

## Inside this issue:

[JISCmail Surveys](#)

[JISC Conference 2004](#)

[Newcomers Corner: Passwords Favourites](#)

[Tips for List Owners: Topics Bulk Add](#)

[JISCmail statistics](#)

A warm welcome to 2004 from the JISCmail team. You will notice that this issue has myself as joint editor. Philippa is taking a break as editor and is now on maternity leave awaiting the birth of her child. Our main feature for this issue is 'Surveys' we are really excited about bringing this new functionality to the JISCmail service. We believe it will become a popular function and provide you with a lot of opportunities to seek feedback in all aspects of your work. During the coming months we will also bring to your list(s) a 'Discussion forum'. More on this in Issue 6.

*Penny Windebank / Philippa Strange, Editor*

## JISCmail Surveys by Les Cesek

How do my colleagues feel about recent changes in policy or organisation? What were the really valuable experiences from my last meeting or conference? Is my policy on advertising jobs or events and my way of dealing with off-topic postings in line with my members' wishes?

Whatever you want to ask your list members, you now can, with our new JISCmail Surveys facility, which provides list owners with a quick and easy way to conduct online web-based surveys on their lists.

Our new Surveys facility has a number of benefits for owners and members :-

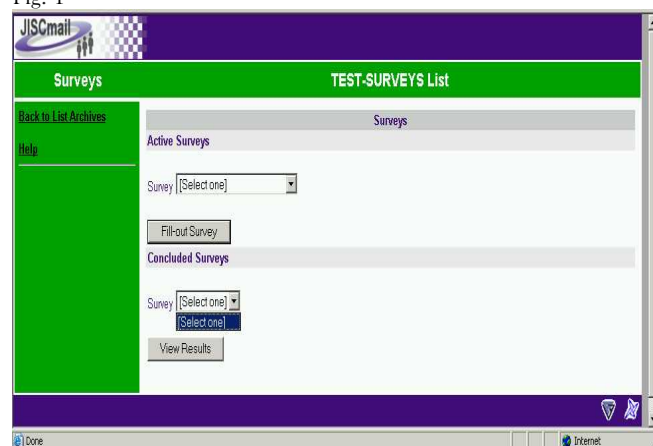
- Its free – there are no costs, no limits on the number of surveys, numbers of questions or the frequency with which you run them.
- Its responsive – you can define your questions and make them available to your members at once. Being online, as members you can answer easily and at a time that suits you and you can be sure that your answers are completely anonymous.
- Its flexible – you can make the survey as short or as detailed as you like. You can keep it simple with questions requiring just yes/no answers or there are a number of other options, such as multiple choice radio buttons, drop down lists, and also open questions where list members can express their opinions in their own words. Surveys can be short and performed once or they can be detailed questionnaires for research or consultancy that can be run repeatedly to monitor changing opinions over time.
- Its powerful – results can be monitored online as they are received, displayed online as bar graphs or downloaded for further processing and presentation in a spreadsheet or other software packages.
- Its simple to use – its easy to design the survey, to answer the questions and to view the results and because its part of JISCmail all communications such as introductions, explanations and discussions of results can be performed alongside on your list.

### Quick Tour of Surveys

To become really familiar with this facility, we suggest you view the web pages, read through the online help and then perhaps try a small survey out on your members to fully appreciate the value it may bring to your needs for communication and collaboration. But to help you get started, we have prepared a few notes to guide you through the main features.

Firstly, as a list member, you will see that your list's main page now has an extra link below the files area link, called, not surprisingly, "Surveys". Following this link takes you to the screen below.

Fig. 1



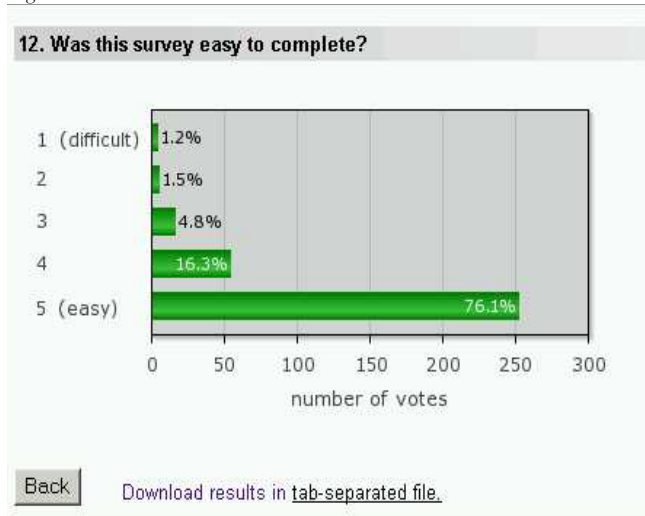
In Fig. 1, you can see that surveys fall into one of two categories, active and concluded. An active survey will be available in the active surveys drop down menu and each available survey will have a name with a date in brackets alongside. This date is the one chosen by the list owner as the final date by which responses to their survey will be accepted. After this date our system automatically concludes the survey and no further responses are possible. To respond to an active survey, please select it in the drop down and press the "Fill-out Survey" button. You will be presented with the entire survey and you can then respond to each question as you wish. Please note that as a member, you can only respond to each survey just the once.

