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Report info

Report date: Friday, March 5, 2010 2:25:42 PM MST
Start date: Sunday, January 10, 2010 8:00:00 AM MST
Stop date: Wednesday, March 31, 2010 5:00:00 PM MDT
Stored responses: 3863
Number of completed responses: 3853
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What is your primary affiliation with UNM?

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**Sum:** 3863  
**Average:** 1.56  
**Minimum:** 1  
**Median:** 1  
**Maximum:** 5  
**Variance:** 0.8  
**Std. deviation:** 0.89

**Total answered:** 3853

Question 2
How important is it for you to message/email with the following groups:

**Levels faculty**

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---
## Frequency table

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### Levels staff

- **Average:** 1.45  
- **Minimum:** 1  
- **Variance:** 0.75  
- **Median:** 1  
- **Maximum:** 5  
- **Std. deviation:** 0.87  

Total answered: 3760

## Frequency table

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### Levels student

- **Average:** 1.7  
- **Minimum:** 1  
- **Variance:** 0.97  
- **Median:** 1  
- **Maximum:** 5  
- **Std. deviation:** 0.98  

Total answered: 3758
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**Total answered:** 3766

**Levels colleagues at other institutions**
email is critical for all since the Enrl Mgmt Division no longer has voicemail. Messaging is critical for internal UNM faculty and staff communication.

I am a communications liaison for a Vice President at HSC, who sends out many award announcements for application, committee work, meeting appointments, coordination of inspections -- across internal/external and even international servers. I am an extra-heavy user of all message/email, internet, pubmed, research, etc. I have thousands and thousands of email that are programmatic and essential to staying functional -- even with archiving, etc.
It's important for me to e-mail people not on campus.

Need secure e-mail for off site transmission of HIPPA data.

We should have one, reliable communications tool for use by all students, staff and faculty at UNM. We need to stop having different divisions/departments managing their own services and put all of the university's resources focused on the university's service (i.e. communication).

I use email to communicate business on a daily basis. I send almost everything electronically. From Purchase Requisitions & attachments to getting and receiving quotes etc.,

Vital for Payroll staff to communicate with all of our customers.

My position as Administrative Assistant to the Dean requires significant contact with all of the groups listed above, in addition to state-wide and national governmental and other institutions.

Under Community Members it is to conduct University business with businesses in and out of state.

Because of the way I imagine / archive my electronic correspondence, it is critically important that I am able to download my email onto my local computer and work with it there. I believe this what you used to call a POP email system.

Emailing with members of my professional community outside of the University is critically important.

We also need to be able to send & receive info to/from companies we order from & publishers (many of us receive Table of Contents e-mails from journals).

Compatibility with external constituencies like community members is very important for me.

I could not do my job without reliable and readily available e-mail services!

Email is the primary way I stay in contact with professors and other students about projects. These are very important they work well.

Webmail is slow and nearly useless when it comes to organizing email. BRING BACK MULBERRY!

I have professors (I am also a student)/fellow students with salud addresses with whom I have had problems sending/receiving e-mails, resulting in some serious miscommunications.

In just a few days your new and improved webmail system has reduced my to one of Pavlov's dogs. Because I know your system will cut me off right in the middle of an e-mail that I'm sending, I write more quickly--hence make more errors, hence I have not been able to write any e-mails longer than a few sentences long. I just wanted to thank you for reducing me to a fidgety, flaky professor. From now on I'll use a different e-mail address and communicate with my huge fan base accordingly,

I hope all of your are happy!

I communicate critically important information to adjunct faculty via email.

And to be able to message internationally.

Lots of email with outside vendors (architects, engineers, equipment reps/suppliers, etc., as well as UNM staff (mainly other PPD folks)

HSC uses e-mail continuously for almost everything!

Often email is my primary mode of communication, especially for academics and professional relationships.

My work requires constant and reliable email communication.

Message/E-mail is a vital part of communication and needs to work well in the work place. If Message/E-mail does not then the communication process fails.

All messages & emails related to UNM's Success, are critical
AS Unit Based Educator at UNMH - when I have CON students - I need to have access to a calendar and email we can all access. Currently I don't have instant messaging.

Medical faculty need a secure way to email Patient Health Information between patients- patients demand it and sometimes it is a billable service.

