

**SOUTHERN WEST VIRGINIA COMMUNITY AND TECHNICAL COLLEGE**  
**INFORMATION TECHNOLOGY SERVICES UNIT**  
**PROCEDURE**  
**SIP-7000.A**

**SUBJECT:** E-mail Procedures and Guidelines Governing Distribution Lists

**REFERENCE:** SCP-7000, *E-mail Established as an Official Form of Communication*

**ORIGINATION:** April 24, 2018

**EFFECTIVE:** August 21, 2018

**REVIEWED:** ~~New~~August 31, 2023September 8, 2023

## **SECTION 1. PURPOSE**

- 1.1 The purpose of the “Procedures and Guidelines” is to support SCP-7000, *E-mail Established as an Official Form of Communication*, by establishing guidelines on the usage of the Southern electronic mailing lists. These lists are established to assist in communication with College faculty, staff, and students.

## **SECTION 2. SCOPE AND APPLICABILITY**

- 2.1 This issuance applies to all constituents of Southern for whom an e-mail communication is requested to be sent to a college-maintained group, including but not limited to students, staff, faculty, and external entities.

## **SECTION 3. DEFINITIONS**

- 3.1 Campus E-mail Account - an e-mail account provided by the College (associated with a domain name owned and managed by the institution, e.g., @southernwv.edu) and assigned for the exclusive use of one individual.
- 3.2 Distribution List - a grouping of e-mail accounts for the purpose of mass-communication of information relevant to that particular group (e.g., “all students,” “all faculty,” “all staff,” etc.).

## **SECTION 4. PROCEDURE**

- 4.1 Several distribution lists are maintained by the IT department for use by the college community. These lists are managed by designated individuals who maintain them within the student information system (Banner). The listings are refreshed on a nightly basis to ensure currency with any communication and will only contain the campus e-mail account issued by the college. On a regular basis, a summary distribution listing of all groups that are not centrally managed will be generated and distributed to the President’s Cabinet, who will have the lists validated by their designee.
- 4.2 Common distribution lists within the listserv include, but ~~is~~are not limited to:
- 4.2.1 ~~DL-AllStudents~~ students ~~1~~ - all students enrolled at the current date.
- 4.2.2 ~~DL-FTFaculty~~ faculty ~~1~~ - all full-time faculty for the current semester as defined by the Human Resources Office.
- 4.2.3 ~~DL-AllFaculty~~ adjuncts ~~1~~ - all ~~adjunct~~ faculty as defined by the Human Resources Office.
- 4.2.4 ~~DL-AllEmployees~~ classified ~~1~~ - all ~~classified staff~~ as current employees as defined by the Human Resources Office.

~~4.2.5 nonclassified 1 all non-classified staff as defined by the Human Resources Office.~~

Note: The President's Cabinet, along with their Administrative Assistants, are included in all "Common" distribution lists for communication purposes.

~~boone 1 all students at the Boone Campus as defined in Banner.lincoln 1 all students at the Lincoln Location as defined in Banner.~~

~~logan 1 all students at the Logan Campus as defined in Banner.~~

~~willamson 1 all students at the Williamson Campus as defined in Banner.~~

~~wyoming 1 all students at the Wyoming Campus as defined in Banner.~~

4.3 Department/Special User/ ~~-maintained~~ distribution lists maintained in Banner include, but ~~is~~ are not limited to:

4.3.1 DL-OIT meas 1 - Management Council of Academic Affairs and Student Services Committee membershipOffice of Information Technology employees

4.3.2 ~~exec 1~~DL-Finance - Executive Council membershipAll employees in the Finance and Business Services area

4.3.3 DL-PCard fsenate 1 - Faculty Senate membershipEmployees currently issued a Purchasing Card

~~4.3.4 tech 1 Technology Committee membership~~

Note: The President's Cabinet, along with their Administrative Assistants, are NOT included in "Department/Special" distribution lists.

4.4 Authority to post messages to the Common e-mail distribution lists is limited to selected individuals in the President's Office, the President's Cabinet, IT, Human Resources, or their designee. The authority to post messages to the Department/Special e-mail distribution lists is coordinated with the person requesting the creation of the list. If a faculty or staff member has an interest in sending a message to one of the common distribution lists, they must contact their supervisor to determine who will actually send the message. If the e-mail communication is for an event or outside of the examples listed in SCP-7000, then the event must be recognized by a Southern organization and approved by the organization sponsor. If an e-mail request is from an outside agency, then the communication must be approved by Southern administration prior to distribution. Southern administration reserves the right to deny posts.

4.5 A "reply" to a list will not be permitted and will be returned to the sender.

4.6 Generally, messages transmitted to campus e-mail distribution lists should not contain attachments. Rather, make the material available via the web using a link in the body of the message. If an attachment must be included, its file size must not exceed 1 Mb. ~~Attachments are currently disabled within the listserv.~~ If a larger than 1 Mb attachment is necessary, consider including a link in the body of the message instead of an attachment. Embed as much in the e-mail as possible. The file attachment should be converted to a PDF format and uploaded to Office 365 or the college's website with a link or instructions included in the e-mail. Contact IT Services ~~to upload the file and provide a link that can be included in the e-mail communication if assistance is needed with attachments or larger files.~~

4.7 The "Subject" line should clearly define the purpose of the e-mail.

## **SECTION 5. BACKGROUND OR EXCLUSIONS**

5.1 None.

## **SECTION 6. GENERAL PROVISIONS**

6.1 None.

## **SECTION 7. RESPONSIBILITIES AND PROCEDURES**

- 7.1 Information Technology Services is responsible for the maintenance of the campus distribution listing software and for assisting in the validation and maintenance of the lists within Banner.

## **SECTION 8. CANCELLATION**

- 8.1 None.

## **SECTION 9. REVIEW STATEMENT**

- \9.1 This procedure shall be reviewed on a regular basis with a time frame for review to be determined by the President or the President's designee. Upon such review, the Chief Information Officer may recommend to the President's Cabinet that the procedure be amended or repealed.

**Attachments:** None.

**Distribution:** All employees of Southern West Virginia Community and Technical College via <http://intranet.southernwv.edu>

**Revision Notes:** Originated April 24, 2018

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[September 8, 2023 – Revisions were made to reflect changes in the distribution lists and authority levels.](#)