E-mail Distribution Lists

Q1: What is an e-mail distribution list?
A: An e-mail distribution list allows a user to send an e-mail message to a group of people. At HWS, the facultyannouncements@hws.edu, hwsstaff@hws.edu, hwsemployees@hws.edu and hwssodexo@hws.edu e-mail distribution lists are to be used for distribution of announcements or information related to the academic or business needs of the Colleges only. Membership in these distribution lists is mandatory to ensure that broad communications are reaching every member of the respective constituent group.

Q2: What are the new e-mail distribution lists?
A: Please see the chart below for a summary of the new e-mail distribution lists.

<table>
<thead>
<tr>
<th>E-mail Distribution List Name</th>
<th>Members</th>
<th>Authorized to Post to List</th>
<th>Membership Type</th>
<th>When and How Updated</th>
<th>List Owner</th>
</tr>
</thead>
</table>
| facultyannouncements@hws.edu | Instructors  
Assistant Professors  
Associate Professors  
Professors  
Emeritus Faculty  
Staff with Faculty Status or Instructional Responsibilities  
Senior Staff  
Faculty Secretaries  
Administrators as appropriate | Faculty  
Staff  
Sodexo | Mandatory | Daily Automatic Update from HR Records | Director of HR |
| hwsstaff@hws.edu | Salaried Staff  
Hourly Staff  
Union Staff  
Faculty with Administrative Responsibilities  
Sodexo Directors | Faculty  
Staff  
Sodexo | Mandatory | Daily Automatic Update from HR Records | Director of HR |
### E-mail Distribution Lists and LISTSERV Discussion Lists

**Frequently Asked Questions**

**February 22, 2011**

<table>
<thead>
<tr>
<th>E-mail Distribution List Name</th>
<th>Members</th>
<th>Authorized to Post to List</th>
<th>Membership Type</th>
<th>When and How Updated</th>
<th>List Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:hwsemployees@hws.edu">hwsemployees@hws.edu</a></td>
<td>Instructors, Assistant Professors, Associate Professors, Professors, Emeritus Faculty, Salaried Staff, Hourly Staff, Union Staff, Retired Staff, Sodexo Directors</td>
<td>Faculty, Staff, Sodexo</td>
<td>Mandatory</td>
<td>Daily Automatic Update from HR Records</td>
<td>Director of HR</td>
</tr>
<tr>
<td><a href="mailto:hwssodexo@hws.edu">hwssodexo@hws.edu</a></td>
<td>Sodexo B&amp;G and Dining Services employees with HWS e-mail accounts</td>
<td>Faculty, Staff, Sodexo</td>
<td>Mandatory</td>
<td>Dynamic update at time e-mail is sent</td>
<td>Director of HR</td>
</tr>
</tbody>
</table>

**Q3:** How do I subscribe to an e-mail distribution list?

**A:** You do not need to do anything to subscribe to an e-mail distribution list. These e-mail distribution lists are mandatory and you will automatically be subscribed based on your role at HWS, as determined by Human Resources.

**Q4:** How do I unsubscribe from an e-mail distribution list?

**A:** You cannot unsubscribe from these e-mail distribution lists. Membership in these e-mail distribution lists is mandatory to ensure that broad communications are reaching every member of the respective constituent group.

**Q5:** How do I send an e-mail to one of these e-mail distribution lists?

**A:** All messages sent to these e-mail distribution lists must be related to the academic or business needs of the Colleges. Posting a message is as simple as typing in the e-mail address of the e-mail distribution list you wish to send to (i.e. facultyannouncements@hws.edu).
Q6: I want to send a message to everyone on campus, except for students, how do I do that?
A: If you want to reach everyone on campus, except for students, e-mail hwsemployees@hws.edu and hwssodexo@hws.edu, as shown below.

Q7: Can I post to an e-mail distribution list of which I am not a member?
A: Yes, all faculty, staff and Sodexo employees, with HWS e-mail accounts, can post to any of the following e-mail distribution lists - facultyannouncements@hws.edu, hwsstaff@hws.edu, hwsemployee@hws.edu, hwssodexo@hws.edu. Remember sending to these e-mail distribution lists is only for announcements or information related to the academic or business needs of the Colleges.
Q8: Is there a way for me to create my own e-mail distribution list?
A: Yes, there are a variety of options. You can contact the Help Desk at helpdesk@hws.edu or 315-781-4357 and someone can assist you based on your needs.

Q9: Where can I post information about something that is not related to the academic or business needs of the Colleges (i.e. I have something for sale)?
A: These types of postings should go to the HWS Community Board (www.hws.edu/communityboard).

Q10: Will the FACADM, FACSTAFF and STAFF LISTSERV lists be retired?
A: On February 22, 2011 the FACSTAFF and STAFF LISTSERV lists will be retired. This retirement coincides with the launch of the new e-mail distribution lists and LISTSERV discussion lists. FACADM remains active pending additional Faculty review of the new model.

