



ADVISING
COMMUNITIES

NACADA LISTSERV MAILING LISTS

NACADA maintains many LISTSERV mailing lists for global discussions of academic advising issues. Most lists are available to both NACADA members and non-members. Subscribers are encouraged to use these lists for discussion and to ask informal questions.

The purpose of the Advising Community's respective LISTSERV mailing list is intended for distributing topic-related information that the list members as a group might benefit from sharing. You may use the LISTSERV to encourage discussion, disseminate information directly related to the AC, highlight events or online discussions hosted by the AC or other NACADA AC's, distribute content relevant to the professional development opportunities of members in the AC, gather suggestions and/or feedback from your community members, promote upcoming general meetings, share relevant information on a need to know basis for members, network, and to build a community forum for advisors. We hope that you may find the LISTSERVs helpful to communicate information to members and non-members subscribed to the mailing lists.

NACADA lists may not:

- be used for commercial purposes of any type. LISTSERV members who send messages for commercial purposes will be immediately removed from all lists.
- **be used for posting job announcements or position descriptions.** Instead, submit job announcements online [here](#) or use the group's social media platform, if applicable.
- **Individuals may not post research-related surveys to the NACADA LISTSERV lists.** An individual wishing to distribute a research-related survey with or involving NACADA members, such as a data-gathering tool for a dissertation, thesis, or other project, must follow the [NACADA-Research Committee Reviewed and Approved Surveys Guidelines](#).

Please visit our [Frequently Asked Questions section](#) for any inquiries you may have. If your question is not listed, feel free to contact [Liz Alcantara](#). To learn more about the NACADA's LISTSERVs, and to view a complete listing of all NACADA's LISTSERVs, please visit: <https://nacada.ksu.edu/Resources/LISTSERV-Mailing-Lists.aspx>

Chair's Role of the AC's LISTSERV

As an Advising Community Chair, you must subscribe to your Advising Community's LISTSERV, and we ask that you help monitor its content and reply as appropriate. **Please review [NACADA's LISTSERV Etiquette](#) to ensure that you are familiar with the rules, guidelines, and procedures in place to safeguard the mailing lists.**

Directions for joining a specific Advising Community's LISTSERV are provided on each Advising Community webpage. These instructions are usually located on the right-hand module under Important Information. Interested individuals may find guidance on how to subscribe, post a message, and how to unsubscribe from your Advising Community's LISTSERV. If subscribing or unsubscribing from multiple lists, the user must perform each step for every LISTSERV. Please note that in order for an individual to send a message to the mailing list, they must first subscribe to the list.

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Surveys

Chairs may use surveys as tools dependent on what kind of survey and its purpose. This may occur often or annually when a new Chair comes on. If the Chair is just trying to get information about their own Advising Community from their own members, they may send out informal surveys. The surveys AC's allowed don't ask general member questions and they stick to the topic and business of the advising community and what the community members want to see in terms of goals for the year or professional development. They are not meant to collect email addresses so that Chairs can send correspondence directly to them or at a later date – Chairs are not allowed to keep separate lists of contacts like this. Official targeted emails to community members must be sent out via a ProTech email.

Division Reps and EO Liaison will often review the survey for approval and provide feedback. If the Division Rep or EO Liaison is not able to review in a timely manner, asking the Cluster Rep is also a great idea and to keep all parties informed of the survey's intent. The following are examples that a Chair can work with for informal surveys:

Sponsored Surveys

- [*Member Survey Example #1*](#)
- [*Member Survey Example #2*](#)

Informal surveys may only be shared on behalf of the Advising Community Chair to collect information and suggestions from mailing list members to direct the future work of the Advising Community. This data cannot be published or shared without the consent and approval of NACADA's Research Committee. . To determine if your survey is an assessment project or research, you may use the decision tree handout located here: <https://nacada.ksu.edu/Resources/Research-Support/Member-Surveys.aspx> to determine the scope and purpose of the survey.

Removal from a LISTSERV

If someone is violating the usage guidelines, we can remove the individual from the list(s) and we also will email them to let them know why they were removed. Please email Liz Alcantara (lizbeth@ksu.edu), Executive Office Liaison to the ACD, and copy Gary Cunningham (gcunning@ksu.edu), Executive Office Computer and Systems Specialist, The AC Chair or ACD Liaison should then send a reminder to the LISTSERV in reply to the message to explain and inform LISTSERV members that the message was in violation of the LISTSERV rules and guidelines.

An individual who is removed may rejoin that mailing list but at that time, they will have already been informed of their violation. If multiple reoccurrences, or an individual is repeatedly sending spam to lists, there is a different method we can use to prevent this from happening and we encourage you to reach out to us. If your mailing list receives numerous unwanted messages from a single identifiable source, the list owner can block the offending address.

