellor and provost, senior vice chancellor, vice chancellor and dean, dean), then alphabetical within title categories. If management titles are not used, list the names alphabetically. Capitalize both words whenever the text refers to "The Regents."

¶

Do not use contractions, i.e. "that's." Close up em-dashes on both sides—for example, Vice Chancellor—Medical Affairs. "Street," "Avenue," "Drive," etc. are spelled out in the address. Also, in the address, USPS state codes should be used (CA, not California). Avoid exclamation (!) and question marks (?) Use "and" instead of ampersand (&—this includes the address and salutation.

¶

¶

¶

¶

Susan Desmond-Hellmann, MD, MPH
Chancellor
Arthur and Toni Rembe Rock Distinguished Professor

Do NOT punctuate:
RN, MD, PhD, DDS

Use titles

¶

SDH:bdc

¶

Enclosures

Use "enclosure(s)," not "attachment(s)."
Ensure that letter refers to enclosure(s)

Specify w/o
enclosures

Internal ONLY, cc:s
in hierarchy with
Title Last Name

¶

cc: President Yudof, UCOP
Vice Chancellor Castro (w/o enclosures)
Provost and Executive Vice President Dorr, UCOP (w/o enclosures)

Susan Desmond-Hellmann, MD, MPH
Chancellor
Arthur and Toni Rembe Rock
Distinguished Professor

513 Parnassus Avenue, S-126
San Francisco, CA 94143-0402
tel: 415/476-6582
fax: 415/476-9634
email: sue.dhellmann@ucsf.edu

¶
¶
¶
¶
¶
¶
¶
¶
¶
¶

January 9, 2013

SAMPLE # 2

INTERNAL only,
name(s) in all caps

JANE DORÉ, MD
Associate Professor
Department of Stomatology

¶

Memos to employees who do not have management titles should bear the name of the addressee and his/her department as shown above. Memos to administrative staff should be cc:'d to the addressee's immediate supervisor.

¶

All memos should follow the style and spacing format as shown and are printed on white, 20 lb., 25% cotton bond paper. The font is Arial. The preferred font size is 11. Size 10 font may only be used in order to fit text onto one page.

¶

¶

¶

¶

Susan Desmond-Hellmann, MD, MPH
Chancellor
Arthur and Toni Rembe Rock Distinguished Professor

¶

SDH:bdc

¶

cc: John S. Greenspan, BDS, PhD

Do NOT punctuate: RN,
MD, PhD, DDS

Use
titles

Susan Desmond-Hellmann, MD, MPH
Chancellor
Arthur and Toni Rembe Rock
Distinguished Professor

513 Parnassus Avenue, S-126
San Francisco, CA 94143-0402
tel: 415/476-6582
fax: 415/476-9634
email: sue.dhellmann@ucsf.edu

¶
¶
¶

January 9, 2013

¶
¶
¶

JANE DAVIDSON, MD
Associate Professor
Department of Stomatology

¶

JASON DORÉ, MD
Director, Emergency Services
Professor, Department of Medicine

¶

Memos to individual faculty or those with management titles on campus should be addressed as above showing the person(s)'s credentials, followed by a line below with their title and department. Using the internal letterhead template, these letters are printed on white, 20 lb., 25% cotton bond paper. The preferred font size is 11. Size 10 font may only be used in order to fit text onto one page. No salutation or closing is required. If you use a salutation, you also should use a closing (see **Sample # 4**).

¶

Such letters should always be copied to the appropriate dean and department chair or unit head.

¶
¶
¶
¶

Susan Desmond-Hellmann, MD, MPH
Chancellor
Arthur and Toni Rembe Rock Distinguished Professor

¶

SDH:bdc

¶

cc: Dean Hawgood
Chair Van Dyke

Stack names or utilize blank space on right when appropriate

List: Full Name, Title, Department for faculty and staff when appropriate

Senior Leadership use: Title Full Name, Department when appropriate

SAMPLE # 3

Internal ONLY, show name(s) in all caps

Do NOT punctuate: RN, MD, PhD, DDS

Use titles

If subject relates closely to School of Medicine, use "Dean." If subject relates to general campus issues use "Vice Chancellor and Dean" (see **Sample # 4**)

Susan Desmond-Hellmann, MD, MPH
Chancellor
Arthur and Toni Rembe Rock
Distinguished Professor

513 Parnassus Avenue, S-126
San Francisco, CA 94143-0402
tel: 415/476-6582
fax: 415/476-9634
email: sue.dhellmann@ucsf.edu

¶
¶
¶
¶

January 10, 2013

¶
¶
¶
¶

PROVOST AND EXECUTIVE VICE PRESIDENT AIMEE DORR

¶

Using the internal letterhead template, letters to the Office of the President are printed on white, 20 lb., 25% cotton bond. The preferred font size is 11. Size 10 font may only be used in order to fit text onto one page.

¶

A salutation and closing are not required on internal letters, but may be used for a more personalized letter.