This department is considered a critical operation that runs on a 24/7/365 basis, so email is of the utmost importance for ongoing communication.

Reliable e-mail and internet access are the two most important IT functions.

Email is the primary communication system for an overwhelming percentage of correspondence. It would be far more effective if UNM could use a non-Novell client.

I keep a chairman's calendar so this is all very important for communication, hourly and daily. Current e-mail (after the change) far too slow!

Also, want to be able to open msgs w/o affecting the main list (e.g. marked for deletion)

I am a UNMH employee and am trying to answer this, which does not reflect the groups I work with.

I use the email system everyday as an integral part of my communication.

I work in UNMH and constantly use between MDs and staff.

Not sure if this is the place to address this; it would be very helpful if voice messages could be forwarded to my cell-phone.

My to do list is generated in priority thru Groupwise Email. I check this first thing in the morning in order to generate my day to day task. Groupwise gives me the power to control my day.

It is very important that I have email available to me to contact software vendors.

As an employee at UNM, email is an accepted way to communicate. Could work here without it.

I think that email is important for everyone who at UNM & in the community.

E-Mail and Texting are my main forms of communication.

It would be nice since we are all part of the University to have busy search access to those on main campus

family and friends also

silly question, I need to be able to email with anyone, by message do you mean IM? if so, say so

Main means of communicantion for me. quick reliable, etc

Used numerous times a day for instant contact world-wide.

E-mail is our primary means of doing business in a library system that is spread throughout the campus. It's also one of our primary means, along with our website, of communicating with faculty & students.

It is via email I do most of my work regarding research, student research and outreach!

I work for UNMH and need contact with vendors as well.

It's important to have good communication with faculty, students, staff and the community. That's what we are all about in this community.

almost all of my emailing is done through gmail

GroupWise is the worst excuse for an email client in existence. I just can't say enough bad things about GroupWise. The university is getting cheated out of the license fees it pays for provide this terrible piece of garbage email system.

I have not started texting everything, so email is a vital form of communication.
I don't need to be on a listserv with these groups to do any kind of "bulk" communications, but do need to be able to take data requests from all these categories of people.

As communication through technology becomes more important, my ability to reach faculty and students as quickly and efficiently as possible becomes more and more vital to my ability to communicate--and teach.

Email is my main communication tool with everyone - including people not on that list (eg, funding agencies).

I get so much SPAM from UNM--such as AllFac bulletins--that I use my e-mail as little/infrequently as possible.

E-mail is my primary communication.

85% of my work is done through e-mail.

Critically important: State funders vendors - critically important

It is critically important that I am able to easily find anyone using a UNM email system. Being able to do so within the email interface through a single address book that contains rich authoritative information such as telephone numbers and location along with finding public groups (lists) is critically important. Expecting that they receive messages and are able to use the same system effectively is part of this equation.

I try to write emails and webmail kicks me out. So now I have to save drafts every few seconds and go back in to edit them. I have done a long email in word copied and pasted into webmail hoping it would stay open long enough for me to type in 4 email addresses.

I like the convenience of emailing, it seems like that is more common than telephone usage. I don't have a telephone.

Faculty and staff are totally necessary because most work and most contact is done online now. Students are necessary for other groups and it is a huge benefit to have a unm.edu e-mail when

I would just like to mention that the IT department should fix the UNM webmail. I do not like when I am in the middle of writing and e-mail and it logs me off because I am "unactive". I lose my e-mail and have to re-write. So if there is some way to stay on e-mail without being considered "unactive"

Wish it would sort by recipient

the email interface that was used before, was more effective and smooth to use than the new one. i learned how to use it YESTERDAY and realized that i had around 50 unread-important emails

Email is the main channel for communication with my professors, teachers, and peers.

Texting has become one of the primary means of quick communication among the medicine teams at the hospital, including attendings, residents, med students and RN case managers.

Most of my professors and other instructors communicate through email.

mostly just need to be able to receive emails from professors and classmates. Otherwise, it's my most important email account for online registration for online sites and services, like work.

very important to be able to contract supply vendors

I cannot access my unm email through myunm.edu anymore and it is very frustrating.

I hat what you did to my email i havin to deal with messages I have not looked at in 3 years. It takes forever to load and go through. It was ahrd adjustment tubo i guess its ok.

