

UBC Mailing Lists – Usability Session Q&A

Representatives from: MedIT, Faculty of Medicine, DAE, SLAIS, CTLT, Library, HR, Pensions

Questions asked:

ACCESS

- **Are you allowed to have multiple sponsors for a list?**
Yes, every list must have at least one sponsor (an active staff or faculty member); having multiple sponsors is fine.
- **What if the sponsor for the list is outside of UBC?**
A list sponsor who is from outside of UBC is allowed, as long as there is another list sponsor who is an active staff or faculty member.
- **We use an old generic interchange account for maintaining our list – would we still be able to do that?**
No, sponsors and owners of mailing lists should have an active CWL ID to maintain the list (unless they are external to UBC).
- **Will this be tied with single sign-on? (CWL)**
Yes, you can use single sign-on with your FASmail email address and your existing EAD/CWL password. The next release of the product will allow you to use your CWL ID.

If you are a student or a non UBC guest (without a CWL ID), you can sign into the service using your primary email address and a password you create.

TERMS OF USE OR RESTRICTIONS:

- **Will UBC be offering a standard UBC branded template for the project?**
Yes, the UBC Marketing and Communications department will be providing a UBC branded email template that will be available in the new product.
- **How many lists are we allowed?**
You are allowed to make an unlimited number of lists.
- **Will we be able to collaborate with other sources that are not at UBC?**
Yes, for those who do not have a CWL, they can register to use the service with their email address and password or use basic services (send/receive/unsubscribe/subscribe) with their external email account.
- **Can we use a generic account to log in and sponsor lists?**
No, sponsors must use their primary email address and password credentials.
- **Are there any policies surrounding attachment sizes?**
Currently, the maximum size for an attachment is at 10MB.
- **Some of our mailing lists cannot be unsubscribed from, can we turn off the unsubscribe button?**

We will be meeting with the Access and Privacy Manager at UBC to discuss how the Canadian Anti-Spam Legislation (CASL) will affect this service. After this discussion, we will be able to provide more information about the unsubscribe issue.

- **Will existing lists be grandfathered (subscribers will not have to subscribe again)?**
We will be meeting with the Access and Privacy Manager at UBC to discuss how the Canadian Anti-Spam Legislation (CASL) will affect this service. After this discussion, we will be able to provide more information about this issue.
- **It would be useful to have a “who to contact in case of abuse” – way to get off a list**
We will provide contact information in case of abuse on the FAQ page of the UBC Mailing Lists service catalogue page.
- **Will there be any policing of the service?**
There will be no policing unless an issue causes an interruption of services (e.g. large amount of spam messages being sent out). As this is an Ad-hoc service, it is the responsibility of the list sponsor to ensure the list is being used properly and in accordance with the terms of use.

GENERAL QUESTIONS

- **Can you send out the email through the new product?**
Yes, you can use the web interface or any email program to send out emails.
- **Is there a plan to move to the HRMS as a source of record in the future?**
The main purpose of this service is for ad-hoc mailing lists. We will, in a future phase, determine how to use Source of Records (SORs) to automatically import subscribers into mailing lists (of which HRMS data is one such trusted SOR).
- **Does the title of each mailing list show up in the “From” section of an email?**
By default, the message will show that it is coming from the author who is sending it out. This is to direct replies to the email back to the author rather than to all the subscribers in the list. The owner of the list can change this feature if required.
- **Are we still pursuing a marketing tool for mailing lists?**
We are currently seeking input from departments who are currently using marketing mailing lists. We will determine whether this is a viable project in the near future.

LIFE CYCLING

- **FASmail doesn't expire; will this cause a problem with life cycling?**
Life cycling for active staff or faculty will soon be introduced as part of a different service, so there should be no issue with FASmail expiration.
- **How do you transfer list ownership?**
List owners can use the new Web GUI to transfer ownership. If the List Owner has left UBC, their manager will be provided a form to request ownership change.
- **For the life cycle monitoring, will there be any automatic process to identify a new sponsor?**

This process has not been fully developed. In the next month, we will be working on this process and will automate it as much as possible. We will share these details with you as well, and you will be able to provide any feedback.

MIGRATION QUESTIONS

- **When the lists are migrated, will the settings be the same as we have set up right now?**

All setting will be migrated to the new service, except for the Subscriber Digest Mode and the Archive settings

- Subscribers will need to reset the Digest feature as the new product treats this function differently. We will provide List Owners with a communication announcement describing the new service, new List names, signup process, and instructions on how to set up the Digest Mode
- Archiving must be set up by the List owners. We can provide the List owners with the old archive data, which can be reviewed to determine if it needs to be archived in the new service

- **Will end users get a notification of the migration of lists?**

Informing end users about the migration of lists will be optional. We will provide communication templates for list owners who wish to notify end users of the migration.

- **Can users only select certain lists for the User Pilot?**

Yes, participants will have a choice of which mailing lists will be used for the pilot.