

FBMH Announcements overview and best practice guide

What is the FBMH Announcements system?

The [Announcements](#) system is a means of sending out messages to specific audiences across the Faculty via email.

Users can:

- categorise their messages
- attach files, images and calendar invites
- select their audiences to ensure their messages are sent to the relevant group of people
- access previous messages by clicking on the [Read Announcements](#) button on the Announcements dashboard

Any member of staff with a UoM username and password can use the Announcements system. All Announcement messages are moderated either at Faculty, School or Division level before they are sent out.

How are announcement message sent?

Daily update (preferred sending option)

- contains multiple messages in one email, grouped together by category, users click through from the headings to read the full messages
- is sent out once a day at around 12.30pm, messages should be submitted by **12 noon**

Bulletins

- contain a single message, with the full text in the body of the email
- can be sent at any time during the day
- can be sent as a Faculty, School or Division Bulletin depending on audiences
- are sent immediately after moderation
- should only be used for important or urgent messages where possible, e.g.
 - Where there will be an impact on daily work (i.e. IT issues /strike info)
 - In case of an emergency (building/weather/incident related)
 - A significant issue affecting all Faculty, School or Division staff*
 - An important, Faculty wide staff message from the Dean

Faculty Bulletins can only be submitted by members of the Internal Communications team, requests which **do not** meet the criteria outlined above will instead be distributed as part of the Daily Update.

(*messages for smaller audiences within a School or Division may be sent as Bulletins with prior agreement between local moderators and the Internal Communications team.)

If you don't receive a Daily Update/Bulletin on a particular day this is likely because either you are not a member of the audience group in that day's messages or you have opted out of specific categories of message via the system's [Preferences](#) function.

What are the different audiences?

Audience groups are split by:

- by groups within FBMH: the Faculty Office, Schools, Divisions and staff/PGR students based in CRUK Manchester Institute and the Wellcome Trust Clinical Research Facility
- by staff role or PGR within each group: Substantive and Affiliated staff (all staff except Honorary); Academic staff, Research Staff; Honorary staff, PS staff and PGR students.

Best Practice advice

What type of content will not be sent out?

- External events where The University of Manchester is not a partner or has significant involvement
- Repeated content – unless otherwise agreed with the moderators, messages will only be sent **three** times
- Events or training by external agencies that incur a cost to attend
- Personal ads that should be advertised through the [University Marketplace](#) (with the exception of accommodation requests for visiting academics)

Points to consider before submitting your message

- Is an Announcement the best channel to use to get your message across?
- Who is your **real** audience?
- Did you give your announcement a **meaningful title**?
- Have you chosen the **most relevant category** for your message?
- If your message includes a call to action with a deadline have you allowed plenty of **advance notice**, i.e. at least a week before the date?
- If using a photo or image, have you obtained the necessary permissions?
- Have you **proof read** your message for spelling/grammar errors and checked any hyperlinks?

Moderation

Moderators accept or reject the audiences selected by the sender to ensure that messages are being sent to the relevant staff groups, and that the category and Daily Update/Bulletin options are appropriate. They may contact the sender for more details or ask them to resubmit the message if this is not the case. It is **not** the moderator's role to proof read messages for grammar, spelling, broken links or formatting issues, although they will scan through the message to check that the content is appropriate.

If you have any queries regarding the Announcement System, please email BMHCommunications@manchester.ac.uk.