



Protocol for “One Copy All Staff” Emails

Purpose of “One-Copy-All-Staff” Emails:

The “one-copy-all-staff” email listserv provides UNH Cooperative Extension staff with pertinent information relating to their jobs, critical and emerging issues, and news relating to Extension as an organization. Its intent is for business-related messages of interest to the entire organization.

Criteria for determining if an email should go to all staff include:

Saliency of the information - will it contribute to a positive exchange of work or job-related information for part or all of the organization?

Volume of e-mail already emanating from the list. If too much information is sent through the “one-copy-all-staff” posting, it becomes invisible, and the critical is tossed with the trivial.

Timeliness – can the message wait for the next issue of the Extension Update or does staff need it immediately?

To determine if one-copy-all-staff is appropriate, first determine if this larger audience is actually the “community of interest” intended for your message. As an example, if a workshop takes place on food safety, send the information only to those who may have an interest (or need) to attend. Another example would be an email containing educational information about a specific program area: the entry rulebook for the Dixie National Livestock show or notice of an upcoming pesticide applicator training.

Examples of Permitted Emails for “One-Copy-All-Staff”:

UNH or UNH Cooperative Extension-wide policies that directly affect staff (budget information, salary decisions, storm closings, etc.)

Critical information providing information and educational news to all staff (storm-related information similar to the ice storm coverage, West Nile Virus or similar updates containing educational information for all staff)

Extension-wide staff meetings

New educational or delivery material of broad interest

Workshops or events with a wide interest for several disciplines, not just one discipline area

Personnel updates

Grant awards and job-related staff recognition

Not Permitted:

Postings of a personal nature (birth, marriage or death announcements)

Postings of items for “personal gain” – like cards for sale, rooms for rent or inquiries about jobs for employees’ family members

Postings with information specific to one group of employees (meeting announcements, alerts, educational information specific to one program area, etc.)

Postings notifying the organization that an office phone line or email system is down; use the one-copy-per-office listserv or the county/campus administrative assistant listservs for this purpose

Announcements of community events and fundraisers

Whatever email listserv you use, employ a meaningful subject line, so staff can delete it without reading, and still know what they've placed in the trash. Examples for subject lines are:

Birth Announcement: Simone Signoret's New Baby Girl

New 4-H program: Operation Military Kids

Temporary Staff Overtime Guidelines

UNH Parking Permits expire 8/31/04

Chainsaw Workshop Set Oct. 15

New Opportunity

This protocol defines permitted uses of the one-copy-all-staff listserv, and those items not permitted. With it comes an alternative, an **"announcement" email listserv**. Employees must choose to sign up individually for this new "announcement" listserv. This listserv would be for such items as marriage, birth and death announcements, information or news that may be of interest across program lines, retirements or staff recognition unrelated to employment.

For questions about email "content," please contact your supervisor.

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