



NASMA Mail-base Acceptable Use Protocol

Introduction

The NASMA mail-base is a JISCMail forum which provides an opportunity for members to learn from and contribute to an active and thematic dialogue of funding topics. The mail-base allows the opportunity to raise concerns and queries, and is a two-way mechanism between NASMA members and the NASMA Board and office.

The aim of this protocol is to make the experience of using the mail-base pleasant and worthwhile. Members are asked to read this document, and adhere to its guidelines when posting messages to the mail-base.

Due to the nature of the mail-base, emails are delivered to individual members' email accounts. As a result it is not possible to easily remove a message once it has been posted to the mail-base as is often the case with online discussion forums. The content of emails on the mail-base is not routinely monitored. However, NASMA reserves the right to withdraw a members' access to the mail-base if they do not observe and adhere to this protocol in an acceptable manner.

It is important for both new and experienced members to be aware of the conventions and points of good practice which have been developed within the online community, referred to as network etiquette or 'netiquette'. See the BBC WebWise page:

<http://www.bbc.co.uk/webwise/guides/about-netiquette>

Posting Guidelines

Based on extended experience of email and mail-base use, the following netiquette is recommended for NASMA mail-base users.

The NASMA mail-base is intended to be a safe and secure environment for members to discuss topics and issues. Laws relating to written communication apply equally to email and mail-base submissions, including laws on data protection, defamation, copyright, obscenity, fraud and discrimination.

- Please try to keep email messages short and to the point.
- Please do not forward emails sent on the mail-base, or discuss their content to non-members without first getting the consent of the original sender or, where appropriate, the NASMA Chair.
- Messages across the NASMA mail-base often contain links to publically available information which may be of use to colleagues who are not NASMA members. In this instance, members should copy these links into a new email and not forward the original message.
- When starting a new message, make effective and appropriate use of the subject field. It is important that recipients of your messages have a good indication of what the message is about and which messages to read first and which ones can be read at a later date. Using the subject field effectively can help to solve this problem.
- Try to keep to one topic for each message. Several short messages are usually preferable to one long message covering many separate subjects. Keeping to one topic per email makes it easier to search for archived content on a particular topic.



- Avoid the overuse of capital letters. If capital letters are used excessively then this is the email equivalent of shouting.
- Before replying to a message, consider whether it is appropriate to send it to the whole mail-base or whether to reply to the sender only.
- Do not 'flame'. Flames are messages or replies that use abusive or disrespectful language towards other participants, and should be avoided.
- Do not post nor respond to incendiary mail. Allow time to calm down before replying and read through the reply carefully before sending. Sending a quick and angry response rarely helps and can lead to an increasingly acrimonious exchange of messages.
- Try not to send attachments. Wherever possible either include the text in the body of the email or save the file onto a web space and include the URL (web address).
- In general it is always better to check all available resources first before trying to find information via the mail-base. The resources in the members' area of the NASMA website may well link to the information required.
- Read all of a discussion in progress ('a thread') before posting replies.
- Avoid posting messages where content is only limited to agreement with previous posts.
- Emails will be seen by all subscribers to the mail-base. Messages are archived in JISCMail and can be accessed many years after they have been sent.
- Use humour and sarcasm with care. Without voice inflection and body language, email messages can be easily misinterpreted. It sometimes helps to make limited use of 'emoticons' such as a smiley face e.g. :-)
- Do not send anonymous mail or 'spoof' your address - in 99% of cases, your email can be traced back to its source.
- Do not spam. Sending junk email, such as advertisements or other unsolicited material to mailing lists, newsgroups, list servers or to anyone you don't know is considered 'spamming'.
- Please do not advertise external training on the mail-base. If you wish to advise members of external training events you must request permission by emailing the NASMA office (office@nasma.org.uk) who will seek permission from the NASMA Board and confirm that decision in writing.
- Please do not advertise job opportunities within your own institution on the mail-base. NASMA is happy to advertise such opportunities on the NASMA website. Please email details of any vacancies to the NASMA Office (office@nasma.org.uk) who will upload them to the NASMA website and send the link to the mail-base.
- Do not send or reply to chain-letters.

Privacy

Please do not post private or personal information about any individual without their permission. You are responsible for what is posted under your name. All emails posted



under a personal profile will be regarded as having been posted by that person. If others have access to your computer, lock your computer each time you leave it to avoid someone posting from your email address.

Complaints

NASMA does not have line management responsibility for members using the mail-base and consequently will not be held responsible for the content of any messages which contravene the guidance given in this protocol.

Any complaints made in relation to the use of the NASMA mail-base will be handled in accordance with the complaints policy.

Last reviewed: October 2015