

Mailing List information for CQUniversity Staff

Automated mailing list subscription	p. 1	Course mailing lists	p. 1
Mailman subscription options	p. 3	Establishing a mailing list	p. 4
Administrator TIPS	p. 4	List Administration guidelines	p. 5
Assistance with mailing lists	p. 6	Staff mailing list structure	p. 7

Automated mailing list subscription

CQUniversity hosts a range of staff mailing lists.

A mailing list looks similar to a regular email address, but it is actually made up of a group of subscribed email addresses.

For example: If staff send an email to the *General* staff mailing list (general@lists.cqu.edu.au), it will be received by all of the staff subscribed to that list.

For convenience, CQUniversity staff will be subscribed to each of the University's staff mailing lists upon commencing their employment. Subscription to some of these lists is mandatory, while others are optional. A comprehensive overview of CQUniversity's staff mailing list structure is available on page 7.

For further information including an overview of each staff mailing list, self subscription options, and user guidelines please select: [All Staff Lists](#) / [Campus Lists](#).



Course mailing lists

Course mailing lists enable staff to communicate via email with all of the students enrolled in a specific course.

Student email addresses will be **automatically** subscribed to the appropriate course mailing list. This subscription is based on the students enrolment details in CQUcentral <http://cqucentral.cqu.edu.au>

COURSE COORDINATOR RESPONSIBILITIES:

- Responsible for the communications and use of their course mailing list.
- Monitor and moderate the communications sent to the course mailing list.
- Respond to enquiries in a timely manner.
- Provide support and assistance to students.
- Ensure the mailing list is functioning properly. Verify the mailing list's basic configuration. This includes subscription management, changing subscription options, and changing list parameters.
- Identify and solve any issues students may be experiencing, e.g. a discrepancy between a subscription address and a sending address.
- Action any pending requests, e.g. bounced messages.

When a mailing list is created, the list administrator will receive an email outlining the lists details and its administration password.

Mailing List information for CQUniversity Staff (continued)

NAMING A COURSE MAILING LIST

When creating a course mailing list, please follow the naming standard outlined below.

Naming standard for course mailing lists:

type-coursecode-t#-year

For example:

class-mmst11223-t1-2008@lists.cqu.edu.au

- “**type**” identifies the group the mailing list is targeting (detailed in the tables below).
- “**coursecode**” identifies the actual course code.
- “**t#**” represents the term the course is being offered i.e. **t1** = Term 1; **t2** = Term 2; **t3** = Term 3.
- “**year**” identifies the current year.

Type of mailing list	Who is subscribed to that mailing list?
class-	All students enrolled in the course (as identified through CQUcentral) + All staff associated with the course (as identified in the ASA)
staff-	All staff associated with the course (as identified in the ASA). Staff only. No students.

As required, coordinators can categorise their course mailing lists by campus or mode (instead of having one overall 'class-' mailing list). Members of these mailing lists are only those students & staff relevant to that particular campus or mode.

Type of mailing list	Who is subscribed to that mailing list?
fdm-	Flexible Delivery mode students + course coordinator (CC) only
rok-	Rockhampton campus students + course staff only (including CC)
bdg-	Bundaberg campus students + course staff only (including CC)
mky-	Mackay campus students + course staff only (including CC)
gld-	Gladstone campus students + course staff only (including CC)
nsa-	Noosa campus students + course staff only (including CC)
emd-	Emerald campus students + course staff only (including CC)
bic-	Brisbane campus students + course staff only (including CC)
gic-	Gold Coast campus students + course staff only (including CC)
sic-	Sydney campus students + course staff only (including CC)
mic-	Melbourne campus students + course staff only (including CC)
nzic-	New Zealand campus students + course staff only (including CC)
sin-	Hartford Singapore campus students + course staff only (including CC)
hkg-	Hong Kong College Technology campus students + course staff only (including CC)

Mailing List information for CQUniversity Staff (continued)

DEFAULT MAILING LIST CONFIGURATION

Class and/or Campus/ Mode lists	Open subscription. Subscription is automatically generated using CQUcentral (students) and the ASA (staff). This information is refreshed nightly.
Staff lists	Closed Subscription. Subscription is automatically generated and the information is refreshed nightly.
Archived	Yes and private (i.e. password required). Achieved in a monthly view
List replies	Sent to the list.
Welcome message	Yes.

