Life of a Student Organization’s Mass Mail Request...

What happens after you click

Submit

Request is sent electronically to ITS where it stays in a PENDING file until they receive the signed Approval Form.

Requestor must print off completed/submitted Request Form AND Approval Form; take both to CSIL² (145 IMU) to START Approval Process.

Front Staff verify: Is Requestor Email a valid UI address? Is the request for a currently registered student organization?

NO

Request denied

YES

Request is accepted; entered into log, and given to appropriate CSIL Staff* to review.

If poorly written, requestor will be notified that message will need to be re-written and re-submitted.

NO

CSIL Staff* verify (at a minimum):
Is message properly written (grammar, punctuation, etc.)?
Is the event appropriate and approved? (if applicable)

NO

Issues/Concerns not resolved

YES

CSIL Staff* approves request, and forwards to VPSL

If there are any other concerns, the requestor and primary representatives will be notified and require action to remedy any issues before approval will be given.

If poorly written, requestor will be notified that message will need to be re-written and re-submitted.

NO

CSIL Staff* verifies: Is requestor a current UI Student?

NO

VPSL* verify: Is requestor a current UI Student?

NO

VPSL* review: Who are the intended recipients of message?

Students

Faculty

Staff

Special Population

VPSL*

Provost Office*

Human Resources*

Registrar*

Approval form faxed to ITS. An Email Team member must manually open the request & send TEST message to Requestor. Send special population request to Registrar if needed.

Requestor proofs the message

Responds

Doesn’t respond to test message, message not sent.

YES

Response

VPSL* review: Who are the intended recipients of message?

Students

Faculty

Staff

Special Population

VPSL*

Provost Office*

Human Resources*

Registrar*

Approval form faxed to ITS. An Email Team member must manually open the request & send TEST message to Requestor. Send special population request to Registrar if needed.

Requestor proofs the message

Responds

Doesn’t respond to test message, message not sent.

Issues/Concerns resolved

* Approving email is a VERY small part of this person’s job; other tasks with higher priority or immediacy may prevent them from reviewing and acting upon your request right away.

You NEED to allow at least one week for mass mail approvals.
Did You Know...

In 2015, ITS handled over 1700 mass email requests!

Student Organizations send over 270 mass email requests per year.

Only 1 mass email can be sent from the University servers at a time.

It can take over 1.5 hours for a message to be sent to all intended recipients.

Student Org Mass Mail Requests Submitted/Month:

<table>
<thead>
<tr>
<th>Month</th>
<th>August '15</th>
<th>September '15</th>
<th>October '15</th>
<th>November '15</th>
<th>December '15</th>
</tr>
</thead>
<tbody>
<tr>
<td>August '15</td>
<td>51</td>
<td>57</td>
<td>43</td>
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<tr>
<td>September '15</td>
<td>66</td>
<td>40 +</td>
<td>23</td>
<td>39</td>
<td>3</td>
</tr>
<tr>
<td>January '16</td>
<td></td>
<td>(March '15)</td>
<td>(April '15)</td>
<td></td>
<td>(May '15)</td>
</tr>
</tbody>
</table>

Between 4-10 different people could “touch” EVERY student org mass email request!