

## HOUSING LISTSERVS

**Section:** Information Technology

**Policy:** This policy is to be utilized when University Housing staff members are posting and responding to items on a housing listserv.

**Purpose:** The purpose of this policy is to provide guidelines for appropriate use of the University housing listservs and to create a standardized method of listserv protocol.

**Scope:** This policy applies to all University Housing staff members on a University Housing listserv.

**Background:** The housing listservs are a way that makes it possible to create, manage and control electronic mailing lists for department staff members. Their purpose is to disseminate information of the interest to a specific group of staff members.

### **Procedure:**

- I. When University Housing staff members are posting or responding to a housing listserv, the following procedures should be utilized:
  - A. Posting items to a housing listserv:
    1. Messages to be sent to a housing listserv should be addressed to a specific listserv that best fits the purpose of the message.
    2. The subject line of messages should accurately describe the content of your message.
    3. Include an email signature, letting the readers know who sent the message. In order to comply with the university's branding policy, you may visit the email signature builder website at <https://brand.uga.edu/email-signature-builder/>.
    4. Only messages applicable to University Housing should be sent to a listserv. Messages directed to one individual, or a small group of individuals should be sent to the intended recipients email accounts.
    5. When sending emails to a listserv, the sender must send the email from his/her individual email account. Email originating from a third party (e.g., GMail, Yahoo, Hotmail, etc.) email address will not be delivered to the listserv.
    6. Supervisors have the permissions to send messages to the (HSGTF-L) listserv. Staff who do not have these permissions but need to send a message to the housing listserv should coordinate with their supervisor to get their message sent.
    7. All listserv members have the permissions to send messages to the listserv to which they are a member of, except as noted above.

B. Content of the message:

1. The housing listservs are not intended to be a forum for discussion.
2. All information within the message should include department or university-sponsored business.
  - a. Examples of items permitted to be posted may include, but are not limited to: payroll information, announcement of department events/activities, reminders of upcoming deadlines, communication about university-wide information, parking updates, staff availability and significant personal successes of housing staff members.
  - b. Items that are not permitted to be posted may include, but are not limited to: commercial advertisements, private money-making enterprises, spam or solicitations; personal communications between individuals or replies to individual requests which is not of significant interest to the entire department; personal criticism of any individuals; personal or confidential information about others; content that includes copyrighted information, unless permission to reproduce is obtained; messages devoted solely to humor or light conversation; messages that are exceptionally long; and messages not written in a respectful manner.
3. When posting a message related to university-sponsored business outside of University Housing, be sure to identify the university department or organization that is associated with the announcement.
4. Messages should be brief and concise.
5. Sending attachments over a listserv is discouraged. Rather than sending an attachment, describe the document you want to share and invite list members to contact you directly should they like a copy of the attachment. Staff members may also place the attachment in a folder on the shared network drive and encourage readers to locate the file there.
6. Messages posted to a housing listserv must be in a civil and professional tone.
7. Staff should consult their direct supervisor if they are uncertain if a topic is appropriate for a listserv.

C. Responding to Listserv Items:

1. Replies to requests for information should be sent directly to the inquirer, not the entire listserv, unless otherwise stated.

2. Any personal challenge to a question of accuracy or fairness should go to the sender of the message, not the entire list.
  3. Any query aimed at obtaining clarification or correction should also go only to the individual who created the message. It will then be up to the original sender whether to further explain the earlier message to the entire list.
- D. Listserv Management:
1. The owner will be responsible for adding and removing staff members from a listserv and will work with key stakeholders to audit the listserv annually.
  2. The IT staff are the owners of the housing listservs.
  3. All full-time and graduate staff members are to be included on the HSGSTF-L listserv. All other listserv membership is in an as-needed basis.
  4. All full-time and graduate staff members are required to submit an IT request each time their email alias changes or when an alias is initially created.
  5. The listservs should be set by the owner, so the "Reply-to" option lists the original sender's personal UGA email address, rather than the listservs.
- E. Failure to comply with guidelines for listservs use will be addressed by direct supervisor as appropriate.

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