UNM e-mail should be used for the purpose of student/professor interactions. The messages sent out through UNM should only be posted on the UNM website or a similar medium.

I use my email to connect with anything that has to do with my educational needs, such as homework, projects, research, classes, grades, and so on.
It is very important to use the email service through UNM because usually it is the email address that professors are likely to use most for important emails.

I mostly use my other email addresses for non UNM communication.

Email is the primary use of communication between students and professors. A lot of professors do not rely on WebCT or ereserves, and they still use UNM Webmail the majority of the time.

Email should be the primary mode of communication for clinical matters: voice-activated dictation with automatic conversion of abbreviations into words, such as VSD becomes ventricular septal defect. This should also be the prime (only) way--again voice-activated, biometrically secured--to input hospital chart notes and consults. The KEY is that it must be user-friendly, NOT like what we have now. Think iPhone, not Windows Vista.

E-mail is a major source of communication for every student. I use the UNM e-mail as my professional e-mail account so all of my important messages come through this medium.

List serves related to work are important. I do not use my computer for social networking except for work purposes.

I need to know that I can depend on the UNM email system. Emails are a very critical means of communication.

I would expect that any email app would enable me to continue communicating with whomever I need. I really don't understand the "spirit" of this question. Why have an email app that restricts communication with any of these groups?

The new layout sucks

an easier to organize and read contact system would be nice

The cuurent system seems to be working well enough for my pruposes. I have used webmail at New Mexico Tech before, and I have to say that UNM has a better online team. By far... So keep up the good work and try not to change too much of the current format, please.

Thanks

The new email is horrible.

Aside from being a student, I work as an editorial assistant for a professional journal that is associated with UNM, so user-friendly and reliable email is very important in my daily life.

This is the only email I use

i dont like the new email how it is setup

I am both a student and staff member of the University. It is important for me to stay in contact with staff, professors (faculty), and other peers (students).

I recieve regular e-mails frominstructorsand fellow students relating to coursework, so this is very important.

As a grad student (Anthro.) and TA (Biology), I have both faculty (as a student) and students (as their teacher) to keep in contact with.

It kills me that the hospital took away my ability to receive emails from groupwise on my blackberry in real time. I paid my $60 enterprise server license fee, no refund, and no email. I should be able to sign an agreement stating I will not ask for pay for my time spent reading email away from work. I am so inefficient because of this.

I use my university email for both school, business and personal life. Its functionality and affinity with email programs is very important.

It is highly confusing and it takes too long to load. It looks awful also. It looks like something from 20 years ago.

I use my UNM email for everything, and since the format changed, it has been very difficult to do so.

i dont realy use my email

Need for almost all classes to keep in touch with peers and professors.
I use my unm webmail account as my primary email. Since the change to webmail I have found it increasingly more difficult to communicate with my professors, family (who live out of state), co-workers etc.

It is important for me to be able to use the UNM email system through my email/web capable cell phone.

I missed an appointment at shac because I couldn't access unm email from my homecomputer all weekend.

the new system email, is awful

When students are forced to rely on a university based email platform then all communication through email is criticaly important. Communication should be placed on the highest priority. How can anything be done well without effective communication. This is a major issue at UNM. Fix communication and the rest will follow suit.

I usually use my email to communicate with my professors, but occasionally I recieve emails from various groups that I'm affiliated with.

i get too many junk e-mails from everyone.

I have to email my teachers in order to let them know when I have to miss class and get any homework that I missed. It is also very important to email my papers to teachers.

I do primarily outpatient Peds so I don't routinely need to communicate with docs outside UNM

I don't like the current e-mail format changes, I like the old one. It deleted ALL of my address books.

I personally do not like the nwe email system. I had zero complaints about the one used at the beginning of the academic year and wish it were brought back.

Only use UNM mail services for UNM groups/classes

gvcg

E-mail is criticall for communicating with teachers, students ect. this new e-mail system waists to much time, i have to click on the link to see my newest e-mails every time. it takes forever to load and by the time it loads the stupid thing logs me off the system. the new system seems old fashioned. The older unm e-mial was so much better no complaints about it.

Duh.

It is my number one source for communicating

Because I primarily e-mail fellow students or my professors, a pop-up option that lists possible e-mails associated with the desired e-mail recipient's first or last name would be useful. (i.e. if I were trying to e-mail Professor Janet Lear, upon typing in the letters "le" or "lea" into the "to" field, a list of recipients whose e-mails are registered to "Lear"s and "Leary"s etc. would save time and be very convenient.)

