

## UM MAILING LISTS : CONDITION OF USE AND GUIDELINES

Last updated : Jan 2017

The purpose of the UM Mailing List is to be a broadcast medium for UM-related information of interest to, and relevant for members of the UM community.

UM subscribers must agree to the following '**CONDITIONS OF USE**' to confirm the distribution of a message to the UM Mailing List.

### A. CONDITION OF USE

1. The Sender acknowledges that :
  - a) most of the UM Mailing List is **NOT MODERATED** except **UMINFO, STUDENT\_INFO, STUDENT\_IPS**.
  - b) all messages will be automatically distributed in unedited form to all UM Mailing subscribers,
  - c) the content of the messages is limited to official information matters, and
  - d) the message has a subject line that clearly reflects the content of the message.
2. The Sender warrants that the content of the message is not :
  - a) confidential, in violation of any copyright law, defamatory, or in violation of any other law.
  - b) inflammatory, offensive, or political in content, tone or implication to any member of the diverse, global, and multi-cultural UM Mailing community.
3. The Sender warrants that the content distributed is in the public domain, or that the Sender owns copyright in the material, or has a license to publish the material.
4. The Sender warrants that information contained within the posting has not been previously distributed over UM Mailing List. Individuals who are uncertain whether their posting has been successfully distributed should check the online archive to verify, rather than distributing the message a second time.
5. The Sender indemnifies the UM Mailing List service providers against any liabilities that may incur as a result of any message sent by the Sender.
6. At the discretion of the UM Mailing List Moderator, UM reserves the right to temporarily or permanently unsubscribe any UM Mailing subscriber who fails to abide by these conditions, and also to remove any postings from archives of the UM Mailing List with or without cause.

### B. MAILING LIST SCHEDULE

1. Mailing Lists for **STAFF** will be released **every 2 hours** starting (8:30 am - 4:30 pm) on working days:
  - a) 8:30 am
  - b) 10:30 am
  - c) 12:30 pm
  - d) 2:30 pm
  - e) 4:30 pm
2. Mailing lists for **STUDENT** will be released **twice** a day on working days at :
  - a) 12:00 noon
  - b) 5:00 pm

C. GUIDELINES

NO	ITEM
1	<p>The UM Mailing List should <b>NOT</b> :</p> <ul style="list-style-type: none"> <li>a) be used as a forum for discussions/comments/feedbacks.</li> <li>b) be used to advertise unofficial events, items or services that are marketed to generate profit .</li> <li>c) be used for personal communication (e.g. change of contact details) or self-promotion. d) be used to distribute file attachments.</li> <li>e) be used for repeated distribution of the same information.</li> </ul>
2	<p>Only <b>UMMail / SiswaMail</b> subscribers may distribute messages over UM Mailing Lists.</p> <ul style="list-style-type: none"> <li>a) xxx@<b>um.edu.my</b> (distribute to <b>ALL</b> UM Mailing Lists)</li> <li>b) xxx@<b>siswa.um.edu.my</b> (distribute to <b>STUDENT_INFO</b> and <b>STUDENT_IPS</b> mailing lists only)</li> </ul> <p><b>Attention</b>: Students must go through HEPA staff to send messages to other UM Staff Mailing Lists.</p>
3	<p><b>Please send the message in text format only.</b> No HTML , RTF (rich text) or other formats are allowed.</p>
4	<p><b>Please include your official identity in your message.</b> Full Name, Position, Office (address &amp; telephone number)</p>
5	<p><b>Please send 'SUBSCRIBE' or 'UNSUBSCRIBE' message to List Moderator to subscribe or leave the group. DO NOT</b> email to the list about it.</p> <p><u>Sample</u>: To unsubscribe from UMLIST : Type <b>UNSUBSCRIBE UMLIST</b> as the email subject and send email to <b>list_admin@um.edu.my</b></p>
6	<p>Send individual copies of a message to <b>each</b> list. <b>DO NOT</b> send a single message to multiple lists or carbon copied (cc / bcc) to other addresses at the same time.</p>
7	<p>Forwarding emails are <b>NOT ALLOWED</b> to post to the UM's official mailing list. To send email to UMINFO, users are encouraged to compose new email instead of forwarding the emails they have received.</p>
8	<p><b>If your email starts bouncing (i.e. due to mailbox over quota), you will be blocked automatically from the list.</b> You will not be notified of this, as we don't keep a list of secondary addresses. It's your responsibility to re-subscribe.</p>
9	<p>If it is taking a long time for your post to show up, <b>wait</b>. Each mailing list has its own schedule when the messages will be released. When traffic flows are heavy and the server gets overtaxed, it can be a few hours before your message gets processed and sent out to everyone. On the other hand, if you can see from the timestamps that people who posted after you have had their messages go out, something else may be wrong.</p> <p>Please call List Moderator at <b>79676726</b>. <b>DO NOT post another "same" message to the list.</b></p>

D. CRITERIAS IN FILTERING EMAIL SENT TO MODERATED MAILING LISTS (UMINFO, STUDENT\_INFO, STUDENT\_IPS)

NO	CRITERIA	ACTION	SUGGESTION
1	Email's content is against the University law / Copyright law	DISCARD	-
2	Sender <b>DOES NOT</b> using their official UMMail / SiswaMail email address i.e : Gmail, Yahoo Mail, etc	DISCARD	-
3	Sender send to too many recipients / mailing lists for each message concurrently. Maximum acceptable number of recipients are set to <b>10 ONLY</b> .	REJECT	Sender has to resend the email and addressed it to the intended mailing list only.
4	Message contains unofficial information such as personal opinion, discussion matters, advertisement etc.	REJECT	Your message sent to UMINFO contains unofficial information. Please RE-SEND those message to the unofficial Mailing List such as UMLIST, STAF_AKADEMIK, STAF_SOKONGAN etc.
5	Replied email or chained emails from UMINFO / STUDENT_INFO / STUDENT_IPS	DISCARD	-
6	UM students are not allowed to send to UM staff Mailing List.	REJECT	Students must go through HEPA staff to send messages to other UM Staff mailing lists.
7	Forwarding emails are <b>NOT ALLOWED</b> to post to the UM's official mailing list.	REJECT	To send email to UMINFO, users are encouraged to compose new email instead of forwarding the emails they have received.
8	Email content is not in a proper format	REJECT	Your message sent to UMINFO is not in a proper format. We'll help you by reformat the message and resend it to UMINFO on your behalf OR Your message sent to UMINFO is not in a proper format. Please RE-SEND the email in a simple text format (don't tick/mark the HTML Compose box) when you write the email.
9	Sender <b>DOES NOT INCLUDE their official identity in their message</b> for contact purposes (ie : Full Name, Position, Office (address & telephone number)	REJECT	Sender <b>MUST INCLUDE their official identity in their message</b> for contact purposes.
10	Sender just put a link to his file sharing		The link is not accessible. To send email to UMINFO, users are encouraged to compose new email with a 'short description' instead of just putting the link.
11	Sender send comments to 3rd party	REJECT	Please reply directly to the sender of the email (icr@um.edu.my) and not to the UMINFO mailing list.
12	Unofficial msg	REJECT	-