### Coming soon.....

- Cross-list searching
- Templates
- E-mail banners
- Moderation

## Surveys contd by Les Cesek

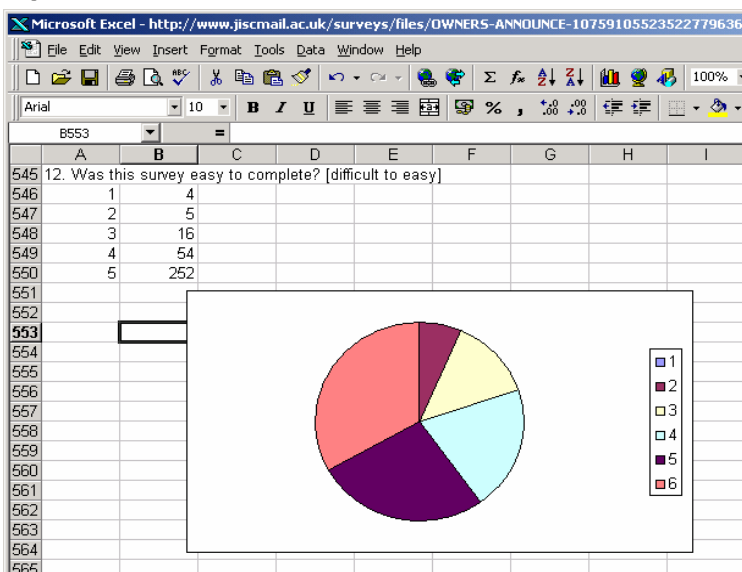
Fig. 2



By default, although this is configurable, survey results are visible to members and can be viewed in the concluded surveys section. Again, just select the survey in the drop down menu and press the View Results button, which will then display the results (see Fig. 2). Those responses which can be displayed graphically will have numbers and percentages for each response displayed in a graph while the text responses will just be listed.

By following the Download results link, the survey data can be imported into for example a spreadsheet, as below, for further analysis.

Fig. 3



For list owners, the ability to set up a new survey is available in list management, via the Surveys button. You first need to set up a template for the survey. Press the new button and then design your questions. The survey design form allows you to define a wide variety of question types, e.g. radio button multiple choice, tick boxes, drop down lists and text boxes for open questions – these predefined types can all be customised to suit your needs.

Once your survey template is defined, make it active by entering a conclude date and pressing the activate button. On the same screen you can also choose view results of any active or concluded surveys. Finally, you can of course delete a survey once you have all the information you need. If a survey is deleted, the template is still available and can be used to repeat that survey again in the future.

These then are the main features of the new JISCmail Survey facility. Please feel free to explore this new functionality, visit the web pages, practise defining a survey template and then perhaps try out a survey for real on your list.

**Inside this issue:**

[JISCmail Surveys](#)

[JISC Conference 2004](#)

[Newcomers Corner:](#)

[Passwords](#)

[Favourites](#)

[Tips for List Owners:](#)