COURSE MAILING LIST TIPS

- All teaching staff listed with a course in the Academic Staff Allocations (ASA) system will be automatically subscribed to that courses mailing list and also receive the courses mailing list emails.
- There have been instances when staff are listed in the ASA as a “Course Moderator” or “Course Developer” (non-teaching staff) and do not want to receive the course mailing list emails.

The course coordinator (the list administrator) will need to edit the course mailing list’s admin configuration. Open the [Mailman admin page](#) → Select the name of the mailing list → Under the “**Membership Management**” section click “**No Mail**” beside the persons name. Although the person is still subscribed to the course mailing list, they will no longer receive mailing list emails. *Note:* this person will still be able to send messages to the mailing list and check the mailing lists archives.

- Staff added to a course in the ASA during the term will also be subscribed to that courses mailing list. The system refreshes it’s information every night and includes any changes made to the Academic Staff Allocations (ASA) system and CQUcentral. This affects a courses mailing list subscriptions by both adding and removing staff and student email addresses.
- Mailing list subscriptions are refreshed each night. It is It is not recommended that staff or students subscribe to a course mailing list using an alternative email address (i.e. a non-CQUniversity email address). If they do, the subscription will only be effective until the next nightly refresh process.

Mailman Subscription Options

CQUniversity uses a system called Mailman to maintain all of the University’s staff and student mailing lists.

Mailman (online mailing list service): <http://mailman.cqu.edu.au>

Staff have the option of subscribing to additional CQUniversity mailing lists.

SUBSCRIBING: To subscribe to an open mailing list go to the online Mailman system: <http://mailman.cqu.edu.au> → select the name of the mailing list → fill out the subscription form → click “**Submit**”. Please follow any additional instructions. *Note:* depending on the list configuration, staff may need to reply to an email, or visit a specific web page.

Mailing List information for CQUniversity Staff (continued)

UNSUBSCRIBING: To unsubscribe from an open mailing list go to the Mailman system:

<http://mailman.cqu.edu.au> → select the mailing list → scroll to the bottom of the page → enter the email address that is subscribed to this mailing list → click **“Unsubscribe or Edit Options”**. Scroll to the unsubscribe section and enter the appropriate information → click **“Unsubscribe”**.

Establishing a mailing list

To create a mailing list, please contact the ITD Service Centre at servicedesk@cqu.edu.au with the following information:

- List name
- List description
- List password
- Name of list administrator (list owner)
- Moderation: Yes or No
- Non-member posting: Accept or Reject
- List visibility: Yes or No
- Subscription policy: Open or Closed
- Unsubscribe policy: Open or Closed
- Archive list: Yes or No
- Archive visibility: Yes or No

Note: Staff are encouraged to contact the ITD Service Centre if they are unsure about any of the categories listed above.

Once the mailing list has been created, the list administrator will receive an email that includes the new mailing list's administration page and the mailing list's password. Staff will need this password to verify and amend any of the mailing lists settings.

Administrator TIPS

Online access to **Mailman** (the University's mailing list system): <http://mailman.cqu.edu.au>

Administrators can view and change their mailing list settings by selecting the list's name from the **Mailman administration** page: http://mailman.cqu.edu.au/mailman/admin/the_name_of_the_list

FORGOTTEN MAILING LIST PASSWORDS

Mailing list administrators can be emailed their passwords. Open the Mailman administration page → Select the name of the mailing list → Scroll to the bottom of the page and enter the CQUniversity staff email address (this should be the same address subscribed to the mailing list) → Select **“Unsubscribe or Edit Options”** → Scroll down to the **“Forgotten your password?”** section → Click the option **“Email my Password to me”**. The Mailman system will verify that the email address submitted corresponds with the list administrator's email address. If the addresses match, the system will automatically send the mailing list password to the administrator's email address.

PENDING MESSAGES: If a mailing list is set to **“Closed”**, list administrators will occasionally have to deal with pending messages (emails) that are sent to the mailing list from a non-subscribed email account.

ADDING A MEMBER: List administrators can subscribe a member to their mailing list. Log into the list's admin page → Select **“Mass Management”** → Choose if you wish to send them a welcome message → enter the list of email addresses to be subscribed to the mailing list in the text box → Click **“Submit”**.

REMOVING A MEMBER: List administrators can unsubscribe a member from their mailing list. Log into the list's admin page → Select **“Mass Management”** → Click **“Mass Removal”** (to remove a large list of members) **or** click **“Membership List”** to remove members individually → Select **“Unsubscribe”** for each member that needs to be removed from the mailing list → Click **“Submit”**.

