**Best Practices Information Request Form**

**Sections and Branches**

The Leader Training Committee (LTC) is continuously expanding their Best Practices Guide to document successful activities and practices in our Sections and Branches.

Please use this form (Word format) to document your group’s successful activity so we can share it with other leaders. We strongly encourage you to attach relevant graphics and photos (either embedded in the Word document or as attachments, PDF, jpg, tif, or other formats). We will incorporate the new Best Practice in the Guide and post it to the web site. Please return your completed form to Brian Pawula at blpawula@hornershifrin.com and/or Nancy Berson at nberson@asce.org.

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| **Date** | May 12, 2025 |

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| **PROJECT TITLE** | **Email Forwarders** |

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| **1. Section/Branch** | Orange County Branch |
| **2. Section/Branch Size** | Large |
| **3. Project Contact** |  |
| Name | Nestor Godinez |
| Phone Number | (714) 454-8946 |
| Email | ngodinez@slrconsulting.com; president@asceoc.org |
| **4. Project Category** | Communication |
| **5. Project Description** | An email forwarder is an email address connected to the YMG / Branch / Section (group). Email forwarders can be either (1) a user email address or (2) a group email forwarder. Email forwarders can serve as a constant legacy email address that can be passed on as new Board members cycle through. |
| **6. The Process**(What you did,When and How) | User Email Address: typical email address inbox (Google Gmail, Microsoft Outlook, Yahoo Mail). Groups should have at least one user email address. It can send and receive emails, which are stored on the cloud. Received email may be forwarded to other personal email accounts.* Examples – president@asceoc.org or website@asceoc.org

Group Email Forwarder: email address that only forwards received email to a list of other personal email accounts. Group email forwarders would be created after a user email address is created. It does not have an inbox, cannot send email, and email is not stored. Typically used for internal correspondence or one-way announcements.* Examples – board@asceoc.org or mentorship@asceoc.org
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| **7. Those in Charge** (Committee, Task Committee, Etc.) | The administrators of the email forwarders would be dependent on the technical skills of the Board members and the size of group. At a minimum, the Executive Board should be familiar with the email forwarders and be using them. For larger groups, the website committee should manage the email forwarders for the group. The marketing / social media committee should use email forwarders for the logins for all relevant accounts associated with the group. Committees that have an email forwarder should also manage their email forwarder(s).Login information and passwords should be known by the overall email forwarders administrators for the group (i.e. website committee), and an individual email forwarder administrator (i.e. Committee chair). Some email forwarders require two-factor authentication. |
| **8. Time Frame**(When Started,When Completed) | Login information, passwords, and two-factor authentication to be passed on and/or updated for new Board members as required as Board members cycle through.Email forwarders should be reviewed and updated a minimum once per year, preferably at the start of the fiscal year. |
| **9. Success Factors**(The Parts thatWorked Really Well) | Benefits: permanent, constant, legacy account. Tied to the group and not individuals, which reduces the risk of errors by others. Protects privacy of individual Board members. Provides a historical record repository. They can be used for account logins such as social media, cloud storage, admin, marketing, website, etc. |
| **10. Setback Factors**(The Parts thatdid Not Work Well) | Limitations: free accounts have reduced functionality. Business accounts have more functionality, which comes at a cost. Non-profit discounts are connected to state tax ID; groups might need to share and coordinate. May require training to gain technical knowledge to manage. Two-factor authentication requires coordination for multiple users. |
| **11. Creativity**(This is something off the wall that we did) | Groups should create email forwarders that are simple to understand and demonstrate their purposes. Email forwarders should only be created when needed. Groups should be efficient with their use of email forwarders as an email forwarder may be used for multiple purposes. |
| **12. Administration**(What was most Important?) | Administrators and users of email forwarders should have set responsibilities that are understood. Tasks can be shared or delegated to individuals. New Board positions or Committees may need to be formed as needed to administer based on the size and complexity of the group. Groups may consider creating a how-to guide or best practice for internal use on how to administer email forwarders. |
| **13. Follow-Up**(What was most important?) | Email forwarders should be reviewed and updated at least once a year and periodically as new members join the group. Board members and Committees tasked with reviewing and updating email forwarders should be provided with a set timeframe to collect the needed information and complete the email forwarders tasks. |
| **14. Recommendations**(What you should ALWAYS do with this project?) | Small Groups: should create at a minimum of one simple user email address (i.e. asceoc@gmail.com). Provides free, easy, limited features but might not be the most “professional”.Medium Groups: should create a few user email addresses with their website domain (i.e. asceoc.org). Requires a business account and website. There is a cost associated. More “professional” in appearance. Requires more technical proficiency.Large Groups: can create multiple user email addresses and group email forwarders. These groups usually have an advanced website and multiple supporting login accounts (i.e. Canva, Wix, Eventbrite, social media). Requires the most technical proficiency as a group. It is best to have a committee sharing responsibilities. |
| **15. Cautions**(What you should NEVER do with this project?) | Responsibility, knowledge, and access should be granted to multiple people to avoid loss of access for the group when one person in that group is not available, thus minimizing the chance of lockout. Login information, passwords, and associated accounts should be accessible to multiple trusted individuals. |
| **16. The Outcome** | The use of email forwarders allows for constant legacy contacts that are owned and managed by the group independently of the individuals involved. Groups should at least have one email forwarder. |
| **17. Ongoing Activity**(Would you do it again?) | The use of email forwarders is an ongoing and permanent practice that can be used by all groups involved with ASCE. Groups should review and update their email forwarders as needed. Email forwarders no longer needed or relevant may be retired, and new ones may be created as needed. |
| **18. Speaker Contact Information**(person from your group who would be willing to speak about the Best Practice) |  |
| Name | Nestor Godinez (Orange County Branch President 2024-2025) |
| Phone Number | (714) 454-8946 |
| Email | ngodinez@slrconsulting.com; president@asceoc.org |
| **19. Additional Comments**(We strongly recommend attaching relevant photos and graphics) | [ASCE OC Branch | Orange County, CA](https://www.asceoc.org/) |