¶
¶
¶
¶
¶

Susan Desmond-Hellmann, MD, MPH
Chancellor
Arthur and Toni Rembe Rock Distinguished Professor

¶

SDH:bdc

¶

Enclosure

¶

cc: Executive Vice Chancellor and Provost Bluestone
Dean and Vice Chancellor Hawgood
Senior Vice Chancellor Plotts
Coordinator Capell, UCOP (w/o enclosure)

Letters to OP and other UC campuses are considered **internal**; use ALL CAPS and specify location on second line as needed

SAMPLE # 4

Use titles

If subject relates mainly to general campus issues, use "Dean and Vice Chancellor Hawgood." If subject relates closely to School of Medicine, use "Dean" (see **Sample # 3**)

Susan Desmond-Hellmann, MD, MPH
Chancellor
Arthur and Toni Rembe Rock
Distinguished Professor

513 Parnassus Avenue, S-126
San Francisco, CA 94143-0402
tel: 415/476-6582
fax: 415/476-9634
email: sue.dhellmann@ucsf.edu

Internal ONLY,
name(s) in all caps

¶
¶
¶
¶
¶
¶
¶
¶

August 18, 2013

Postdate—allow time
for staff support to
distribute to committee

List: Name, title, department
If possible, on separate lines
or name, title and department

SAMUEL H. BARONDES, MD
Professor
Department of Psychiatry

In the case of committee appointment letters:

Weave the charge to (Note: not “of”) the committee into one full paragraph,
non-indented, and non-italicized.

These committee letters should follow the style and spacing format as
shown and are printed on white, 20 lb., 25% cotton bond paper. The font is
Arial. The preferred font size is 11. Size 10 font may only be used in order
to fit text onto one page.

Do NOT punctuate: RN,
MD, PhD, DDS

Susan Desmond-Hellmann, MD, MPH
Chancellor
Arthur and Toni Rembe Rock Distinguished Professor

Use
titles

SDH:bdc

cc: Dean and Vice Chancellor Hawgood
Associate Vice Chancellor Hawkins
Assistant Vice Chancellor Yamauchi
Executive Director Irwin
Director Jones

Director Riley
Director Villanueva
Manager Kendall, UCOP
Coordinator Lee

Use
delineation
for mixed
cc:s, i.e.
UCOP or
other
affiliate as
necessary

Susan Desmond-Hellmann, MD, MPH
Chancellor
Arthur and Toni Rembe Rock
Distinguished Professor

513 Parnassus Avenue, S-126
San Francisco, CA 94143-0402
tel: 415/476-6582
fax: 415/476-9634
email: sue.dhellmann@ucsf.edu

October 18, 2013

Postdate—allow
transportation

¶
¶
¶
The Honorable Robert M. Hertzberg
Speaker of the Assembly
State Capitol
P.O. Box 942849
Sacramento, CA 94249-0001

SAMPLE # 6

EXTERNAL

¶
Dear Speaker Hertzberg:

¶
Correspondence to Senators and Assembly Members should be addressed
as follows:

¶
The Honorable _____
Member of the Senate
State Capitol, Room _____
P.O. Box 942848
Sacramento, CA 94248-0001

¶
Salutation: Dear Senator or Assembly Member _____:

¶
The preferred font size is 11. Size 10 font may only be used in order to fit
text onto one page.

¶
Sincerely,

Do NOT punctuate: RN,
MD, PhD, DDS

¶
¶
¶
¶
Susan Desmond-Hellmann, MD, MPH
Chancellor
Arthur and Toni Rembe Rock Distinguished Professor

Use
titles

¶
SDH:smb

¶
Enclosure

Use "enclosure(s)"
not "attachment(s)"
ensure reference



Susan Desmond-Hellmann, MD, MPH
Chancellor
Arthur and Toni Rembe Rock
Distinguished Professor

513 Parnassus Avenue, S-126
San Francisco, CA 94143-0402
tel: 415/476-6582
fax: 415/476-9634
email: sue.dhellmann@ucsf.edu

October 18, 2013

¶
¶
¶

Gerry Jones
170 Ravenhill Road
Orinda, CA 94563

Use two
spaces
between ZIP
and state
abbreviations

SAMPLE # 7

EXTERNAL

Do not use
titles in address

Do use titles in
the salutation

¶

Dear Ms. Jones:

¶

External correspondence is printed on teal letterhead. The preferred font size is 11. However, font sizes 10 and 12 are acceptable in accordance with the length of the letter.

¶

All correspondence should follow the style and spacing format as shown.

¶

Sincerely,

¶

¶

¶

¶

Susan Desmond-Hellmann, MD, MPH
Chancellor
Arthur and Toni Rembe Rock Distinguished Professor

¶

SDH:bdc

¶

Enclosure

¶

cc: Vice Chancellor French

Susan Desmond-Hellmann, MD, MPH
Chancellor
Arthur and Toni Rembe Rock
Distinguished Professor

513 Parnassus Avenue, S-126
San Francisco, CA 94143-0402
tel: 415/476-6582
fax: 415/476-9634
email: sue.dhellmann@ucsf.edu

October 18, 2013

¶
¶
¶

Ralph Anderson, M.D.
Chief Executive Officer
Burke University Health System
Burke University Medical Center
South East, NC 27710

SAMPLE # 8

EXTERNAL

Use two spaces
between ZIP and
state abbreviations

Do **not** use
titles in the
address line

Do use titles
in the
salutation
line followed
by surname
only

¶

Dear Dr. Anderson:

¶

Letters to businesses and to other UC campuses should be treated as external correspondence and thus printed on the teal-colored letterhead and formatted as shown. The preferred font size is 11. Size 10 font may only be used in order to fit text onto one page.

