GOOGLE GROUPS: MODERATING TOP-LEVEL GROUPS
Willamette Integrated Technology Services (WITS)

Overview
Willamette’s new “top-level” mail groups have been implemented using Google Groups. This service provides robust moderation tools. Each email sent to one of these mail groups requires the approval of a designated moderator before it will be delivered to the group’s members.

The initial set of top-level mail-groups are:
• wu-community@willamette.edu
• wu-colleagues@willamette.edu
• wu-staff@willamette.edu
• wu-faculty@willamette.edu
• wu-students@willamette.edu

The managers of each top-level Google Group will have the ability (and responsibility) to moderate incoming mail. If mail is left unmoderated, it will never be delivered to the members of the mail group.

Moderation
When an email is sent to a moderated Google Group, every moderator of the group receives an email notification. The notification email contains a link to the moderation controls in the Google Groups web interface. Any one of the moderators may approve or reject the email. Once a moderator has approved or denied a message, it will no longer appear in the list of emails to be moderated – no other moderator will be able to issue a different decision.

To moderate an email, mark the checkbox to the left of its entry. Four option buttons at the top of the message list will become highlighted, each representing a different moderation action:

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<tbody>
<tr>
<td><img src="post_message_icon" alt="" /></td>
<td><img src="post_future_messages_icon" alt="" /></td>
<td><img src="report_spam_icon" alt="" /></td>
<td><img src="reject_icon" alt="" /></td>
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The buttons represent the following behaviors:

- **Post selected message**
- **Post and always allow future messages from author(s)**
- **Report message as spam and ban author**
- **Reject**

Choosing “Post selected message” approves the email and delivers it to all members of the mail group. “Reject” removes the email from the mail group without delivering it, and responds to the sender with a rejection notification message.

Multiple messages can be moderated at once – just mark the checkbox for all messages you wish to moderate identically before clicking a moderation action button.
Whitelisting and Blacklisting

Selecting the “Post and always allow future messages from author(s)” option will whitelist the sender. Future messages from the sender will immediately be delivered to all members of the mail group without being held for moderator approval.

The “Report message as spam and ban author” button does the opposite; the sender’s mail will be automatically rejected from then on, and will not even appear in the list of messages to be moderated.

It is recommended that neither of these options be used lightly. While it’s possible to undo either a whitelisting or a blacklisting, the process can be convoluted. This is especially true in the case of whitelisted senders who are not a member of the mail group.