Student Email Recommendation – 12.16.09

The Changing [f]ace of Email

- Nearly all students maintain outside personal email accounts
- Across K-12 and higher education, students are doing less with email and more with social networks to communicate with friends and family
- Universities are getting out of the business of being an email provider

Loyola's In A Good Position Today

- Prior to 2006 we were receiving numerous complaints
- Outsourcing to a provider was just becoming available - but not ready for primetime
- We leveraged our licensing agreement with Novell, and with a modest hardware investment, moved students to GroupWise
- Today the environment is stable
- Need to plan now for where we want to be in the future

Loyola's Current Environment

- 20,000 + Mailboxes
- Stable Environment
- Email forwarding is optional
  - 11% of students forward their @luc.edu mail to outside providers:
    - » 32% of those to Google
    - » 15% to Yahoo
    - » 8% to Hotmail
- Official University e-mail sent to University provided account
- Relatively few email complaints from students

LOYOLA
UNIVERSITY CHICAGO
Preparing people to lead extraordinary lives
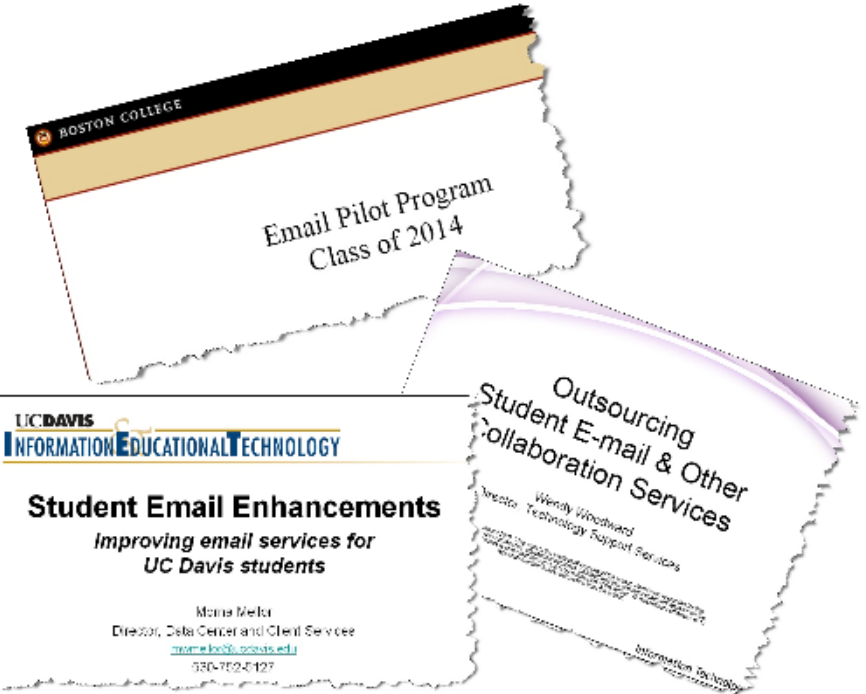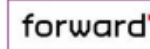
Who's Doing What?

Student
- Marquette University
- University of Denver
- Tulane University

Gmail by Google
- Northwestern University
- Saint Louis University
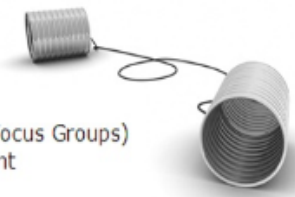- University of San Francisco

Microsoft Live@edu
- Ball State University
- UIC Urbana Champaign
- University of Wisconsin - Parkside