The whole new email system is poorly constructed and organized. Being a senior the old email network layout was much easier to use and operate. I highly recommend returning to the previous system.

The UNM email has a very old layout. I would need something more intuitive for attaching files, and to search through my emails.

I do almost all of my communication through e-mail. It is vitally important that my e-mail is up and working at all times otherwise I really can't do much.

For many activities, email is the best and most clear form of communication.

webmail is so slow

I should comment that I selected "Other" as my status because I am both a full time student and a full time staff member.
I am a graduate student and a project assistant. I am the market project assistant for the Business School. So I do not TEACH, but I coordinate EVERYTHING between students, faculty, staff and the community. So this would be extremely helpful for someone in my position.

Email is my main form of communication, especially when I’m on the go.

I use it to look professional.

This question doesn’t make a whole lot of sense. I assume you mean does it play an important role in doing our job or school work at UNM?

I am a part time graduate student and a full time staff person. My primary mode of communication is through the internet.

I have heard from many of my classmates that the new email system is not as good as the last one..and I totally agree.

I am a retiree, but also a student.

I use e-mail, all day everyday. It is a crucial component to my job effectiveness.

I prefer using my unm email to other email.

only email, no need for messaging

System needs to be running smoothly, with little to no down time. Accessible from any computer at any location; at UNM and beyond it’s boundaries.

Classes require so much contact within email in today’s modern world.

I am a novice with these processes. However the demands for facility with these technologies is becoming increasingly important for me personally and for school/work processes.

Why should there be any difference? Email is email. As for messaging, as in IM, I have no opinion.

On Question 1. my primary affiliation with UNM is equally staff (1.0 FTE) and full-time graduate student (12 credit hours)

I have a "professional" email that I use through LoboWeb for work and school and a private email that I use for friends, who may or may not be fellow students also.

The UNM webmail is complete garbage! The old system was much better. The email is slow and very hard to deal with. I have to rewrite emails all the time because the system crashes. Also the messages are displayed in the wrong chronological order!! I only care about what my new messages are. Please get a better webmail provider

As a TA, I have my students submit all assignments via email

Students should be able to reach their professors, and staff members of the University. However, it is always uncertain whether or not the professor actually got your email. Maybe a receipt?

As a computer tech for the Spanish and Portuguese Department, I’ve to be constantly sending e-mails. So yes, it is very important to always have my e-mail available with me.

The new e-mail set-up is awful. The fact that it displays the oldest messages first makes no sense. There was nothing wrong with the old format, and the worst part is that I still cannot open the new e-mail on my own laptop. I had to have my emails forwarded to a new address so I can even check my email at my home now.

I use my UNM e-mail for A LOT of contacts. It is reputable and people trust e-mails that they get from my UNM address more than they do with hotmail or gmail.

I do not like this webmail, its old, and its ugly, I feel like I am in the early 90's, it is 2010, the email should have more options and look better,,,,way better

Psych105 Peer TA

The new UNM email system “hiccups” (has strange and frequent hesitations) whereas the old email system worked smoothly.
I practically live by email. Would barely be able to do my job without it. This new system is horrible! I have a lot of issues with it. Slow and kick you out in the middle of working on something all the time! Horrible

I use UNM listserv for communication.

I use UNM E-mail as a main e-mail address for potential employers along with fellow students.

By messaging, I mean *email*! I'm strongly against using resources on developing or maintaining an instant messaging system, as I fail to see its academic or practical utility.

My primary means of communication with the diverse collection of collaborators (both inside and outside the University) is via email.

Many students prefer to utilize non-UNM emails and are therefore indistinguishable from community members.

Work, scholarship, and internship applications and basic communication are crucial through email - the "updates" to UNM Webmail have destroyed the ease with which I used to be able to communicate.

Electronic connectivity is critical to doing my job. Especially from my iPhone.

My job requires me to be in regular contact with users and email allows me to keep a record of contact. The calendar client is even worse and the web version is just terrible.

I've been on UNM email since 1984 and would be lost without it.

The UNM email is convenient for me to contact the staff here.