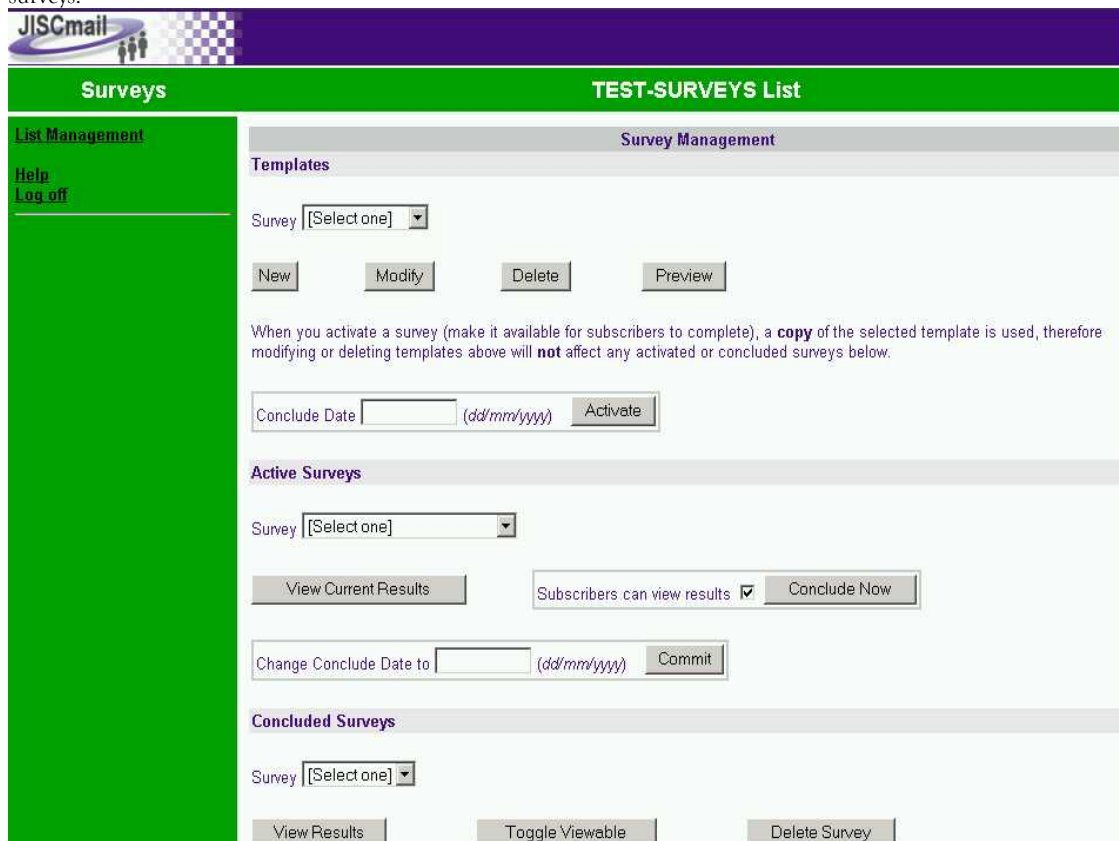
[Topics](#)

[Bulk Add](#)

[JISCmail statistics](#)

## Surveys contd. by Les Cesek

Fig. 4 An example of the Survey Management interface for creating/removing/modifying and viewing results on active surveys.



**Inside this issue:**

[JISCmail Surveys](#)

[JISC Conference 2004](#)

[Newcomers Corner: Passwords](#)  
[Favourites](#)

[Tips for List Owners: Topics](#)  
[Bulk Add](#)

[JISCmail statistics](#)

## Where can you see JISCmail staff

### Changing the Culture with ICT

JISC Regional Support Centre, Scotland Conference at the Royal Concert Hall, Glasgow on 9 March 2004.

### JISC Conference

The JISC Conference is being held at the International Convention Centre, Birmingham on the 23 March 2004.

Members of the JISCmail team will be present and available to talk to visitors and provide advice and guidance as required.

## Newcomers Corner

### PASSWORDS by Philippa Strange

Many people are often confused about passwords used by JISCmail. There are two passwords in use:

#### Listserv password

This password is used to access the JISCmail web interface and you need to register this yourself via the many register password links.

When registering a password you will be asked to enter your email address. The password is stored against that email address, so if you use more than one email address at JISCmail you may need to register separate passwords for each address, however, they can be the same password.

Once you have registered a password you will be sent a confirmation email. You must click on the link contained in the email, or reply to the email with the word "OK" before your password is activated.

#### File area password

A list's file area ("Files Associated with the List") can be password protected. The password is set up by the JISCmail Helpline at the list owner's request and only the list owner can give you the password.

When you come across a password protected file area you will be asked for a User Name, which is always the name of the list, and the Password, as given to you by the list owner.

Some lists are participating in a trial whereby logging into the files area is done by using your email address and password as per Listserv password above. If you are interested in this type of access please ask your list owner to contact the [JISCmail helpline](#).

