EMAIL DISTRIBUTION LISTS

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AGENDA

- What is a Listserv?

- List types

- Sending email to a list

- Common errors and what to do

- Best Practices

- Questions?

# WHAT IS A LISTSERV?

- Listserv is the common name for a Email Distribution List Server

- Normally set up for specific groups of recipients (i.e. All District Employees)

- The various lists (email groups) on the NOCCCD listserv are created from the data contained in Banner

- Use of each list on the District Listserv is restricted to certain users determined by each campus

LIST TYPES

- State level – Set up by the state, but controlled by the District (i.e. CEO-all@)

- District – For use by staff. This is what you will be using.

- Campus – Set up by your local ACT or campus for internal communications (i.e. All Deans at NOCE)

- Local – These are known as groups and can be created by you with your contacts in Outlook
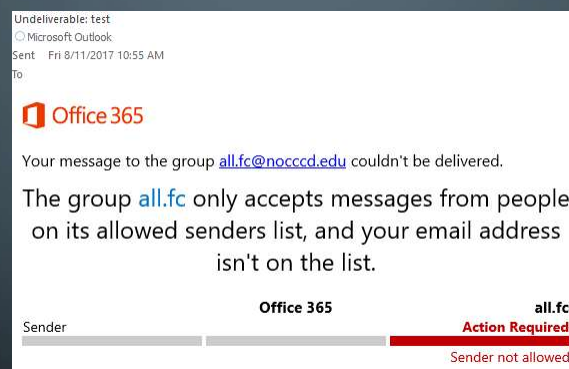
SEND EMAIL TO A LIST
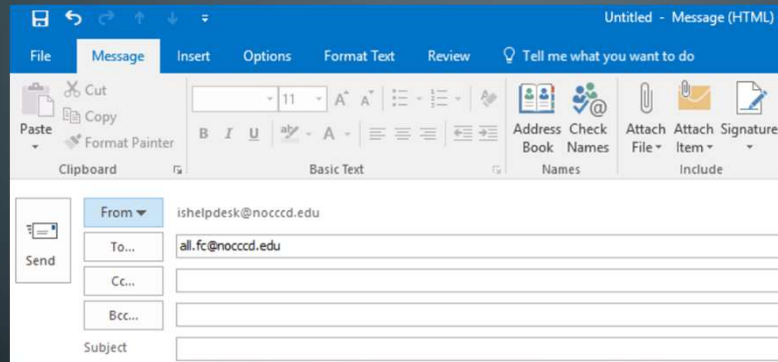
1. In Outlook 2016, start a new email message
2. In the **To** field, type in the distribution email address
3. Proceed to complete and send the email message as normal

COMMON ERRORS AND WHAT TO DO

After sending a message to a list, a "Undeliverable" message is received.

You must be an authorized sender to send a message to a list.

COMMON ERRORS AND WHAT TO DO

Bounce back messages that come back as undeliverable.

- The email address may be invalid or missing
- Contact the campus ACT (CC, FC or NOCE) or Information Services (NOCCCD) from which the email came if you know and they can check on and/or update the address in Banner
- For students and Adjunct Faculty, if you recognize who it is tell them to update their information in Banner
- In the future, all students will get an NOCCCD address and this should help in eliminating bad addresses

BEST PRACTICES

- Use the listserv sparingly and only when necessary. Frequent use of listserv increases email traffic to each recipient and can lead to "email fatigue"
- Keep messages brief and specific. Consider using the title to describe the message content
- Send the message to yourself and type the list address in the BCC field. This will prevent each reply to the message from being emailed to the entire list. Only the sender will receive reply messages for response.

QUESTIONS?

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