10.600.06

Revised 10/2022 Marketing & Communications Office

509-372-7333

# LISTSERV COMMUNICATION POLICY

for facultylist@tricity.wsu.edu,  staff@tricity.wsu.edu, and students@tricity.wsu.edu listservs

The facultylist@, staff@, and students@ email listservs give approved senders the ability to reach broad sectors of our campus community with a single message. There is no singular list that contains the email addresses of all WSU Tri-Cities faculty, staff, and students.

# LISTSERV USAGE

Subject matter must be valid and relevant to the intended listserv, time sensitive (urgent) and of an important or critical nature. In general, events do not qualify. Qualifying examples include: A message from the Chancellor, Vice Chancellors or Chief of Staff related to:

* Public safety messages, emergency notices and incident response
* Facilities operations messages affecting all users
* Technology messages affecting all users
* Time-sensitive benefits information
* University business related to the listserv

The facultylist@, staff@ and students@ e-mail distribution lists are available for direct use by *only* the critical areas listed. Designee’s do not have authorization to give listserv permissions outside of their unit.

|  |  |
| --- | --- |
| **List name** | **Position** |
| facultylist@ | * Chancellor or designee from the Office of the Chancellor
* Vice Chancellor of Academic & Student Affairs or designee from office of Academic & Student Affairs
* Vice Chancellor of Finance and Administration or designee
* Office of Marketing and Communication
* Director of Environmental Health & Safety
* Campus Chief Information Officer or designee
* Human Resources
 |
| staff@ | * Chancellor or designee from the Office of the Chancellor
* Vice Chancellor of Finance and Administration or designee
* Office of Marketing and Communication
* Director of Environmental Health & Safety
* Campus Chief Information Officer or designee
* Human Resources
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|  |  |
| --- | --- |
| students@ | * Chancellor or designee from the Office of the Chancellor
* Vice Chancellor of Academic & Student Affairs or designee
* Vice Chancellor of Finance and Administration or designee
* Office of Marketing and Communication
* Director of Environmental Health & Safety
* Campus Chief Information Officer or designee
 |

# LISTSERV MODERATORS

All listservs will have a minimum of two moderators. All email messages being sent to these listservs, by non-critical areas, will be routed to the following listserv moderators. For example, if a person wants to send an email to one of the three lists, they must first obtain written or electronic approval from

someone in the “Position” column below.

|  |  |
| --- | --- |
| **List name** | **Position** |
| facultylist@ | * Vice Chancellor Academic & Student Affairs or designee
* Academic & Student Affairs Administrative Manager
 |
| staff@ | * Vice Chancellor Finance and Administration or designee
* Campus Chief Information Officer or designee
 |
| students@ | * Vice Chancellor Academic & Student Affairs or designee
* Director of the Office of Student Engagement & Leadership
 |

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# MAINTAINING THE FACULTYLIST@, STAFF@, AND STUDENTS@ LISTS

In addition to WSU Tri-Cities Information Technology, several people maintain and/or can access these lists across campus (see below).

|  |  |
| --- | --- |
| **List name** | **Position** |
| facultylist@ | * Vice Chancellor, Academic & Student Affairs
* Administrative Assistance, VCASA
 |
| staff@ | * Office of Finance and Administration
* Campus Chief Information Officer or designee
 |
| students@ | * Campus Registrar and Information Technology

troubleshoot issues from the myWSU data feed. |

WSU Tri-Cities Information Technology (IT) manages the list of people who have access to send to these listservs. WSU Tri-Cities IT also trains employees on how to maintain lists should the need arise.

**Timeline:**

|  |  |  |
| --- | --- | --- |
| **Process** | **Stakeholder** | **Review Date** |
| Policy Finalization |  | April 2019, October 2022 |
| 30-Day Review |  |  |
| 60-Day Review |  |  |
| 90-Day Review |  |  |
| 3-Year Review |  | July 2025 |

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**Informational Appendix**

# ALTERNATIVE COMMUNICATION VEHICLES

Alternative electronic vehicles for sharing news and events with a campus audience include:

* *Cougar Weekly* (published weekly on Mondays. [Submit your news or announcement](https://wsu.co1.qualtrics.com/jfe/form/SV_2glYE20xZOeSFnf).)
* WSU Tri-Cities campus calendar (Submit news to our [campus calendar](https://urldefense.proofpoint.com/v2/url?u=https-3A__wsu.us6.list-2Dmanage.com_track_click-3Fu-3D04f10973794f0fbed5f93e6b3-26id-3D423e0ee573-26e-3D29aa18bb1e&d=DwMFaQ&c=C3yme8gMkxg_ihJNXS06ZyWk4EJm8LdrrvxQb-Je7sw&r=xgIlfRQvpWXG47GHDCUcXcEPsdRtn9R736iOebmji9o&m=p0SBqwIftvpc6zFPwHgnJz1ukDU0kAhWt3Sw58Sm8Oo&s=hu5xXzzqfMMKz6cFImVIcwzh4vb_TXfhSj34tx18gVU&e)).
* Student Engagement portal called Coug Presence
* Connected Cougs, WSU Tri-Cities Student e-Newsletter (published weekly on Mondays. [Submit](https://wsu.co1.qualtrics.com/jfe/form/SV_4N65LrmSe4Kw6VL) [your news or announcement](https://wsu.co1.qualtrics.com/jfe/form/SV_4N65LrmSe4Kw6VL))
* WSU Tri-Cities social media channels
* College/department/unit distribution lists

**Updating listserv**

WSU Tri-Cities IT department will update the students@tricity.wsu.edu listserv 10 days before the start of each semester and again on the 10th day of each semester.

WSU Tri-Cities IT department will update the facultylist@tricity.wsu.edu and staff@tricity.wsu.edu as part of the onboarding process, at which time new faculty and staff will be added to the appropriate listserv automatically.