Sending one message to multiple LISTSERV mailing lists

If an individual sends the same message to multiple LISTSERV mailing lists, the system will identify and tag this as spam. The user's email address will be locked and then undergo a spam quarantine period where the individual may not have access to any of NACADA's mailing lists. Gary Cunningham will have to lift this restriction should it occur.

Gary has worked to create a solution to the above issue. If you must send one message out to multiple mailing lists, please contact Liz and Gary for access to this resource. A review of the request will be necessary and it must be approved by the Advising Community Division Reps.

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[Change of Email Address](#)

Please keep in mind that an email address subscribed to a LISTSERV will not trigger a bounced back or undeliverable message if it is no longer a valid email address. If your email address has changed, you **must contact Liz immediately** to have your email address updated. This is especially important to maintain current on the Advising Community Division LISTSERV as this is the mailing list where division wide information for all Chairs is delivered. Equally important is the subscription to the NACADA Leaders LISTSERV maintained by the Executive Office for all division information disseminated on behalf of the Board, Council, and Executive Office. More information on this topic is listed in the section below: Updating the email address in multiple LISTSERVs.

[Updating the email address in NACADA Profile](#)

The first step you must complete is to make sure your account profile is up to date. To update your email address, please visit your NACADA profile and make sure that the current email address is listed correctly. Here are the steps:

1. Visit the [NACADA Home Page](#) and main website.
2. Click Login – located on the upper right-hand corner of the screen.
3. Sign In using your NACADA credentials.
4. The main NACADA home webpage will refresh after login. From here you will now see that your name is now listed in the upper right-hand corner of the screen. The Login button will now say Logout. Your name will be featured next to this button.
5. Click on your name. This will bring you to the My Profile page.
6. Under Basic Information, you may edit your preferred email address.
7. Save.

[My Advising Communities](#)

As an additional note, please notice that the second tab “My Advising Communities” provides you a listing of all NACADA’s Advising Communities. You may select four (4) Advising Communities from this list as part of your member benefit which will designate these as your affiliated communities. Please make sure that you are subscribed to the Advising Community that you are currently the Chair of for this term as one of your four. You may select an additional three communities to receive communication from when it is sent out on behalf of the Chair.

This official communication is separate from LISTSERV mailing lists. Communication sent to subscribed Advising Community membership is designated for members only as opposed to the LISTSERV mailing lists, which are open to the public and may include non-members. A different process is needed to send out communication via this method. The communication sent out will be composed through a ProTech email, will be targeted to members only, and be sent out to members who have designated their affiliation to this Advising Community as one of their four in their profile.

We encourage Chairs to send out communication via both the Advising Community’s LISTSERV mailing list and the official ProTech targeted emails to official members of the Advising Community. Please keep in mind that the audiences for these mailing lists may differ. Sending to both will reach a larger number of individuals.

Updating the email address in multiple LISTSERVs

Please note that updating your email address in the NACADA Profile will not automatically trigger an update in all subscription mailing lists. NACADA profile is necessary for official NACADA email messages and to make sure your account is current; however, additional steps must take place to update your email in the various LISTSERVs, including the Advising Community LISTSERV and NACADA Leaders LISTSERV mentioned above.

Once your email address is updated in your NACADA profile, you must then submit a request to Liz and Gary so that your email address is updated to all your subscribed LISTSERVs. This process may be done on by the individual, but please keep in mind that it will be a bit time consuming as you must subscribe to each individual LISTSERV mailing list using your new email address one by one. On the other hand, if you submit a request to update your email address to us, Gary can push through one update that will trigger an update to all current mailing list subscriptions and remove your old email address at the same time.

Suggested Standard Replies for LISTSERVs

Please use the following standard responses as a response to violations of the Advising Community LISTSERV. There are frequent requests and violations of the LISTSERV etiquette, and it is helpful to have these standard responses saved as email signatures built especially for these instances. You may adjust the standard response accordingly.

Commercial Postings (sent to offender):

Dear XXXX,

Commercial solicitations as well as promotion of goods or services are prohibited on all NACADA LISTSERV™ lists. This restriction can be found on our web site at <https://www.nacada.ksu.edu/Resources/Listserv-Mailing-Lists.aspx>.

In accordance with the posted guidelines, you are being removed from the list. Feel free to contact us if further assistance is needed with this type of issue.

Sincerely,

XXXX

Commercial Messages (sent to the list as a reminder):

List members,

Please note that commercial solicitations as well as promotion of goods or services are prohibited on all NACADA LISTSERV™ lists. This restriction can be found on our web site at <https://www.nacada.ksu.edu/Resources/Listserv-Mailing-Lists.aspx>.

In accordance with the posted guidelines the recent sender of such a message has been notified and removed from the list. Feel free to contact us if further assistance is needed with this type of issue.

Sincerely,

XXXX

Job Postings (sent to offender):

Dear XXXX,

We hope you find the best candidate for your job position! Please note that sending job announcements is prohibited on all NACADA LISTSERV™ lists. This restriction can be found on our web site in item number 8 at <https://nacada.ksu.edu/Resources/LISTSERV-Mailing-Lists/LISTSERV-Etiquette.aspx>.