forward
- Boston College
- Brigham Young University
- University of Scranton

BOSTON COLLEGE

Email Pilot Program
Class of 2014

Outsourcing
Student E-mail & Other
Collaboration Services

UC DAVIS
INFORMATION EDUCATIONAL TECHNOLOGY

Student Email Enhancements
improving email services for
UC Davis students

Maria Mellor
Director, Data Center and Client Services

	GroupWise	Outsource	Forward	No Email Service Provided
Email Address	student@luc.edu	student@loyola.luc.edu	student@luc.edu	Unknown
LUC Vanity Return Address	Yes	Yes	Provider Dependent	No
Cost	Moderate to LUC	Free / 30K investment	Minimum to LUC	Free
Storage Space	100MB	7GB and Growing	Provider Dependent	Provider Dependent
Account Retention	180 Days – No Archiving	Forever	Provider Dependent	Provider Dependent
Collaboration Features	Calendaring; Text IM	Calendaring; Text IM, Voice, and Video Chat; "Office" Type Products	Provider Dependent	Provider Dependent
Mobility	Blackberry Devices; IMAP Enabled Devices	Any data-enable Wireless Device via: Mobile Web Browser; Mobile Application	Provider Dependent, but typically any data-enable Wireless Device via: Mobile Web Browser; Mobile Application	Provider Dependent, but typically any data-enable Wireless Device via: Mobile Web Browser; Mobile Application
Self-Service Functionality	Password Changes; UVID; Forwarding	Password Changes; Alias Creation (up to 3); Account Deletion	UVID; Account Deletion	N/A
Student Familiarity	None upon entering Loyola	None upon entering Loyola unless an existing Gmail/MS User	Most students come to Loyola with an established email account	Most students come to Loyola with an established email account
Receipt Notification Capabilities	Yes	Yes, with effort	Yes, with effort	Yes, with effort
Global Address Book	Yes	Yes, with ITS effort	Yes, with ITS effort	No
LDAP Authentication	Yes	Yes	No	No
User Support	Loyola FAQ / ITS Website for general questions; Student support provided by ITS department	Loyola FAQ / Provider online support for general questions; Additional student support provided by ITS department; Additional non student support (Who will provide?)	Loyola FAQ / ITS Website for general questions; Student support provided by ITS department	None
Account Retainable for Alumni	No	Yes	Yes	Yes
Maintenance & Support	8 Servers and Appliances	Portal Servers (SADA Systems)	No additional servers/appliances	No additional servers/appliance

2009 Casey Green Study	All Institutions	Public Univ	Private Univ	Public 4-Yr Colleges	Private 4-Yr Colleges	Commnuity Colleges
Is your institution reviewing or converting to outsourced/ hosted applications (percentages, fall 2009)						
Hosted / outsourced email						
Students						
No	19.4	11.8	18.2	21.1	20.7	21.3
Under review	36.8	34.2	29.6	37.9	43.7	28.7
Converting to / now using	43.8	54.0	52.3	41.1	35.6	50.0
Faculty						
No	71.0	60.5	59.1	69.5	66.1	93.5
Under review	21.0	30.3	31.8	23.2	22.4	4.6
Converting to / now using	8.0	9.2	9.1	7.4	11.5	1.9
Provider						
Googe	55.5	53.3	64.7	58.5	61.7	40.3
Microsoft	40.1	38.3	32.4	36.9	33.3	58.4
Zimbra	4.5	8.3	2.9	4.6	5.0	1.3
Hosted / outsourced "office" applications						
No	77.4	73.7	56.8			
Under review	5.8	13.2	6.8			
Converting to / now using	16.8	13.2	36.4			
Product						
Google Applications	63.4	61.1	72.2			
Microsoft Office Live	36.6	38.9	27.8			

School	Student Email Solution	Outsourced/In-House
Boston College	Hosted Imap/POP3/Webmail	In-House
Canisius College	Google Apps for Education	Outsourced
College of the Holy Cross	GroupWise	In-House
Creighton University	Exchange	In-House
Fairfield University	Google Apps for Education	Outsourced
Fordham University	Mirapoint Messaging System	In-House/Appliance
Georgetown University	Google Apps for Education	Outsourced
Gonzaga University	Hosted POP3/Imap/Webmail	In-House
John Caroll University	Mirapoint Messaging System	In-House/Appliance
Le Moyne College	Google Apps for Education	Outsourced
Loyola College in Maryland	Exchange	In-House
Loyola Marymount University	Hosted POP3/Imap/Webmail	In-House
Loyola University New Orleans	Hosted POP3/Imap/Webmail	In-House
Marquette University	Exchange (Possibly moving to MS Labs)	In-House
Regis University	Hosted POP3/Imap/Webmail	In-House
Rockhurst University	Exchange	In-House
Saint Joseph's University	SquirrelMail	In-House
Saint Louis University	Google Apps for Education	Outsourced
Santa Clara University	GroupWise	In-House
Seattle University	Exchange	In-House
Spring Hill College	IPSwitch Imail	In-House
The University of Scranton	Hosted POP3/Imap/Webmail	In-House
University of Detroit Mercy	Hosted POP3/Imap/Webmail	In-House
University of San Francisco	Google Apps for Education	Outsourced
Wheeling Jesuit University	Google Apps for Education	Outsourced
Xavier University	Exchange	In-House

Data collected from AJCU Websites – 12.2009

Sample of schools that have already gone Google:
http://www.google.com/a/help/intl/en/edu/index.html