DRAFT Ideas List Standards and Guidelines, August 3, 2009:

The KUNM Ideas List (a UNM ListServ or email list service) was created to enhance communications among KUNM Volunteers, Operations Staff, and the Radio Board. Ticket giveaways, information about freebies, non-KUNM job announcements, and other information of interest will usually be posted by staff only to the KUNM Ideas List.

To subscribe or unsubscribe to the KUNM Ideas List:

1. Go to list.unm.edu
2. Click Subscribe to a list
3. Type KUNMIDEAS-L in the text field, and click Submit. At the top of the next page, read the paragraph and type your email address and your name.
4. Click “Join KUNMIDEAS-L”. Once added, you’ll receive a welcome message. If you have questions on the various options listed on this page, use the Help function or contact operations@kunm.org.
5. To unsubscribe, follow steps 1 through 3 above and click “Leave KUNMIDEAS-L”.

Alternative method: E-mail operations@kunm.org and ask to subscribe or unsubscribe to the Ideas List.

To send messages to all subscribers on the KUNM Ideas List:

1. Address your email to KUNMIDEAS-L@LIST.UNM.EDU.
2. To reply to the individual (only) who sent the message, use the Reply function in your e-mail system. Replies to Ideas List messages will go to the sender whose message you are responding to.
3. To share a response with all Ideas List subscribers, you can reply or forward the e-mail but you will need to use KUNMIDEAS-L@LIST.UNM.EDU in the “TO” field.)

Encouraged topics for the KUNM Ideas List

1. Station programming, events, ticket giveaways and freebies.
2. Topical and timely announcements of specific interest to KUNM volunteers and staff.
3. Constructive criticism or suggestions to improve KUNM or the KUNM community.
4. Questions and comments about music, news and public affairs.
5. Station troubleshooting.
6. Ideas that improve the volunteer, staff or listener experience.
Standards for the KUNM Ideas List

1. Critical Standards: Violations can result in immediate disciplinary action

Critical violations include any posts that violate UNM’s "Acceptable Computer Use" Policy 2500, UBP, Section 6: Electronic Communications:

“Electronic communications include information in any form such as data, audio, video, and text that is conveyed or stored electronically, for example, by e-mail, web pages, and in files. Electronic communications are used for furthering the education, research, and public service mission of the University and may be used for incidental personal use*, but may not be used for commercial purposes or profit-making.

The following types of communication are prohibited:

chain letters, pyramid schemes, and unauthorized mass mailings;

fraudulent, threatening, defamatory, obscene, harassing, or illegal materials;

non-work or non-class related information sent to an individual who requests the information not be sent;

copyright law violation;

and commercial or personal advertisements, solicitations, promotions, destructive programs, or any other unauthorized use.

*For a full definition go to www.unm.edu/~ubppm/ubppmanual/2500.htm#2.3.

2. Recommended Standards: Repeated violations can result in disciplinary action

Be supportive and tolerant of the diversity of other Ideas List subscribers.

Post briefly with a clear subject line (avoid quoting entirety of previous posts). Reference other sources briefly; cite source but do not quote at length.

Please post conscientiously; limit number of daily posts.

No attachments. Attachments strain email capacity and may contain viruses. You may include links to specific content rather than attaching it to your post. You may also mention that people interested in receiving your file(s) can contact you in a personal email (off the list).
Please restrict replies to the sender (the default list setting for replies) rather than forwarding your responses to the Ideas List if the comment does not further the discussion (e.g., avoid postings such as, “Me too”, “Thanks”, etc).

Posts are public announcements. Please be thoughtful about who might read your post.

Please limit postings about personal matters to those directly affecting other KUNM volunteers and staff. (It’s okay to note an absence from KUNM because of a birth or death in the immediate family, since it relates to KUNM activities. Not okay: Announcing sadness over the loss of a pet, with no direct connection to KUNM, is excessive. It’s not okay to say how excited you are to meet a well-known person and then expound on the experience. If the individual is being interviewed on your show, that would be suitable, with a PROG or perhaps a BUZZ heading, though not required. If you just want to share, please set up your own blog or email off-list, but not on this list.)

3. **Preferred Standards: Encouraged as a courtesy to others**

Consider using a CAPITALIZED word to start your subject. For example:

**IDEAS** - Suggestions, thoughts about how to improve the KUNM experience, solutions for non-technical issues that don’t fit under another header, etc.

**QUERY** - Questions that you can’t find answers for (in some cases, someone may be able to follow up with you offline.)

**TECH** - Technical issues, such as equipment issues, computers, broadcast equipment, training, standards, etc.

**PROG** - Programming news and suggestions, program promotions, web site content, etc.

**BUZZ** - News (awards, kudos, etc.), event announcements, whether outside KUNM (concerts, happenings) or internal (General Meeting, Radio Board), and announcements of interest to the KUNM community.

**POLICY** - Anything related to KUNM rules, guidelines, or governance.

**FREEBIES** - Ticket and other giveaways, prioritized for volunteers (with others on a waiting list for a finite period.) *Could involve helping at KUNM booths or events with free admission as a benefit, in some cases.*

**JOB** - Non-KUNM job announcements and calls for volunteers.
**Violations of the Standards**

If you violate the **Recommended** or **Preferred** standards, a KUNM moderator will contact you to remind you of your responsibility to adhere to our standards.