¶

Sincerely,

¶

¶

¶

¶

Susan Desmond-Hellmann, MD, MPH
Chancellor
Arthur and Toni Rembe Rock Distinguished Professor

¶

SDH:bdc

¶

Enclosure

¶

cc: Executive Vice Chancellor and Provost Bluestone

Use
"Enclosure(s)"
Not
"Attachment(s)"

Ensure that letter
refers to
enclosure(s)

Susan Desmond-Hellmann, MD, MPH
Chancellor
Arthur and Toni Rembe Rock
Distinguished Professor

513 Parnassus Avenue, S-126
San Francisco, CA 94143-0402
tel: 415/476-6582
fax: 415/476-9634
email: sue.dhellmann@ucsf.edu

September 26, 2013

¶

¶

¶

Joseph Johnson
Johnson and Partners Architecture
3737 Sacramento Street
San Francisco, CA 94118

¶

Dear Mr. Johnson:

¶

Letters to businesses should be treated as external correspondence and thus printed on the teal letterhead and formatted as shown. The preferred font size is 11. Size 10 font may only be used in order to fit text onto one page. This sample demonstrates the headers necessary for lengthy letters:

¶

- Omit Mr. and/or Ms. if only one individual is addressed.
- Postdate letters by a few days to allow for transportation of the blue folder.
- Indent text of second page half inch from Page # header (see next).
- Include office of origin in email draft of the letter along with appropriate senior officer approval(s).
- Hard copies also are acceptable blue folder submissions so long as the soft copy is sent electronically shortly after the folder's arrival.

¶

Letters are reviewed for content and format. In cases of extensive revision, the originating department may be contacted for subsequent review of those changes. After the Chancellor has signed a letter, it is returned to the originating department for distribution. The originating department is responsible for sending the original, signed letter and any copies (see exception above). The Office of the Chancellor retains a copy.

¶

Use the word "enclosure(s)," not "attachment(s)." Check the text of the letter to insure that it refers to the enclosure(s). When courtesy copies are sent (indicate by 'cc:'), names should be listed below in the same format as the above addresses. List cc:s according to the pertinence of the letter's content by hierarchy—deans are of importance here. For example, a letter regarding the School of Medicine would list the School of Medicine Dean prior to other vice chancellors. Please refer to the following page for example of the cc: hierarchy.

¶

¶

SAMPLE # 9

**EXTERNAL
TWO PAGE**

Joseph Smith (Name of Addressee)
September 26, 2013 (Date of Letter)
Page 2 (Page #)

Use smaller font size; include name of addressee, date of the letter, and page #

Indent one half inch

Leave a space between text on subsequent pages and header noting the Name, Date, and Page #. Remember to indent the text on these pages a half inch. Do not use contractions. Close up em-dashes on both sides—for example, Vice Chancellor—Medical Affairs. “Street,” “Avenue,” “Drive,” etc. are spelled completely in the address. Also in the address, USPS state codes should be used (e.g., CA, not California). Avoid exclamation (!) and question marks (?). Use “and” instead of ampersand (&)—this includes the address and salutation.

Sincerely,

Susan Desmond-Hellmann, MD, MPH
Chancellor
Arthur and Toni Rembe Rock Distinguished Professor

SDH:ptd

Enclosure

cc: Executive Vice Chancellor and Provost Bluestone
Dean and Vice Chancellor Hawgood
Vice Chancellor French
Chair Ascher

SAMPLE # 10
EXTERNAL

Susan Desmond-Hellmann, MD, MPH
Chancellor
Arthur and Toni Rembe Rock
Distinguished Professor

513 Parnassus Avenue, S-126
San Francisco, CA 94143-0402
tel: 415/476-6582
fax: 415/476-9634
email: sue.dhellmann@ucsf.edu

¶
¶
¶
¶

July 18, 2013

¶
¶
¶

Winslow Strong
7380 Sea Coast Drive
San Francisco, CA 94115

¶

Dear Mr. Strong:

¶

On behalf of UCSF, I thank you for your recent gift through the Hatch Technical Training Trust to the Division of Gastroenterology and Hepatology. Your generous contribution will support the important research of Dr. Hal Yee as he investigates strategies for preventing and treating liver cirrhosis. Countless patients will benefit from this critical work.

¶

Thank you again for your dedication to UCSF. We are fortunate to count you among our partners and friends.

¶

Sincerely,

¶
¶
¶
¶

Susan Desmond-Hellmann, MD, MPH
Chancellor
Arthur and Toni Rembe Rock Distinguished Professor

¶

SDH:sbj

¶

cc: William Grossman, MD
Hal Yee, MD, PhD

