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1. THE HIGHER EDUCATION ACADEMY

The Higher Education Academy is an independent organisation whose mission is to help institutions, discipline groups and all staff to provide the best possible learning experience for their students. We provide an authoritative and independent voice on policies that influence student learning experiences, support higher education institutions, lead and support the professional development and recognition of staff in higher education, and lead the development of research and evaluation to improve the quality of the student learning experience.

We have 24 Subject Centres based in higher education institutions throughout the UK, who provide networking, resources and a wide variety of activities to support HE practitioners, subject departments and discipline communities. For our subscribers, the HEIs of the UK, we provide tools, practical solutions and research evidence to help them improve their students' learning experience. We facilitate network groups to exchange practices and ideas – many of them through the medium of JISCmail lists. We accredit programmes of training for new academic staff delivered by HEIs, and are working on ways of accrediting their continuing professional development frameworks. We make available resources, advice and support for specific groups and areas of interest

such as external examiners, e-learning, e-portfolios, institutional research and employability.



Research literature reviews and surveys offer evidence-informed approaches to policy and practice on topics such as the first-year experience and the relationship between research and teaching. Together with the Leadership Foundation for HE, we run the annual Change Academy event where institutional teams develop the skills for strategic change projects in their institutions.

Our network of Deputy and Pro-Vice-Chancellors and Vice-Principals allows senior managers to share experiences and discuss policy issues, such as how best to manage teaching, learning and student support, and has set up special interest groups on the structure of the academic year and on small and specialist colleges.

We manage the National Teaching Fellowship Scheme (NTFS), which recognises and rewards individual staff in England and Northern Ireland for their excellence in teaching. The newly launched Project strand of the NTFS presents opportunities to bid for funding to work with National Teaching Fellows on projects that will be expected to bring substantial benefits to student learning experiences in the HE sector.

On behalf of the UK universities' and HE colleges' bodies and the UK higher education funding councils, we have developed a national framework for professional standards in teaching and supporting learning. We maintain a register of practitioners which recognises individuals' expertise and commitment to



supporting the student learning experience. We facilitate a number of networks on themes such as supporting external examiners, part-time staff, Personal Development Planning and quality enhancement. We are also establishing subject networks for the Centres for Excellence in Teaching and Learning (CETLs) and plan to build networks of CETLs covering thematic and management interests.

Most of these networks are supported by their own dedicated JISCmail lists – some open to all, some “closed” except by invitation. For example, we communicate regularly with Subject Centre Directors, Managers, administrators and technical support staff via JISCmail, and these staff use the lists to share information or post queries. The Academy general list HEACADEMY-GENERAL is open to all, as is the list HEA-EMPLOYABILITY for those interested in the topic of employability in HE. We use the LITERATUREREVIEW list to communicate with grant holders for the literature reviews we are funding, and PDP-UK-NETWORK as a vehicle for discussion and support for staff working on Personal Development Planning – a network group run jointly by the Academy and the Centre for Recording Achievement (CRA).

Most of the Subject Centres also have their own range of mailing lists: for instance, the History, Classics & Archaeology Subject Centre has a general discussion list at HEACADEMY-HCA, while HEACADEMY-ICS-COMPUTING is a well-subscribed list for academics working in Computing Science and interested in the work and activities of the Subject Centre for Information and Computer Sciences.

Other lists are restricted to members, such as the CETL-NETWORK list (currently with some 300 members), and those

supporting the PVC Network, the Change Academy and the Flexible Learning Pathfinder projects. These are not primarily intended for communications from the Academy but as a means of communication by and within the community.

For further information see our **website**

Andrea Rayner

The Higher Education Academy


2. SEARCHING ON JISCMail

There are many different reasons you may want to search JISCmail, and tools are provided for 4 distinct types of search:

- Finding lists
- Searching list archives
- Searching the JISCmail website
- Cross list searching

The latter will be covered in a later article.