Mailing List information for CQUniversity Staff (continued)

Administration Guidelines for a mailing list owner

The following guidelines provide recommendations for the configuration of CQUniversity mailing lists. These have been developed in consultation with CQUniversity's Internal Audit and should be used as a precaution against unauthorised parties accessing CQUniversity mailing lists.

KEEP LIST ADMINISTRATOR DETAILS CURRENT

It is important that mailing list administrators keep their contact details updated in the Mailman system.

- Staff should not record a non-CQUniversity email address in their list administrator contact details. As required, staff can modify their contact details in the Mailman system to ensure the email address reflects their CQUniversity staff email address. Open the mailing lists admin page → select the lists name (list password is required) → Select "**General Options**" any modify any incorrect details.

By certifying that staff have recorded their CQUniversity email address as part of their list administrator contact details, it enables the University to readily identify and contact the appropriate person in the event there is an issue regarding a specific mailing list .

- There are situations when a mailing list's administrator must be changed. Please ensure the new administrators contact details are updated in the Mailman system. The new administrator is also advised to verify and (as necessary) amend the mailing list's configuration settings (outlined below).

VIEW & CHANGE LIST SETTINGS

CQUniversity has identified the most appropriate default settings for the majority of options available when staff create a new mailing list. The following privacy, subscription and archiving options need to be reviewed and amended to meet the purpose of the mailing list as determined by the list administrator.

- Mailing list administrators can view the administration interface for a their mailing list. Open the [Mailman admin page](#) → Select the mailing list name → Enter the administrator password.

CATEGORY - PRIVACY & SUBSCRIPTON OPTIONS

1. **Advertise this list when people ask what lists are on this machine?** No / Yes
Advertising a list makes it easier for people to identify what mailing lists are available for subscription purposes. Please only advertise the list if it is appropriate to do so.
2. **What steps are required for subscription?** Confirm / Require approval / Confirm and approve
Confirm - a confirmation email is sent to the subscriber. Mailman sends the subscriber an email notification with a unique subscription request number. They must reply if they wish to complete the mailing list subscription. This prevents users from subscribing addresses without the persons consent.
Require approval - the list administrator must approve the subscription;
Confirm and approve - both of the above.

Only set this option to 'Confirm' if you are not concerned about who may be subscribing to the list. Internal Audit advises that subscriptions to sensitive lists should be restricted to only CQUniversity email addresses. This is due to the fact that identification of the owner of non-CQUniversity email addresses can be problematic and result in the unintended disclosure of sensitive information to unauthorised parties.

Please note: that people who leave CQUniversity no longer have access to their CQUniversity mailbox, however they can potentially continue to access mailing list archives via the web interface if they remain a member of a list.

Mailing List information for CQUniversity Staff (continued)

It is advised that list administrators review the list of people subscribed to the mailing list to identify and remove any undesirable parties. This can be done via the '**Membership Management**' category.

- 3. Is the list moderator's approval required for unsubscription requests?** No / Yes
When a person wishes to unsubscribe from a mailing list, they can submit an unsubscription request, either via the web (the Mailman system) or via email. In some situations it is easier for administrators to allow open unsubscriptions so people can easily remove themselves from a mailing list. For some mailing lists, administrators may want to impose moderator approval before an unsubscription request is processed. Examples of such lists include a mandatory corporate mailing list that all employees are required to be subscribed to.
- 4. Who can view the subscription list?** Anyone / List members / List admin only
It is not recommended to set this option to 'Anyone' as it enables any person who has internet access to view the list of subscribers (all members of the mailing list). By choosing one of the other settings, the subscriber list will only be viewable by either other members of the mailing list, or the list administrator.

CATEGORY - ARCHIVING OPTIONS

- 1. Is archive file source for public or private archival?** public / private
Note: this option is only relevant if the list administrator chose to have a list archive created when they first established the mailing list.
It is recommended that list administrators select the 'private' option so that only list subscribers can view the archive. By selecting the 'public' option, any person with internet access, regardless of whether they are subscribed to the mailing list, (including search engines such as Google), will be able to access the list archive.

Need assistance using a Mailing List?

Please contact the ITD Service Centre if you are experiencing any technical issues when using the Mailman system or the University's mailing lists.

Phone: 07 4930 9233

Email: servicedesk@cqu.edu.au