

## 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/students based in CRUK Manchester Institute and the Wellcome Trust Clinical Research Facility
- by staff role or student type within each group: Substantive and Affiliated staff (all staff except Honorary); Academic staff, Research Staff; Honorary staff, PSS staff, PGR, PGT and UG 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 you are promoting an event or survey 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](mailto:BMHCommunications@manchester.ac.uk).**