Finding lists

FIND LISTS 

by list name **TIP**

Go

alphabetical indexes

A **Go**

category pages

Art & Design **Go**

keyword search

Go

phrase whole words



You can look for lists by going to the JISCmail homepage and using one of the search boxes on the right hand side.

- "by list name" is for people who know the exact name of the list they wish to go to. The list can be both public or private. Enter the list name in the box and click on GO
- "alphabetical pages" is for people who roughly know the list name, but are not sure. Only public lists will appear in the A-Z index. Select any character from A-Z and click on GO
- "category pages" is for people looking for public lists relating to a particular field. Select the category you want and click on GO
- "keyword search" searches public lists for listname, title and description for any keyword that is entered. Enter your word(s) tick/untick the phrase and whole word boxes and click on GO

Searching list archives

Search the OWNERS-TALK Archives

Search for:

Substring Search

In Messages Where:

- The subject is or contains:
- The author's address is or contains:

Since: (date/time)

Until: (date/time)

Sort by: ▼

There are 2 ways you can search the archives of a list, they are via the list homepage or by using an email command.

SEARCHING VIA LIST HOMEPAGE

From the list homepage, click on the "search the archives" link, where you will see a form like the one in the left hand column. Searching can be as simple as typing in the words you wish to search for in the first field and clicking on submit. Further options are provided to narrow down and speed up the search.

SEARCHING VIA eMAIL

Using the web for searching archives is the recommended and easiest way to find relevant material. You can also send a command to LISTSERV by addressing an email to listserv@jiscmail.ac.uk with no subject and the following in the body, i.e.:

```
Search text in listname
--
```

Where text is the search term you will use and listname is the name of the list you wish to search. See the **command** ref. You will receive an email outlining how many matches you received and details of how to retrieve the postings via email.

Searching the JISCmail website

The help section of the JISCmail webpage provides useful guides on many aspects of the service as do previous issues of this Newsletter. To search these resources and other pages, enter a keyword in the top right search web box.



3. CRONEM

CRONEM

Centre for Research on
Nationalism, Ethnicity and
Multiculturalism

CRONEM is a multidisciplinary research centre in the field of nationalism, ethnicity and multiculturalism. It brings together those at Surrey and Roehampton Universities who are engaged in issues which lie at the nexus between nation, ethnicity, multiculturalism, citizenship and migration. Reflection on these issues through arts and humanities disciplines provides a distinctive focus for this Centre and added value in funding bids. Since its inception in October 2003 we have organised regular seminar series, held two major conferences on multiculturalism and been involved in a range of research projects funded by the ESRC, AHRC, Leverhulme, Heritage Lottery Fund, Ford Foundation and Brent PCT.

The projects cover such issues as Polish migration to London, identity construction among British Bangladesh and mixed-heritage youth, British Bangladeshi collective memory and cultural heritage, Writing British-Asian Cities, everyday religious life among four communities in London, Johannesburg, Durban and Kuala Lumpur and health inequality. We have also undertaken consultancies for Foreign and Commonwealth Office and BBC.









Cronem uses a JISCmail list for part of its communication. The list has 185 members. For more information about our projects and events please visit our [website](#)

Mirela Dumic - CRONEM

4. JISCMail QUICK USER GUIDE

On the JISCmail homepage under Quick Links there is now a link to a Quick User Guide. The guide, aimed towards subscribers and owners, can be viewed on-line and/or a printer friendly version can be obtained. We hope you find this useful, please let us know by contacting the **helpline**

QUICK LINKS

-  [Subscriber's Corner](#)
-  [List Management](#)
-  [Register Password](#)
-  [Search Archives](#)
-  [Create a List](#)
-  [Join / Leave a List](#)
-  [Quick User Guide](#)
-  [Newsletter](#)

5. SPAMCOP

What is SpamCop and how does it work?

SpamCop is a service that maintains a list of sites sending spam, called the SCBL (SpamCop Blocking List). Organisations can use this list to filter or block unwanted email.

