

Dynamic Distribution List Policy

Committee on IT Policy (CITP)

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previously on...

the Oct. 2023 WPI Faculty Meeting Agenda

- a proposed “Mailing List Policy” that introduces
 - updated definitions of mailing lists that match current practice
 - list ownership
 - list moderation options
 - responsibilities for ITS for list maintenance, reliability, and support
- covered all lists used at WPI
 - dynamic distribution lists: *dl-*, *adv-*
 - individually managed groups: *gr-*

major changes from previous draft

- ~~Mailing List Policy~~ Dynamic Distribution List Policy
 - *gr-* lists have many use cases and these changes risk knock-on effects
 - focus on lists that are automated, or automate-able
 - push *gr-* mailing lists to future policy, **retain current functionality**
- ~~Named List Owners~~ CITP Determines Standing List Ownership
 - CITP maintains records of list ownership, in collaboration with ITS
 - Records will be internally accessible
 - Requests for changes to ownership goes to CITP
 - CITP collaborates with relevant offices to determine changes
 - example: *dl-faculty*, *dl-students*, *dl-allemployees*

List Ownership Governed by Policy

- *dl-dept-majors*, *dl-dept-grads*, *dl-dept-minors* and similar
 - owner is the department head or program director *or their delegate*
- *adv-faculty*
 - owner is Office of Academic Advising
- *dl-coursename*
 - owner is instructor of record
 - these are *not* created automatically, but will be on request

Responsibilities of List Owners

- define a list population that should be automatable
 - some things are not easily automate-able! work with ITS on this
- alerting ITS to potential problems with membership / automation
- request manual addition/removal from list (likely rare)
- moderation policy
 - approved senders, moderation queue, moderators, open list
- membership policy
 - permitting opt-in or opt-out
- transfer list ownership upon change in role or departure
- report AUP violations if needed
- request list removal if it is no longer needed

Responsibilities of ITS

- Proactively maintain infrastructure that makes lists work
- Ensure accuracy and reliability of mailing lists
- Ensure changes made to underlying data are reflected on list within 1 business day
- Respond to requests from list owners for maintenance tasks
- Periodically, and on request, provide list membership information to list owner in user friendly and accessible format
- Create mailing lists upon request
- Communicate with list owner when changes to mailing list service may impact list communications
- Pass through list subscription requests to the list owner

“but what about potpourri?”

- named exception in policy
- ownerless list
- opt-out list
- opt-out options made clear
(e.g. message footer)

