Email, Messaging & Calendaring Focus Group  
February 10, 2010  
SUB Santa Ana (IT Agents Meeting)

Problems:

- Sync of calendaring with email, mobile devices
- Managing contact list
- Calendaring Standards, current lack of standardizing (outside invitation)
- Busy search hard to coordinate if not using GW
- Students have different accounts – good to use one system
- GW, UNM mail, should be one mail system, have no choice to pick other means
- Need to interface with what students using
- Faculty not adopting current system – get them on board
- Voice Messaging Centralized
- Archiving – mail messages

Needs:

- Sustaining Maintenance
- Calendars – Events for example, UNM Today
- Filter a lot of spam that comes in
- Simplicity
- Good Web interface – search within mail – good search Feature (student population)
- Consistency across platform
- Use of mobile device
- Instant messaging
- Standardization
- Need is exchange

Vision For the Future

- Find system to reach students- easily adopted by Faculty. Staff tend to be most flexible.
  - Single umbrella
  - Easily adopted by users on campus
  -Faculty/Student harder to satisfy
  -Interested in going through client list in web browser
  - Can access their archives
  -If someone familiar with client and likes saying will help with client, but then on own, that’s how we operate today
- Security/Privacy
- Speed of WEB client
- What feature of mobile device?  What’s beyond this
- Ability to aggregate into UNM’s email – Interfacing (Fine tuning) What’s being used
- Alumni Accts
- Retirees
- Entice Student/Faculty Integrated calendar could correspond with their courses
- Task Management-robust enough – when using a device for management - deadlines etc.
- Resource Scheduling – Rooms, lab tops etc.
- Want to outsource hosting?  Cost behind this - need people to administer
- Document management – storage depository – costs money - shared documents ex google docs very useful
- Common approaches – reaction of departments that support their own?
- Flexibility to set up contact list for own people
- Workflow requirement
- Policies on how we manage server
- Ability – group unit - department list
- Support for plus addressing – various email addresses to one account
- Video – where does this come in? – Where does this interface?
- Audio/Video messaging – unified communication
- HSC if a breach – Department to be responsible
- User error/incompetence
- Outsourcing issue – lots of schools, hospitals have done – any studies hippa issues?
- Roles have changed – Faculty want things right away – new system has to accommodate
- Departments want their identity – for example cs@unm.edu
Email Tech Forum Meeting

February 15, 2010 – 3:00 – 4:30 p.m.

Centennial Engineering Auditorium

Attendance: Guest Speaker Leah Becker, Student, Staff and Faculty,

**Forum Objective**
The objective of the open forum is gain insight into the UNM community’s requirements, usage and direction of email, messaging, and calendaring technology. UNM needs to know what services make most sense to deliver to the students, and provide basic tools to communicate and coordinate education, research and community service.

**PROBLEMS**
Issues, challenges with email messaging and calendaring.

1. **Web CT vs UNM System**
   Forced into using WebCT has its own messaging and email system and doesn’t forward its way to the UNM system and doesn’t integrate. 50% use Web CT – can impact from all others to Google.

2. **Space for the inbox is limited.**

3. **Use of GW calendaring and Thunderbird email.** The messages do not transfer over and the email dates for recurring meetings do not transfer. Choose to use Thunderbird because of quota.

4. **Staff can’t schedule or request meeting, and see availability of faculty.**

5. **Faculty prefer email to having a calendar – and post office hours.**

6. **Calendar – Busy search with GW and requesting appointments.** Not allowed to calendar the Dean.
a. Users don’t know rules to auto decline and reference
b. Shouldn’t need training to use
c. Faculty not learning when WebCT is different
d. ASM uses homework messaging
e. Training s/b 2 clicks – Fast Info not so good
f. Should have different levels of training for different users.
g. What is the Faculty held responsible for keeping? MCS forwarded to Google is not dependable and lose email messages.

7. Email Retention Public Information
   a. Faculty need guidance and clarity
   b. Responsibilities
   c. Retention Rules
   d. Forwarding

**NEEDS FOR EMAIL**

1. Gmail is convenient and it’s all there – integration for faculty, staff and students and to cover email, calendar, documents and storage.
   a. Is there a way to have one Gmail, and separate business from personal?
   b. Sometimes forwarded email doesn’t arrive
   c. Is Cloud safer than UNM mail?
   d. Would like to have a one stop with all needs.
   e. Reliability for email
   f. Security issues
   g. Integrate into one email (simplicity)
   h. Students don’t want personal mail on UNM servers
   i. Single sign in once without having to sign in over and over (banner, email, calendar.)
   j. Need to work on Linux – plain text, the environment they work in is comfortable, no desire to change.
   k. Mobile Applications – Lobo Web needs mobile page – that downloads fast. Mobile page to access calendar and email.
   l. Instant Messaging solution available institutionally to use in small groups
   m. Students need a way to contact and engage with faculty.
   n. Contact List – Listserv mailing lists & distributing lists, auto generated by Google. Student list on Lobo Web. Some environment on a class by class access.
   o. Selective archiving, more document storage, flexibility in using tools vs desktop support
VISION

a. Wiki blogs (PB works or ASM) for group work
b. Class by class email groups and wikis, need a collaborative space – not WebCT – to work together.
c. Tools need to be flexible so it can be used the way people want – old and new.
d. Desk side support is a big need across campus
e. Students forced to live with whatever faculty wants to use – old or new.
   “That’s Life”
f. Email as archive is important “What I say in email is a contract”(fac) “This is how I define independent studies, “archive it” (fac)
g. Need easier standards based on calendar than GroupWise that more people use on campus and to campus people outside of UNM.
h. Usable by administration for scheduling that is needed in departments.
i. Storage IDM sync, password sync and managing domains w/dept. servers
j. Work with Black Berry mobile device
k. Local Control – facility important and doesn’t take much time, it’s the identity management.
l. Self managed lists mail services
   Self managed File sharing
   Easier guest accounts
m. Access files from home
n. Local agility is a good idea
Email, Messaging and Calendaring Focus Group
2/18/10
Domenici Building