For further help on passwords please see the previous article [http://www.jiscmail.ac.uk/files/newsletter/issue2\\_03/index\\_page0003.html](http://www.jiscmail.ac.uk/files/newsletter/issue2_03/index_page0003.html)

#### Inside this issue:

[JISCmail Surveys](#)

[JISC Conference 2004](#)

[Newcomers Corner: Passwords](#)  
[Favourites](#)

[Tips for List Owners: Topics](#)  
[Bulk Add](#)

[JISCmail statistics](#)

### Favourites by Pam Delaney



On the JISCmail homepage at [www.jiscmail.ac.uk](http://www.jiscmail.ac.uk) you will see in the middle of the page the word FAVOURITES with a small blue box marked TIP beside it. The facility is a very useful and easy way of accessing the main archive page of lists for list members and both the archive and list management page for list owners. If you have never used this facility the text underneath will read "You have no favourites"

Click on TIP, add the list name to the box provided and click on either the house symbol (for archive page) or tool symbol (for list management page). The list name will now be added to your JISCmail homepage. If the listname has an asterisk beside it, the link is to the list management page

Picture of <http://www.jiscmail.ac.uk/help/web/manfavs.htm>

If you wish to delete any favourites, again just press TIP and follow the instructions for deleting.

## Tips for List Owners

### Topics by Pam Delaney

To use topics requires a fair amount of experience as a list owner and a good understanding of the working of a mailing list by the members. It can only be of use to members who do not have their personal settings set to either Digest or Nomail.

List topics provide a way to run a mailing list where several sub-topics are being discussed in parallel but some subscribers are only interested in a subset of the topics. For instance, a working group might have benchmarks, meetings, news and beta-tests type of postings.

The list owner could add the following line to the header configuration

**Topics= Benchmarks,Meetings,News,Beta-tests**

**[Through the Topics= keyword, the list owner can define up to 23 topics for the list. If necessary, you may use multiple Topics= lines in your header in order to fit all of your topics in.]**

You may also add a default topic line to your header configuration, which allows you to predefine some general topics as a starter for new members.

i.e. **Default-topics = Meetings**

As the list owner you may change the name of a topic without having to do anything about your members subscription. **What you cannot do is re-order the topics.** Nor can you delete a topic without replacing it with a comma i.e.

Topics= Benchmarks,Meetings,,Beta-tests

Some words are reserved and cannot be defined as a topic, these are - All, None, Re, Other and Others

Members can now choose from which of these topics they wish to be receive postings. They can choose a selection, All or Other.

When a posting is made either one or more topics can be added to the subject line.i.e.

**Subject: Meetings,Benchmarks: This is the subject.**

This posting will be sent to all who have both Meetings and Benchmarks defined. Listserv will also accept a certain amount of abbreviation. If the subject line reads:-

**Subject: Bench: This is the subject**

The posting would be sent to all who have Benchmarks defined. If the subject line reads:-

**Subject: Be: This is the subject**

The posting would be sent to Other as Be could be either Benchmark or Beta-test

Members topics can be changed via 'join/leave or change setting' on the list archive page or by the set command in the form

**Quiet set LISTNAME topics: Meetings,Benchmark**

In the same way topics can be changed by using the + or - symbols, i.e.

**Quiet set LISTNAME topics: +Meetings, -Benchmarks**

This would add Meetings to a members list of topics and remove Benchmarks

**Inside this issue:**

[JISCmail Surveys](#)

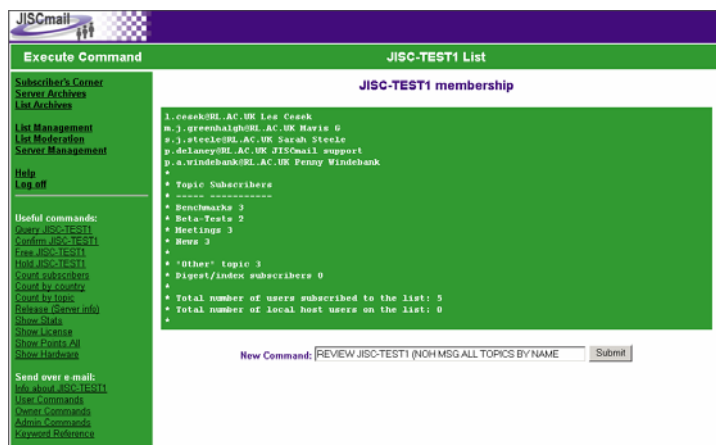
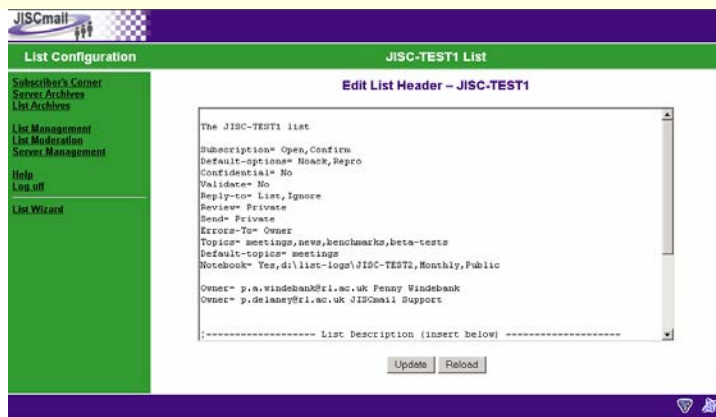
[JISC Conference 2004](#)

