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: September 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 are not limited to:
    4.2.1   DL-AllStudents - all students enrolled at the current date.
    4.2.2   DL-FTFaculty - all full-time faculty for the current semester as defined by the Human Resources Office.
    4.2.3   DL-AllFaculty - all faculty as defined by the Human Resources Office.
    4.2.4   DL-AllEmployees-- all current employees as defined by the Human Resources Office

4.3   The President's Cabinet and their Administrative Assistants are included in all "Common" distribution lists for communication purposes.

4.4   Department/Special - distribution lists maintained in Banner include, but are not limited to:
   4.4.1   DL-OIT - Office of Information Technology employees
   4.4.2   DL-Finance - All employees in the Finance and Business Services area
   4.4.3   DL-PCard - Employees currently issued a Purchasing Card

4.5   The President's Cabinet and their Administrative Assistants are NOT included in "Department/Special" distribution lists.

4.6   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 designees. 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.

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

4.8   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. 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 if assistance is needed with attachments or larger files.

4.9   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

September 8, 2023 – Revisions were made to reflect changes in the distribution lists and authority levels.