

<p><i>Procedure</i>  <b>Accessing NSCC Internal Email Distribution Lists</b></p>	<p><i>Policy</i>  <b>Electronic Mail (Email)</b>  <i>Applicable Section: 1.04 Security and Integrity</i></p>
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## PROCEDURES

As a service to the College community, a number of internal NSCC email distribution lists have been created, including but not limited to “all students”, “all staff”, “all staff on a specific campus”, and “all students on a specific campus”.

Access to these internal (nscc.ca accounts) distribution lists is granted to individuals across the College, by virtue of their roles and responsibilities. **These individuals are referred to as List Users.**

**The following instructions are identified for both List Users and non-List Users.**

<b>Action</b>	<b>Responsibility</b>
<p><b>1. REQUESTS TO EMAIL “ALL STAFF” OR “ALL STUDENTS” ON A SPECIFIC CAMPUS</b></p> <p>1.1 Requests to send information via email must be directed to the respective Campus Principal and/or Manager/Academic Chair.</p> <p>1.2 The Principal, Manager or Academic Chair will review the request.</p> <p>1.3 The Principal, Manager or Academic Chair will use NSCC Email Best Practices to determine whether the message merits distribution to all students and or employees on a Campus, and share that determination with the requestor.</p> <p>1.4 If approved, the Principal, Manager or Academic Chair will distribute on the requestor’s behalf.</p>	<p>Employee or Student</p> <p>Principal and/or Manager/Academic Chair</p> <p>Principal and/or Manager/Academic Chair</p> <p>Principal and/or Manager/Academic Chair</p>
<p><b>2. REQUESTS TO EMAIL “ALL STAFF” OR “ALL STUDENTS” (COLLEGE-WIDE)</b></p> <p>2.1 If you are not a List User (someone with access to College-wide distribution lists), identify the List User within your</p>	<p>Employee or Student</p>

<p><b>Executive Policy Sponsor:</b>          VP, Administration          VP, Enrolment</p>	<p><b>Policy Steward:</b>          Director, IT Services          Director, Communications</p>	<p><b>Approved:</b>          NSCC Executive          Team 08/17/2015</p>	<p><b>Effective Date:</b>          08/20/2015</p>	<p><b>Next Review:</b>          August 2016</p>
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<b>Action</b>	<b>Responsibility</b>
<p>department/faculty and request that an email be sent on your behalf.</p> <ul style="list-style-type: none"> <li>• Please note that not all requests will be approved.</li> <li>• If a request is approved, your respective VP and the College’s Organizational Communications Advisor will be notified in advance of distribution (as per Step 3 in this procedure, Instructions for List Users).</li> </ul>	Organizational Communications Advisor
<p>2.2 If you are unable to determine a List User, please submit a request through an <a href="#">IT Help Desk Ticket</a> and complete as follows:</p> <ul style="list-style-type: none"> <li>• Title – Email distribution list request</li> <li>• Category – Email</li> <li>• Issue type – Determine list user name</li> <li>• Description – include the group you would like to access and the reason for your request</li> </ul>	Employee or Student
<p>2.3 IT Services and Communications will work to identify the List User in the requestor’s business unit and provide this information to the requestor.</p>	IT Services Organizational Communications Advisor
<p><b>3. INSTRUCTIONS FOR LIST USERS</b></p>	
<p>3.1 If you intend to send a <b>College-wide</b> email “all staff” or “all students”, you must provide advance notice via College email to your respective VP and the College’s Organizational Communications Advisor. This will ensure that your VP is aware of the communications and will ensure that the timing and tone of the message does not conflict with any other messages or official communications being shared across the College. Advance notice of 48 hours is required.</p>	List User  Respective VP  Organizational Communications Advisor

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<b>Action</b>	<b>Responsibility</b>
<b>4. REQUESTS TO BECOME A LIST USER</b>	
4.1 If you are requesting ongoing access to send email messages to a specific distribution list, you must submit a request through an <a href="#">IT Help desk ticket</a> and complete as follows: <ul style="list-style-type: none"> <li>Title – Request to become a list user</li> <li>Category – Email</li> <li>Issue type – Distribution list set-up</li> <li>Description – include the group you would like to access, the reason for your request, and how messages are relevant or applicable to the majority of the recipients</li> </ul>	Employee or Student
4.2 IT Services will forward the ticket to Communications.	IT Services
4.3 Communications will assess the request and provide a decision to the requestor.	Organizational Communications Advisor
4.4 IT Services will maintain a current list of all List Users.	IT Services

## PROCEDURE SUPPORTS

NSCC Email Best Practices

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