[Newcomers Corner: Passwords](#)

[Favourites](#)

[Tips for List Owners: Topics Bulk Add](#)

[JISCmail statistics](#)



## Tips for List Owners [cont'd]

### Bulk Add

The BULK command is very useful for owners of new lists who wish to populate their list with many members in one session. It is also useful for lists that change membership quite often. Using the bulk method is equivalent to adding your members with the option 'quiet', so they do not receive any notification or a welcome message, so after you have done the bulk add, you may wish to send out a posting to the whole list or to the people you have added to let them know what you have done. N.B. A list owner should never add any individual to their list(s) without prior consent.

To use this method of adding members, you will need to have a plain text file in the following format

e-mail1 FIRSTNAME1 LASTNAME1

e-mail2 FIRSTNAME2 LASTNAME2 etc

This file could be generated as output from the contents of an existing database or spreadsheet.

Once you have the file, go into the management page for your list and then into BULK. Add the name of the file using the browse provided. You then need to decide which function to use. The default is the first and 'safest' function.

#### Selections

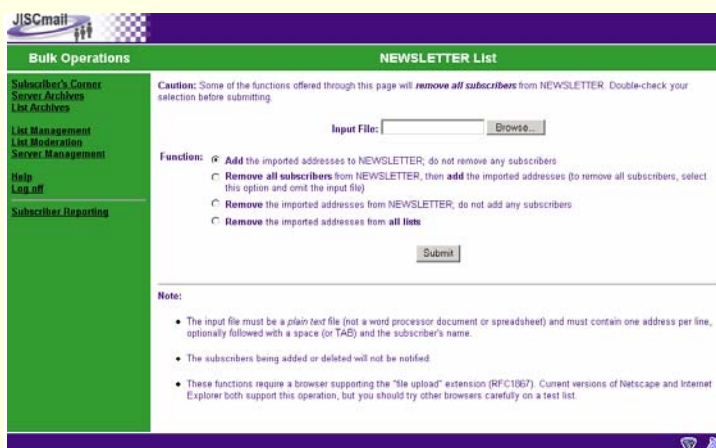
Add the imported addresses to LISTNAME; do not remove any subscribers

Remove all subscribers from LISTNAME, then add the imported addresses (to remove all subscribers, select this option and omit the input file) – *[This is useful for lists that change membership often]*

Remove the imported addresses from LISTNAME; do not add any subscribers

Remove the imported addresses from all lists

N.B. As you can see the last option is a powerful option so take care which radio button is switched on.



#### Inside this issue:

[JISCmail Surveys](#)

[JISC Conference 2004](#)

[Newcomers Corner: Passwords Favourites](#)

[Tips for List Owners: Topics Bulk Add](#)

[JISCmail statistics](#)

A selection of JISCmail statistics for	December	January
distributed messages	54,617	77,266
new lists set up	50	96
new subscriptions	4897	6645
unique subscribers	353,412	360,963
active lists	4779	4863
spams detected	75,000	122,202
viruses received	2273	65,522
viruses distributed	0	0
helpdesk phone queries	35	72
helpdesk email queries	908	847

#### Our contact details are :

JISCmail  
 Building R61 Room 1.05  
 CCLRC Rutherford Appleton Laboratory  
 Chilton  
 Didcot  
 Oxfordshire  
 OX11 0QX  
 Tel 01235 44 6780  
 Fax 01235 44 6708

Suggestions and ideas for publication in this newsletter are welcome, please email to:

[newsletter-request@jiscmail.ac.uk](mailto:newsletter-request@jiscmail.ac.uk)

The closing date for the next issue is 30th March

**Penny Windebank, Editor**