Problems
• Calendaring – own exchange servers – some exchange, GW UNM email system –
  Difficult to sync up with multiple departments (Law School)
• Big problem is Group Wise – Not fun to play with; would like (Microsoft or
  Outlook) because of interface – not standard across campus, not everyone has
  black berry – doesn’t sync with mobile systems
• Owen brought out students from School of Medicine calendaring to sync with
  google – who creates and manages
• A plus – not to have to do own- has department address book
• Platform issues – PC/MAC
• Mobile device issue - need – standards - issues with integration

Needs
• Standards
• Hardware – Independence – everyone wants to be able to access their data
• Basis more universal to reach all platforms
• Archiving – not clear from University counsel-how far back – strong on MAC –
  Use IMAC – If student wants to meet with Faculty, they send an email – don’t use
  calendaring
• Be able to see all of mailboxes
  - Global address list
• Ability to schedule for rooms and objects (resources)
• Integration of EMS
• Generational shifts with Faculty – not look at group as large mass – (IPOD) ease
  of use, practice generational needs
• Ability to take email packaging with other service we have – look how people
  want to work – do all in compliant environment- level of security and compliance
• Automatic provisioning – quotes dependant on what you are – student/faculty/staff
• Compliment email with other effect tools (need of huge education)
• Voicemail to go to email (unified messaging)
• Email for alumni
• Identity and Information

Visioning
• Get rid of GW – Microsoft the standard
• Case management – only interfaces with exchange (Law School) – Really good
  Web client- to get device independence
• Web screen same as outlook GW screen
• Unified Systems would like local control
• One System – standardized to what we need easier in turn of administration
  -No charge to departments
- Federated Identity
- No record on text or IM – IM no good business purpose – fear of abuse
- Spam Filtering needs to be included
Enterprise E-mail, Calendar and Messaging Forum  
February 22, 2010  
South Campus, 800 Bradbury  

Attendees: 2 UNMH staff  
Minutes Submitted by Helen Abrahamson  

Problems  
- Not having the capability to send e-mail messages from UNMH to HSC in general or Main Campus.  
  - HSC has its own processes. HSC sends e-mail messages to UNMH twice per week.  
  - UNMH does not receive any messages from Main Campus.  
  - President Schmidly’s Monday message goes out to all (UNM, UNMH and HSC)  
    - Is it possible for UNMH to have the ability to send messages in the same manner? (to all groups?)  
- Inability to generate an e-mail list  
  - A list serv would need to be created and then maintained  
  - Currently there are 700 clinical faculty (HSC doctors)  
  - The health officers (residents) do not receive any information from UNMH  
  - Is it possible to send messages to all Groupwise user i.d.’s thus eliminating the need to maintain a list?  
  - The question was raised as to whether UNMH uses LDAP? The answer is no.  
- Currently there is no authoritative master phone list  
  - UNMH does not use the Main Directory on the UNM website  
- “News Minute”  
  - 6000 UNMH employees never see that information  
- There is no collaboration with Susan McKinsey  
- How can we do a better job of sharing information? How do we get the message out?  
- Duplicate accounts – both salud and unm e-mail systems.  
- The sort process of names in Groupwise does not always work the first time.  
- Individual errors occur in Groupwise when only the first name is typed in the search box and that name is selected by mistake due to operator error in not looking at the completed name, including the last name.  

Needs  
- Common calendar of events  
  - UNMH does not have a common area where events are posted
o HSC has a daily calendar, however a “salud” log in is required
o Main Campus has a calendar of events on the main web page

• What criteria is there for placing items on the calendar?
• Who has access to the calendar?
• A discussion centered on how documents are shared.
  o Via e-mail as an attachment
  o Attachments are copied into MS Word, etc., but are also kept in e-mail folders
  o Most e-mails are moved manually into a file in the e-mail system
    ▪ A brief discussion followed on having them move automatically using rules
    ▪ It become difficult to manage e-mails copied to e-mail files
  o UNMH information is published weekly and monthly on the UNMH website
    ▪ Numerous documents are submitted to be put on the web
• A brief discussion followed on UNMH event planning processes and the setup of a separate e-mail address for invitees to RSVP.
  o A suggestion was made that e-vite would be an appropriate tool for managing event responses.
• Approximately 1000 UNMH nurses do not open e-mail although they are on the computer daily. Most often they do not open them, but simply delete the e-mail.
• Reaching staff such as housekeepers is difficult because information only goes out in English.

Vision for the Future
• Comments included: not knowing what’s out there; not knowing if something is being missed.