TTUHSC Lyris Listmanager Auto Generated List Policy and Procedures

TTUHSC IT maintains lists of faculty, staff and students in Lyris Listmanager for purposes of mass distribution of emails. To alleviate the frustration that faculty, staff and students have expressed related to being inundated with emails from various sources TTUHSC IT and C&M have developed the following guidelines to reduce the number emails sent out to these lists.

The use of these lists shall be restricted as follows:

- Faculty and staff lists:
  - o Only authorized IT staff shall be given access to send mass emails to these lists.

  - o Emails sent to these lists shall be restricted to information specifically related to TTUHSC Business only.

  - o Emails sent to these lists must be approved by the President's office.

  - o Messages that are for events or similar activities are considered non-TTUHSC Official business or are not approved by the President's office. These messages are not a "must know" or a "necessity" for the function of TTUHSC's Official business. These messages are more along the lines of a "nice to know."

    These types of messages will not be sent out through mass email unless they are received from the President's Office. Instead these will be posted to the Announcements web site and upon request to the institutional Digital Signage system.

  - o Any email sent to a faculty and staff list must have a test email generated that is sent to the email requestor. The email requestor must review this test email. If corrections are required, the email in the Lyris Listmanager list queue must be canceled. The email is corrected and sent to the appropriate list in Lyris Listmanger. A test email is generated again and send to the requestor for review. This is repeated until the requestor gives their approval to release the message. Once the approval is received, the mass email may be released for distribution.

  - o From address settings – The default "From:" address for all auto generated lists is set to TTUHSC.Information@ttuhsc.edu. In applicable cases and where possible, the "From:" address should be changed to the functional mailbox of the requesting area. For example, all messages from the President's Office should utilize a "From:" address of President@ttuhsc.edu.

- Student lists –

- Only authorized Student Services staff shall be given access to send mass emails to these lists.

- Student Services policies and procedures determine what emails are distributed to students through the student lists.

- Authorized IT staff may send mass mails to TTUHSC students using HSC-ALL or the various student lists when the message has been authorized and requested by the President's Office, Communications and Marketing or for IT Emergency purposes only. Otherwise, the email should be forwarded to authorized Student Services staff for processing according to Student Services policies and procedures.

- Requests for mass emails to be sent through Lyris Listmanager to lists that do not exist.

  - All rules that for Faculty and Staff auto generated lists apply to these requests.

  - If the request is for an automated list that does not exist in Lyris Listmanager, it should be created and added to the auto generated list processing when it is possible to create the list members using authoritative Banner data and the list will be used routinely for mass email distribution.

  - Non-routine requests:
    - If the request is for a mass email to a special list of recipients that can be generated from the authoritative Banner data and is non-routine, IT will generate the recipient list from Banner based on the parameters supplied by the requestor. The recipient list will be imported into Lyris Listmanager for distributing the non-routine email. The list will not be maintained and will after its use be removed from Lyris Listmanager.

    - If the request is for a mass email to a special list of recipients that cannot be generated from authoritative Banner data and is non-routine, the requestor must supply a list of the recipients for importing into Lyris Listmanager in order for the email to be sent out using Lyris Listmanager.

- Requests for emails distributions with 200 recipients or less

  - The requestor must use the approved email template format provided by C&M.
  - The requestor must distribute the email from their own Outlook account.