Q11: Why are we retiring the FACADM, FACSTAFF and STAFF LISTSERV lists?
A: There were no guidelines or processes in place when these LISTSERV lists were established. This new communications model provides faculty and staff with more options, consistency and clarity in the use of e-mail distribution lists and LISTSERV discussion lists.

Q12: What will happen if I accidentally send something to the FACADM, FACSTAFF and STAFF LISTSERV lists once they are retired?
A: If you send a message to any of the retired LISTSERV lists (FACADM, FACSTAFF or STAFF) you will receive an error message in response. The error message will look something like this:

![Error message from Microsoft Outlook](image-url)
**LISTSERV Discussion Lists**

**Q1:** What is a LISTSERV discussion list?
A: A LISTSERV discussion list allows members of the group to conduct a discussion via e-mail. At HWS, the [facultydiscussions@list.hws.edu](mailto:facultydiscussions@list.hws.edu), [UNTENTUREDFORUM@list.hws.edu](mailto:UNTENTUREDFORUM@list.hws.edu), [STAFFFORUM@list.hws.edu](mailto:STAFFFORUM@list.hws.edu), and [HWSCOMMUNITYFORUM@list.hws.edu](mailto:HWSCOMMUNITYFORUM@list.hws.edu) LISTSERV discussion lists (forums) can be used by any member of the group to initiate an e-mail-based discussion on any topic they believe may be of interest to the group. Participation in these discussions and membership in these groups is optional, with each user having the option to subscribe or unsubscribe from the list at any time.

**Q2:** What are the new LISTSERV discussion lists?
A: Please see the chart below for a summary of the new lists.

<table>
<thead>
<tr>
<th>LISTSERV Discussion List Name</th>
<th>Members</th>
<th>Authorized to Post to List</th>
<th>Membership Type</th>
<th>When and How Updated</th>
<th>List Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:facultydiscussions@list.hws.edu">facultydiscussions@list.hws.edu</a></td>
<td>Instructors, Assistant Professors, Associate Professors, Professors, Emeritus Faculty, Staff with Faculty Status or Instructional Responsibilities, Senior Staff, Administrators as appropriate</td>
<td>List Members</td>
<td>Optional</td>
<td>Members are added at time of hire and removed upon separation. Members can subscribe or unsubscribe at any time</td>
<td>Managed by Director of HR, with any questions directed to COFAC. Moderated by list members.</td>
</tr>
<tr>
<td><a href="mailto:UNTENTUREDFORUM@list.hws.edu">UNTENTUREDFORUM@list.hws.edu</a></td>
<td>Untenured Faculty</td>
<td>List Members</td>
<td>Optional</td>
<td>Members are added at time of hire and removed upon change in status. Members can subscribe or unsubscribe at any time.</td>
<td>Managed by Director of HR, with any questions directed to Untenured Faculty Rep. Moderated by Untenured Faculty Rep. and list members.</td>
</tr>
<tr>
<td><a href="mailto:STAFFFORUM@list.hws.edu">STAFFFORUM@list.hws.edu</a></td>
<td>Salaried Staff, Hourly Staff, Union Staff, Faculty with Administrative Responsibilities, Sodexo Directors</td>
<td>List Members</td>
<td>Optional</td>
<td>Members are added at time of hire and removed upon separation. Members can subscribe or unsubscribe at any time.</td>
<td>Director of HR. Moderated by list members.</td>
</tr>
</tbody>
</table>
Q3: **What is the difference between an e-mail distribution list and a LISTSERV discussion list (forum)?**

A: The e-mail distribution lists are meant for singular communications, like announcements. Membership in the e-mail distribution lists is mandatory to ensure that broad communications are reaching every member of the respective constituent group. The LISTSERV discussion lists (forum) are for conducting campus-related discussions via e-mail. Participation in these discussions and membership in these groups is optional, with each user having the option to subscribe or unsubscribe at any time.

Q4: **Do I need to subscribe to these LISTSERV discussion lists (forum)?**

A: No. Everyone will automatically be subscribed to the appropriate LISTSERV discussion list (forum) at the time the lists go live (February 22, 2011) or at the time they are hired. You may unsubscribe at any time. Additionally, members will be removed when they separate from the Colleges or their status changes. If you unsubscribe from the list, you must then submit a request to the LISTSERV discussion list owner to renew your subscription.

Q5: **How do I unsubscribe from a LISTSERV discussion list?**

A: You can unsubscribe from a LISTSERV discussion list one of two ways:

1. Send an e-mail to listserv@list.hws.edu. In the body of the message, you should type “unsubscribe” and the name of the discussion list you wish to unsubscribe from. Please see the screenshot below for an example.
2. The second option for unsubscribing is to send an e-mail to helpdesk@hws.edu and clearly identify which discussion list you wish to unsubscribe from.