Job announcements can instead be submitted via Position Announcements page at <https://nacada.ksu.edu/Member-Services/Position-Announcements.aspx>. If repeated violations of this restriction, you will be removed from the list. Feel free to contact us if further assistance is needed with this type of issue.

Sincerely,

XXXX

Job Postings (sent to list as a reminder):

List members,

Please note that sending job announcements is prohibited on all NACADA LISTSERV™ lists. Rather we encourage job promotions on NACADA's [Position Announcement Site](#) instead of the LISTSERVs.

This restriction can be found on our web site in item number 8 at <https://nacada.ksu.edu/Resources/LISTSERV-Mailing-Lists/LISTSERV-Etiquette.aspx>. Job announcements can instead be submitted via Position Announcements page at <https://nacada.ksu.edu/Member-Services/Position-Announcements.aspx>.

Feel free to contact us if further assistance is needed with this type of issue.

Sincerely,

XXXXX

Unauthorized Survey (sent to offender):

Dear XXXX,

We have received reports of your email address having been used to send an unapproved survey to one or more NACADA LISTSERV lists.

In accordance with our Listserv guidelines published at <http://www.nacada.ksu.edu/Resources/Listserv-Mailing-Lists.aspx>, this is a violation of the restrictions against using our LISTSERV lists for circulating unapproved surveys.

Guidelines extract: Individuals may not post research-related surveys to the NACADA LISTSERV lists. An individual wishing to distribute a research-related survey with or involving NACADA members, such as a data-gathering tool for a dissertation, thesis, or other project, must follow the [NACADA-Research Committee Reviewed and Approved Surveys Guidelines](#).

Individuals who violate this policy will be removed from NACADA LISTSERV mailing lists. Subscribers are always encouraged to seek informal advice on the lists, especially the Research list, to discuss critical issues related to advising. The Research Committee approves up to four member surveys for distribution each year; these are clearly noted as "NACADA Research Committee reviewed and approved for distribution."

This rule is in place to protect list members from constantly being bombarded with well intentioned, but otherwise unsolicited requests to complete various surveys. As a result of having sent an unauthorized survey and in accordance with the published policy, you are being removed from the NACADA lists.

I'm copying the Chair of the NACADA Research Committee [INSERT [CURRENT RESEARCH CHAIR](#) HERE and COPY CHAIR IN EMAIL] and the liaison to that committee [ELISA SHAFFER elshaffer@ksu.edu] from the NACADA Executive Office in case you have any more questions about the process. Also copied on this email is the Director of NACADA's Research Center [WENDY TROXEL wgtroxel@ilstu.edu] in case you have further questions.

Feel free to contact us with questions or concerns about this action.

Sincerely,

XXXXXX

Unauthorized Survey (sent to list as a reminder):

List members,

Thank you for your interest in advising research! **Please remember that unauthorized surveys are prohibited on all NACADA mailing lists and individuals may not post research-related surveys.** There's a specific process for requesting the use of any NACADA listserv to recruit participants for survey or interview research, run by the [NACADA Research Committee](https://nacada.ksu.edu/About-Us/NACADA-Leadership/Administrative-Division/Research-Committee.aspx): <https://nacada.ksu.edu/About-Us/NACADA-Leadership/Administrative-Division/Research-Committee.aspx>.

The Research Committee will review requests like yours to be sure that the mailing list is protected for legitimate scholarly inquiry relevant to academic advising. They'll need confirmation that your study has been approved by your institution's IRB process, and your research procedures. To determine the intent of a member survey, please visit: <https://nacada.ksu.edu/Resources/Research-Support/Member-Surveys.aspx>. If you determine that the survey is research, please read and review the survey guidelines webpage found here: <https://nacada.ksu.edu/Resources/Research-Support/Member-Surveys/SurveyGuidelines.aspx>. Once these steps have been completed, you may submit a survey request using the form found on the webpage.

No NACADA listserv can be used for research recruitment purposes without the Research Committee's approval, or else the members would get bombarded! Please review NACADA's LISTSERV Etiquette: <https://nacada.ksu.edu/Resources/LISTSERV-Mailing-Lists.aspx>

Please consult and send your request to the current Chair of the NACADA Research Committee [INSERT [CURRENT RESEARCH CHAIR](#) HERE and COPY CHAIR IN EMAIL] and the Liaison to that Committee [Elisa Shaffer elshaffer@ksu.edu and COPY LIAISON IN EMAIL] from the NACADA Executive Office in case you have any more questions about the process. Further, you may contact the Director of NACADA's Research Center [WENDY TROXEL wgtroxel@ksu.edu] for more information.

Continued violation of survey dissemination will result in removal of all NACADA LISTSERVs.

Sincerely,

XXXXX