I do have research collaborators at other institutions and it is vital that I be able to communicate with them via email.

As a student, email has become the preferred method of communication to professors (outside of class), my on campus work related communication, and other students for info on classes and questions.

I also use my e-mail address from school to give out to important people or companies.

Using email to keep in contact with the professors is very important.

I use email as a quick way of communication, especially with busy people, who don't have a lot of time to meet with me.

I rarely use my unm e-mail account for anything other than intra-university communication and have it set up to dump to my primary email.

My ability to email my instructions is very important to me. As well as send attachments (pdf's).

It is vital to use email for school purposes most instructors want to be notified by email, if the student is sick, on vacation, or turning in homework.

I use unm email primarily to communicate with teachers, not friends.

My answers above (important to critically important) pertain to email only. I'm not sure what other "messaging" might be meant.

UNM email is my main email account, I use it for almost everything.

What the hell does 'very unimportant' mean?

It's good.

My UNM e-mail has almost become my primary e-mail. I use it very often.

The new email is kind of plain and boring it the old layout was cool.

It would be great if UNM Email would use an application that allows the users to edit a single document and save it to the web so both/all parties can see all changes made at the time they need to instead of having to email the one document multiple times to get a single outcome.
I like the option of being able to email someone who I need to email about anything regarding school.

Also critically important is the ability to safely and securely upload and download info from govt agencies.

my unm email is my primary email, therefore I use it often and with important information.

This webmail is not easy. Hate that it shows old ones first.

It is critically important that email work simply, correctly, and intuitively no matter who is receiving the message.

I need to be able to view and sort through mail quickly and efficiently, most teachers are now email friendly and send both class and homework updates that I need. Also exchanging info with classmates is very vital to my sanity. So please keep it user friendly, I'm not IT material, I'm just trying to get my degree.

I only use my UNM email to email my professors otherwise I use my personal email. I also have all of my UNM emails forwarded to my personal account.

I actually only use my email to speak with my professors.

Also important to receive news and updates from UNM.

I don't understand the question. Is it important to me to be ABLE to do it or important to me as a student?

I mainly used my UNM account to email my professors before the change.

Email has become the primary way of communicating with my professors. It is a very important tool.

It is often the only way to reach professors.

email is very important; messaging is not for all groups.

Professors use email instead of phones now-a-days. Just an observation.

Communication is key to success with all facets of work and school, and e-mail is one of the primary modes of communication today so it is crucially important.

I'm a graduate student so I teach as well as take classes and need support from faculty and staff, but I also need to get in touch with students via e-mail as well.

What happened? The email service we had already sucked from the beginning and you guys managed to make it even worse. I'm so disappointed.

Having the ability to contact in real time others is a good use of time and resource management.

On question #1 I am a student and staff, I would have like to have the option to select both.

N/A

it helps me communicate with my professors.

As a doctoral student in the dissertation process. Contact with the staff and faculty is imperative. Many questions arise and it's easier for all to get a text or email, than a phone call or office visit.

I use my UNM email as my primary email address, so it is essential, in more ways than one, to communicate with everyone on campus, and in my life.

Email is very important, but it appears as if faculty take their time responding back, or they don't read their emails

It is very important to keep in contact with all the staff in the building where I am employed. If I can't, it is much more difficult to communicate about hours being worked or what needs to be done in the office. It is very important to be able to keep in contact with teachers or TA's because it affects the success of my schooling as well as many others if they have questions in a class or any communication needs to made with the professors. Email is the main way of communication in the sorority that I am a member in, so this as well is very important with the success of our chapter as well as our Greek life.
I receive email through my phone also and it is extremely helpful when I need to get a message that is important.

I use this email to clock in and out of work, so it is very important to me.

alumni should retain their e-mail addresses.

I don't use my campus e-mail. I get way too much hate mail in there.

online shopping/ music

I use my unm e-mail to talk to professors and students/people that I don't want to know my primary email address.

The multiple systems and apps at UNM are not very synergenic or collaborative

I use e-mail to take online information requests from the public. I cannot afford to have the poor IT support that we have here at UNM. My e-mail and networks go down too often.

More memory for email attachments would be appreciated.

Friends and families

The UNM email needs to be easy to use in order to stay up to date with teachers and other students

Especially when professors need to send messages to students, and I am one of those students!