Q6: I've unsubscribed from a LISTSERV discussion list but would like to re-subscribe. How do I do that?

A: You can request to be subscribed to a LISTSERV discussion list one of two ways. Please note that your request will be sent to the owner of the discussion list, who must approve your request.

1. Send an e-mail to listserv@list.hws.edu. In the body of the message, you should type “subscribe” and the name of the discussion list.
2. The second option for subscribing is to send an e-mail to helpdesk@hws.edu and clearly identify which discussion list you wish to subscribe to.

Q7: I requested a subscription to a LISTSERV discussion list and received an e-mail that I must reply to the message to complete my subscription. What do I need to do?
A: Click on the link provided in the confirmation e-mail. See below for an example. Once this is done, the owner of the LISTSERV discussion list will need to approve the request.

--- Original Message ---
From: Hobart & William Smith Colleges LISTSERV Server (16.6) [mailto:LISTSERV@HWS.EDU]
Sent: Wednesday, January 19, 2011 10:18 PM
To: 
Subject: Command confirmation request (6579F8C4)

Your command:

SUBSCRIBE STAFFFORUM

has been received. You must now reply to this message (as explained below) to complete your subscription. The purpose of this confirmation procedure is to make sure that you have indeed requested to be added to the list.

To confirm the execution of your command, simply click on the following link:

https://list.hws.edu/cgi-bin/wa.exe?TOK=6579F8C4&L=STAFFFORUM

Alternatively, if you have no WWW access, you can reply to this message and type OK as the text of your message. If you receive an error message, try sending a new message to LISTSERV@HWS.EDU (without using the "reply" function) and type OK 6579F8C4 as the text of your message.

Your command will be cancelled automatically if LISTSERV does not receive your confirmation within 48h. After that time, you must start over and resend the command to get a new confirmation code. If you change your mind and decide that you do not want to confirm the command, then simply discard this message and let the request expire on its own.

Q8: Can I subscribe to a LISTSERV discussion list with a non-HWS e-mail account?
A: Yes, you may subscribe with an account other than your HWS e-mail account. However, this is not recommended as the LISTSERV discussion lists are intended for internal use only. In addition, all requests to be added to a LISTSERV discussion list are subject to approval by the discussion list owner.

Q9: How do I begin a LISTSERV discussion?
A: Posting a message is as simple as typing in the e-mail address of the LISTSERV discussion list you wish to send to (i.e. facultydiscussions@list.hws.edu). However, only those subscribed to the list may post to the group. Keep in mind, only members of that group will receive your message.

Q10: Can I post to a LISTSERV discussion list of which I am not a member?
A: No. Only subscribed members of each LISTSERV discussion list may start a discussion with the respective group.

Q11: What if I only want to reply to the sender on a LISTSERV discussion list message?
A: If you select “Reply,” when replying to a message, it will only go to the sender of the original message.

Q12: What if I want to send a response to the entire membership of a LISTSERV discussion list message?
A: If you select “Reply All,” when replying to a message, it will go to the entire LISTSERV discussion list membership.

Q13: I am not a member of a LISTSERV discussion list, but think I need to be.
A: You can request to be subscribed to a LISTSERV discussion list one of two ways. Please note that your request will be sent to the owner of the discussion list, who must approve your request.
1. Send an e-mail to listserv@list.hws.edu. In the body of the message, you should type “subscribe” and the name of the discussion list. Please see the screenshot below.

![Screenshot of subscribe email](image.png)

2. The second option for subscribing is to send an e-mail to helpdesk@hws.edu and clearly identify which discussion list you wish to subscribe to.

Q14: What is the role of the “owner”?
A: The role of the owner is to serve as the key focal point and facilitator of discussions that may need to take place regarding the membership or feedback regarding the use of the respective e-mail distribution list or LISTSERV discussion list.

Q15: I want to create my own LISTSERV discussion list (forum), what are my options?
A: In addition to the new LISTSERV discussion lists, there are a variety of ways to conduct electronic discussions. You can contact the Instructional and Research
Technology team at instructionaltech@hws.edu where someone can help you with the best solution for your needs.

Other Questions

Q1: If I am a member of more than one LISTSERV discussion list (forum) or e-mail distribution list, will I get two copies of messages that are sent?
A: It depends on how the message was sent. It is best for users to send one message with multiple recipients, rather than separate messages to each group. This will ensure that people who are members of multiple lists will only receive one copy of the message.

Q2: If I need to send a message to more than one list, do I need to send the message multiple times?
A: No, you should address the one message to all the groups you wish to receive your communication. For example, if you want to send a message to all faculty and staff, send the message to hwsemployees@hws.edu, as shown below.

Are any of the student e-mail distribution lists affected by this new model?
A: No. There are a number of student e-mail distribution lists already in place for communicating with various student groups.