If you continue to violate the **Recommended** standards, the moderator will place you in a probationary period of moderation for up to 90 days. During moderation, your postings to the list must be approved by a moderator before being sent to the members on the list. At the end of this period, you will return to posting directly to the list.

For a violation of a **Critical** standard, or repeat violations of **Recommended** standards, the station reserves the right to remove you from the *Ideas List*. You may request to be resubscribed to the *Ideas List* 90 days you are unsubscribed, so long as you are still active as a volunteer or staff member. Resubscription to the *Ideas List* is not guaranteed.

**Moderators**

KUNM’s Operations Manager is in charge (the owner) of the KUNM Ideas listserve and is responsible for list moderation. A co-moderator may be elected from among the Volunteers subscribed to the Ideas list, after a call for nominations. If a Volunteer is not available to serve as a co-moderator, someone else from the Operations Staff will be assigned co-moderation responsibilities.

The moderators will remind list users to follow these standards and guidelines. They will consult with each other on specific actions to be taken following severe or repeated violations of these standards. The suitability of particular postings to the list may be discussed on the Ideas list from time to time.

**Terminating list subscriptions for other reasons**

The KUNM Ideas List is only for active volunteers, staff, and board members. Any volunteer or staff member who is suspended or terminated will be unsubscribed from all KUNM List-Servs, including the *Ideas List*. Resubscription is possible if you return to active status.

If you leave KUNM in good standing and want to continue to participate on the Ideas List, you can request such by contacting KUNM’s Operations Manager.

NOTE: KUNM also maintains a non-interactive (no reply or discussion on the list) ListServ called the **KUNM Ops Bulletin**. This list is for operational and technical notifications. Information is sent from KUNM to the staff and all volunteers. Questions? Please email *operations@kunm.org* or call 505-277-4516.

KUNM *Ideas List* (ListServ) Guidelines and Standards

Revised on August 3, 2009 (12:15 p.m.) by Rachel Kaub
Example of Ideas List quiz for subscribers:

A quiz such as this will be required for Ideas List participation (replies or feedback on this document may be sent to operations@kunm.org by 8/31/09 – please don’t answer these questions yet!) Those requesting participation on the Ideas List will be confirmed with a 100% score. (The test could be taken again after review with staff, if desired.)

Thanks!

Rachel Kaub
KUNM Operations Manager
August 3, 2009

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Please choose the best answer to the following:

1) The KUNM Ideas List can be used to
   a. Invite everyone to your keg party.
   b. Share information about an upcoming KUNM program.
   c. Tell everyone that you have a room for rent.
   d. Seek commiseration on the passing of your favorite goldfish.
   e. ("c" and "d")

2) You will face suspension from Ideas List participation if your messages to the list
   a. don’t use a capitalized word to start the subject line.
   b. include three consecutive messages within a 24 hour period that mention technical problems or training issues.
   c. accuse someone of stealing your I-pod.
   d. ask for information about a particular song.
   e. refer to a KUNM volunteer or staff member as a "freak" or "incompetent moron" (whether you believe it or not).
   f. ("b" and "d")
   g. ("c" and "e")
3) You find that the announcer headphones in the control room are not working, and you have to borrow others from a guest position.

a. Page staff for an immediate response to deal with the problem.

b. Post a question to the Ideas List asking why the headphones are always broken.

c. Write an Equipment Trouble Report (ETR – used for reporting non-critical / non-emergency equipment problems).

d. E-mail operations@kunm.org to report that announcer headphone jack is broken.

e. Place post-it or label on the mic or mic channel, “mic not working – Wrote Equipment Trouble Report/ETR”.

f. (at least “a”, then “b” and/or “d”)

g. (at least “c”, then “d” and/or “e”)

4) You have a suggestion that you feel might make ticket giveaways (announced during on-air shows and then claimed by selected callers) go better at KUNM. You would

a. Write notes on the back of a ticket give-away form and leave it in the Music Director’s in-box.

b. Post a message to the Ideas List asking why ticket giveaways are always such a hassle and “how come callers get all the free tickets?”

c. Post a message to the Ideas List describing your idea for improving ticket giveaways.

d. Corner the General Manager in the hallway and pitch your idea for ticket giveaways, and ask that this be discussed with other staff ASAP.

e. ("b" and "c")

f. ("a", "b", and "d")
5) Someone posts something to the listserv that is personally offensive to you.

   a. You file a complaint with the Operations Manager immediately asking that the person be removed from the list.
   b. You post a message to the Ideas List chiding the person who offended you, explaining why they were insensitive.
   c. You post a message to the Ideas List demanding an apology from the person who offended you.
   d. You reply to the person off list (by replying to their Ideas List posting.)
   e. (“a” and “c”)
   f. (“b” and “c”)

As noted already, this quiz is an example and should not be marked and returned at this time – after feedback and review, an official version of the Ideas List Standards and Guidelines, and the quiz required for subscription to the Ideas List, will be posted for KUNM volunteers and staff. The quiz will be available by email, hard copy, and possibly using a service such as Survey Monkey.

Please send any comments or feedback on these DRAFT Ideas List Standards and Guidelines or on this quiz to operations@kunm.org by no later than August 31, 2009. The listserv committee and Richard Towne will review all feedback and then implement the final version, inviting KUNM volunteers and staff to then subscribe to the Ideas List by passing a quiz modeled after the one above.

Sincerely,

Rachel Kaub
KUNM Operations Manager

operations@kunm.org

August 3, 2009