Sites can get listed in a number of different ways, including by user submission, where recipients of unwanted email report them directly to SpamCop; spamtraps, special email addresses setup to catch out address harvesters; open relays - mail servers that are improperly configured; and reports from other sites that use the SCBL.



The SCBL is an automatic list and sites are removed after 24 hours where no further reports are received.

How does it affect JISCmail?

There have been a number of incidents in recent months where the JISCmail outgoing mail server has been listed on the SCBL. As a result, some organisations that use SpamCop have been periodically rejecting email coming from JISCmail. Servers are listed on the SCBL for a minimum of 24 hours but we have observed at least one period where we were blocked for a couple of days. The primary effects of this are:

- all list subscribers and owners, residing at those organisations, will not receive any email from JISCmail during the time we are listed
- where repeated delivery errors are received, from the rejecting organisations, and depending on the configuration of LISTSERV's autodelete mechanism on each list, subscribers may be removed from the list automatically.

While we do not know the full extent of the problem, it is likely several hundred users could be affected.

So where does the problem lie and what can be done about it?

JISCmail filters hundreds of thousands of spam messages, coming in to the service, every month, and we do not operate any open relays. However, it is always possible small amounts of spam slip through the net, and what constitutes spam can be a very subjective matter. It is for this reason that we strongly discourage anyone reporting email from JISCmail as spam. A far better approach would be to contact

the JISCmail helpline, who will be happy to investigate the matter for you. This may also help us to fine-tune our own anti-spam mechanisms so that everyone benefits. Perhaps even more importantly, however, is the way SpamCop is used by organisations. SpamCop themselves advise:

"The SCBL is an aggressive spam-fighting tool. By using this list, you can block a lot of spam, but you also may block or filter wanted email. Because of this limitation, one should strongly consider using the SCBL as part of a scoring system and explicitly whitelist wanted email senders (e.g., mailing lists and other IPs from which you want to receive email)"

We cannot control how organisations choose to implement SpamCop, and whether they adhere to those guidelines, and nor do SpamCop respond to requests to whitelist a service. Therefore, the best course of action is to request that organisations whitelist our outgoing mail server ICTMAILER1 (**130.246.192.56**), in keeping with Spamcop's recommendations.

Further reading:

Wikipedia article on SpamCop Spamcop Information

6.HTML POSTINGS

People often assume that if they create a web page, then copy and paste the source into an e-mail message, that this will be enough for the message to be sent as an HTML message. In general, this is not the case, and sending a message using this method will result in the raw HTML code appearing in the body of the message when it is received.



Some e-mail clients may offer an option to send HTML messages; if so, you can use this feature to send an HTML message.

Another method that has been used is to create a web page that looks the way you want, then open that page in a web browser and use the "send page" option to send the page via e-mail.

Similarly, some programs that allow you to create web pages also allow you to e-mail them to one or more e-mail addresses. (For instance, Microsoft Word has options to create web pages and also to e-mail them.)

If the e-mail messages are being created by a script, make sure that the script includes the required MIME headers. For standard messages that contain no 'special' characters, the following would be appropriate:

Mime-Version: 1.0

Content-Type:text/html;charset="us-ascii"

No matter which method you use, it is recommended that you do some testing beforehand using the e-mail clients you expect your customers to be using. Note that AOL and free e-mail providers such as Hotmail and Yahoo! have their own e-mail clients that may handle HTML messages in different ways.

Feedback

If you have any feedback that you would like to give, please do not hesitate to contact the helpline

A Selection of JISCmail Statistics

	August	September
Active lists	5732	5718
Distributed messages	56052	65900
New lists set up	50	69
Unique subscribers	417989	422761
Spams detected	972792	2037674
Viruses intercepted	0	0
Helpline queries	559	422

Contact details:

JISCmail,
Building R61 / Room 1.05,
CCLRC Rutherford Appleton
Laboratory,
Chilton,
Didcot,
Oxfordshire,
OX11 0QX

Tel 01235 446780

Fax 01235 446708



helpline@jiscmail.ac.uk