Dynamic Distribution List Policy

Committee on IT Policy (CITP)
Gillian Smith (chair), Vijay Menta, Rodica Neamtu, Sara Saberi, Brigitte Servatius
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 automatable! 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)