

## ListServ Guidelines

ListServ is an application that distributes email to names on a mailing list. A list usually consists of email addresses of people interested in a certain topic or members of clubs or groups. The listserv is a service provided by the Division of Information Technology and is owned by the Director of IT Enterprise Information Services. Each listserv service request will be reviewed by the Manager of IT Application Administration and if approved, the listserv will be created by the Application Administrators.

### Purpose of a ListServ

Allow UTRGV faculty, staff, and departments be able to send announcements and to allow email discussion between list subscribers. The use of a subscriber list is a privilege, not a right of employment. The University may restrict or remove a user's access to a subscriber list with or without notice if such use is deemed to be in violation of UT System or UTRGV Policies or the UTRGV Acceptable Use Policy or is determined to be detrimental to the University's educational mission or reputation.

### Establishing a ListServ List

- The list must serve an academic or administrative function that relates to some aspect of the University and the University community of UTRGV students, faculty, and staff. Lists that primarily serve external constituents and show no connection to UTRGV will not be approved to be created.
- List owners are expected to abide by all computing resource usage policies put forth by UTRGV.

### List Ownership

- Owners, moderators, and editors must be active, full-time UTRGV faculty or staff. UTRGV retirees nor UTRGV students will not be allowed to be listserv owners, moderators, or editors.
- There will be a requirement to have a maximum of two owners for each list. During the service request process, the two owners will be identified. If the list owner leaves the University, then the current list owner must find a new list owner and submit a service request to the Application Administrators to add the new list owner. If a replacement list owner cannot be identified within 5 business days, the Director of IT Administrative Services reserves the right to disable the list.

### List Owner Responsibilities:

- Abide by UTRGV's Acceptable Use Policy
- Maintain and manage the subscriber list by updating emails and/or removing invalid, no longer need, or problematic addresses.
- Ensure that lists are used appropriately according to policy dictated for Information Technology Resources.
- Assist subscribers with subscribing or unsubscribing to the list.
- If the list owner wants to populate email addresses from the Human Resources system or from the Student Information System, the list owner must obtain approval from the appropriate data owners prior to receive a feed from Business Analysts.

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- Review and monitor email communication within the subscriber list and if necessary, unsubscribe list members who abuse a list by sending off-topic mail to the list, misuse or abuse the resource or are abusive of other list members.
- Determine what constitutes off-topic or abusive mailings.
- Submit a service request on a yearly basis to renew subscriber list.
- Submit a service request to delete subscriber list if he/she decides subscriber list is no longer needed.
- Respond to inquiries, requests, or communication sent by the Application Administrators or Access Administrators.
- Refresh the list of subscribers monthly to ensure list is current. Note: all active lists will have a subscription probe set up that will automatically remove inactive email addresses.
- ListServ Owners will need to assign moderators/editors for their Listservs.

IT Enterprise Information Services reserves the right to disable any list for which these responsibilities are not met.

### Subscribers

- There are 6 campus Listservs- Vaqueros, UTRGVStudent, UTRGVFaculty, UTRGVStaff, Exempt Employees, and Retiree Listservs, and 1 UT System wide lists. Each of these campus listservs are automatically populated from the feeds received from our Human Resource and Student Systems.
- In order to post to any of these listservs, email approval from the Listserv Owner and/or delegate is required prior to the Application Administrator releasing the email. For example, if department A wants to email the Vaqueros listserv about an upcoming event, then the following must occur:
  - Email will be drafted for the event.
  - Email will be sent to the listserv list owner for review and approval.
  - If approved, list owner can release email
  - Note: if the Listserv Owner and/or delegate approves the email, but is unable to release the email, a service request can be submitted to the Application Administrator team with approval email attached to assist with releasing or granting access to requester. Access to release emails (moderators) will only be granted to a department email account and not individual accounts.
- For the above Listservs, the owners will determine who will be setup as delegates to review/approve/release emails sent to the Listserv.
- **Retirees can only be subscribers in RETIREES Listserv.**

### List Content

- When posting to a Listserv, be respectful, professional, and courteous. Defamatory, abusive, discriminatory, harassing, intimidating, profane and/or offensive language is prohibited.

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- Under no circumstances can a list be used to participate in or promote activities that are illegal, violate any UT System or UTRGV policies or procedures, or for commercial or personal purposes (e.g., buying, selling items, advertising).

#### **Process for requesting a listserv:**

1. Requesting Department submits a new ListServ service request through TeamDynamics at: My UTRGV portal (<https://my.utrgv.edu/home>) or <https://support.utrgv.edu/TDClient/Home/>
2. Within the application, the service request will be routed to the supervisor of the requestor and if approved, will go to the ListServ Owner, the Manager of IT Application Administration.
3. If not approved, the service request is closed.
4. If approved by Listserv Owner, then the service request will be routed to the Application Administrator team.
5. Application Administrator creates ListServ and notifies Requester.
6. Application Administrator updates internal documents and closes service request.

#### **List Expiration & Renewal**

- Lists will be periodically reviewed for activity on an annual basis. Lists with no activity for a year will be identified to be deleted. An Application Administrator will send two notification emails to the list owners. If no response is received after 3 business days of sending the second notification, the list will be deleted.
- All lists, with the exception of the 6 campus lists and the 1 UT System list, will expire on a yearly basis and will end last week of August. Lists that are less than 3 months old at the time of expiration will not expire until the following year.
- All list owners will be notified by e-mail at least four weeks prior to the expiration date. In order to renew a list, the list owner must submit a service request to renew the list.
- If after 2nd expiration notice the list owner has not submitted a service request to renew, the list will be deleted.
- List owners may request explicitly at any time that their list be terminated by submitting a service request.

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