

Keep your SPAM in its place

This article is the second in a series on how to become a more effective user of email, following up on recommendations from HVC2 groups. Our first article suggested ways to utilize the subject line to clearly indicate the subject and action needed in relation to an email (see the the July 3 *HVC2 Outcomes* issue, #4).

Past issues of *HVC2 Outcomes* are archived at www.ku.edu/~hvc2/. A third article on productivity and email will appear in a future issue focused on what you should NOT use email for. I hope all are having a productive beginning to the new academic year.

— Marilu Goodyear
Vice Provost for
Information Services

In the next issue ...

Creating a "Culture of Evidence"

SPAM Filter Helps Campus Community Keep Unwelcome Emails Under Control

The HVC2 Scholars Task Force focused many of its recommendations on tools and resources to assist with work productivity across campus. One item that came up in the discussions is the management of electronic resources to enhance rather than hinder productivity. Since March, KU's SPAM filter helps students, faculty and staff to manage the flow of unwanted SPAM messages that can fill email boxes and steal productive work time. Email addressed to a KU email address or alias (user@ku.edu or user@ukans.edu) as well as all messages sent to Exchange addresses (user@mail.ku.edu or user@mail.ukans.edu) are evaluated by KU's SPAM filter.

The filter does not auto-delete SPAM-scored emails in order to avoid deleting legitimate emails. As you may know, the filter "tags" potential SPAM messages with a SPAM score. The value of the number indicates the likelihood that the message is spam, with greater numbers representing higher probability. This consistent subject line allows individuals to manage their SPAM by automatically moving emails into a folder created especially for SPAM or directly into the trash. This may be done by creating a rule in Outlook, WebMail or Entourage.

Instructions for creating a **SPAM autofiltering rule in your email** can be found at <http://www.ku.edu/acs/email/spam/>. Information is organized into the categories listed below:

- Outlook 2000 for Windows
- Outlook 2002 for Windows
- WebMail
- Outlook 2001 for Macintosh
- Entourage for Macintosh

Overall, filtering should substantially decrease unwanted spam messages. Information Services staff continue to improve SPAM filtering accuracy and effectiveness as SPAM and techniques for its detection evolve.

Suggestions to help manage the flow of SPAM messages:

1. Avoid registering your KU email address at Web sites unless absolutely necessary.
2. Avoid replying back to a spammer's "remove me from your list" address.
3. If you believe that a SPAM message sent to you might be of interest to the security office, send it with message headers to abuse@ku.edu.