

## **GUIDELINES FOR USE OF JOB FAMILY E-MAIL DISTRIBUTION LISTS**

### **Purpose**

We maintain and moderate email distribution lists for each of the following "job family" groupings, which may be used by any member of staff with a legitimate reason for contacting them on University business:

- Academic staff
- Research staff (a sub-set of the above group)
- Clinical staff

You can access the "job-family" lists through a password-protected index at:

- <http://listserv.manchester.ac.uk>

Before submitting a message to a list, please read the Guidance Notes (in the left-hand menu) to check whether it is acceptable for distribution.

The establishment of large email lists covering entire job families, such as all manual staff or all technical staff, is the joint responsibility of the Internal Communications team and IT Services.

Individual users should not attempt to establish such lists themselves, either through the Listserv system or in Outlook or other email packages.

If you need to send a message to a large group of staff for which no distribution list already exists please contact Linda Callaghan, Internal Communications Officer at:

- Tel: 58388
- Email: [linda.callaghan@manchester.ac.uk](mailto:linda.callaghan@manchester.ac.uk)

### **Allowable uses**

#### ***Permitted users***

The following may submit messages to the job family lists:

- The President and Vice-Chancellor
- The Registrar and Secretary
- Directors of the Central Administration
- Vice-Presidents and Deans
- Heads of Faculty Administration
- Heads of School

- Heads of School Administration
- Heads of cultural assets and other University activities
- The delegated authority for any of the above

Users must send their message from an approved domain, e.g. @manchester.ac.uk, @mbs.ac.uk, @umi3.com. These restrictions are necessary for the following reasons:

- The software automatically rejects messages not originating from an approved domain to prevent spam emails reaching the moderators;
- To ensure that replies to messages are sent to an address where they will be dealt with.

In exceptional circumstances, some other addresses will be permitted: contact the list moderator for advice.

### ***Audience***

The list distributes messages to all members of staff within the list area who are currently registered for email.

Staff may not unsubscribe themselves from the list and are responsible for reading and acting upon any relevant information.

### ***Content***

Messages should be relevant to at least 60% of staff on the list.

They may include news and information on the following topics:

#### ***Academic staff***

- Student matters: e.g. reading lists, award schemes, exchange schemes graduate recruitment fairs, postgraduate training, Degree Congregations, examinations invigilators (PhD students).
- Research: e.g. Research Assessment Exercise, research networks, calls for research projects, funding opportunities, roadshows, visits and information sessions, research databases, public engagement.
- Consultancy and intellectual property commercialisation.
- Teaching and learning: e.g. Distributed Learning Fund, teaching inclusively, new communication technologies.
- Staff development and training: e.g. exchange schemes, tutoring opportunities, secondments.
- University governance; e.g. nominations for lay Board and General Assembly members, elections to Senate, elections to General Assembly.
- Events: e.g. Conferences, symposia, seminars, lectures.
- Competitions and awards.
- Surveys and focus groups.

#### ***Non-academic staff***

- Staff development and training.
- Staff networks.
- Trades Union (UNISON) communications.
- Pension scheme (UMSS) communications.

## ***Length and format of messages***

Give your message an appropriate 'Subject:' line of no more than 55 characters.

Compose your message in plain text to enable recipients to read it on a variety of email clients. The moderators will reject any message in formatted text (e.g. HTML) and ask you to re-submit it in plain text. You can switch from HTML to plain text as follows:

- *In Microsoft Outlook:* Go to Tools > Options > Mail format and, under Message format, select "Plain Text" from the drop-down box.
- *In Webmail:* Click on the "Switch to plain text composition" link above the toolbar.

Keep your message as brief as possible and on no account exceed 300 words/40 lines (including blank lines between paragraphs), so that recipients can read the entire message on a standard PC screen without scrolling.

Do not include an attachment with your message - the lists are configured to reject these automatically. If you need to communicate a large amount of information, publish it on a web page and include the URL in your message.

## **Disallowed uses**

The following will NOT be allowed under any circumstances:

- Personal items: e.g. for sale, advertising, births, messages, farewells, etc.
- Appeals for support for (or ban on) political, religious or charitable
- Activities (other than the official, University-supported charities appeal) (see note below).
- Repeat reminders of a message already circulated.
- "Thank you" messages from a previous email.
- Anything deemed unacceptable by the moderators.
- Anything prohibited by the [JANET Acceptable Use Policy](#) (e.g. commercial advertising, including the various franchised catering outlets operating on the University campus).

In addition to being rejected, any message sent to the staff list which is offensive, defamatory, obscene or otherwise contravenes [University Regulations](#) may render the author or anyone forwarding or transmitting the message on his/her behalf liable to disciplinary action.

## **Approval mechanisms**

### ***Moderation***

The job family lists are moderated: each message is delivered initially to members of the Internal Communications team, who either approve it, ask the sender to amend it for re-submission to the list, or reject it completely.

The moderators are unable to edit messages submitted to the list.

Sending a message to a job family list constitutes a request to the moderators to distribute it - there is no need to include a request for the message to be accepted. The moderators will automatically reject any message beginning 'Please distribute this to all academic/non-academic staff' and ask the sender to re-submit it to the list without the request.

Approvals or rejection of messages can take up to eight working hours, although decisions on messages which are on the borderline of acceptance/rejection can take longer.

### ***Arbitration***

If a sender disputes the decision of the moderators that a message is not suitable for distribution to a job family list, the moderators may refer the message to the Registrar and Secretary (or his nominee) for arbitration.

Senders should note that this process can sometimes take several days.