My UNM account also is used as my primary personal email account.

Email is a primary method of communication not only with professors and other students, but also with community members and colleagues at other institutions, which I've been collaborating on a very regular basis.

24/7 email reliability is now essential as part of the electronic grant submission process to the NIH, NSF, etc.

Why does this system shut down in the middle of writing an email to your instructor? I have to rewrite at least 5 times before it could be able to send it. This is ridiculous!!!!!!I can't get my address book either!

we need to communicate with our professors a lot sometimes. Professors prefer to respond via email rather than telephone.

It's part of my daily experiences. That keeps me connected to my student and professional life. It always is good to be in contact/communicating for me.

I feel that email is a powerful communication tool for one on one interaction, group contribution, and effective advertising tool. But I don't like getting blitzed with repetitive overkill from reminders of information that I can find on the myUNM.

I don't like the new e-mail format.

I honestly don't know what I would do without email now. Especially since the university is thinking about taking or combining department and individual telephones.

I use my Yahoo address for all outside email, and most class-related email, simply because it is more reliable. I tend to only use my UNM address for email with my professors and to email myself documents I need to print in the ASM lab.

Keeping in touch with family through messaging and email is very important as well, especially living on campus.

Basically, this system is only used for unm related email. I use my other email accounts for day to day use.

Communication with community members can be critically important at some times. I don't think Unimportant is a fair assessment for any of the questions. I think it should have been labeled of Less importance. Almost all communication is importantat.

Use groupwise all the time for email and calendar

I am a law student and it is imperative that we have the ability to access all members of the school and community.
Most communication is now done through e-mail when wanting to communicate with people you may not see on a daily basis.

In my distance learning class this is the primary means of communication.

I work at UNMH

I work at home so E-mail is extremely important in order to perform my job efficiently.

I'm involved in student and community organizations and use my unm email as my contact for most/all of these.

Everyone around the school seems to be fairly nice!!

It's not very user friendly when trying to find someone from school, students or faculty, when trying to get in touch.

The lack of encryption in groupwise is a terrible problem for us- as physicians we need to communicate with community physicians about their patients and their progress-email would be a great way to do it- we can't do it

It's definitely important to be able to reach anyone through email when necessary but if my UNM account doesn't work, I always have alternatives.

Work @ UPC MHC weekends from 1900-0730

I just like having easy to use Email.

I am a senior citizen taking advantage of the UNM program of reduced tuition for 6 or fewer hours.

Also critically important to communicate with alumni and donors.

Most of our day-to-day activities are either in person or via email scheduling of proctors for our labs.

I use Webmail strictly for my schooling needs.

I work at UNM as well and having the ability to correspond with other people all over campus effectively is important.

the filter on the salud.unm.edu accounts are ridiculous

It's a pitty that it supports only text and not html emails.

To be truly useful, the unm webmail MUST have automatic filtering, so email from @unm.edu can be separated somehow.

Email major source of communication for me.

Faculty emails are of crucial importance. I would appreciate an option to select certain addresses for automatic forwarding to multiple email accounts.

Becoming main source of email, also having a gmail account.

Why is this even a question?

Last I checked our future is based on our relationships with the real world.

the new e mail system has given me nothing but trouble. It's the only contact i have for certain professors and they haven't been getting my emails looking for support with upcoming projects. I can't rely on this system.

If i miss a class for whatever reason in can always email my classmates and get a run down on that days class events and notes.

The way the email is currently set up is very difficult to use.

I just don't use e-mail that often.

it does not open for me for some reason...

I think the Staff Should Clean the Bathrooms and put more paper because when I go its Empty… ldk if someone is Stealing the toliet paper of Hands Sanziter

I have noticed that I am unable to access UNM email when I'm using campus WiFi.
We run a yearly conference and it is important to be able to send mass emails.

My email is open all day. It is how we communicate with each other in our dept. It is how we communicate with funding agencies, training participants, community members and other consumers of our services. It is vital part of our work.

many outside colleagues use outlook and have compatibility issues with groupwise also task can’t be posted as a checklist many functions lost that groupwise just can’t compete with, I would like the option to use since it is not necessary to all be on the same email system.

suppliers

I communicate a lot with faculty and staff around campus

I email within my organization multiple times a week.

It takes forever to load my messages.

N/A

I am constantly communicating via email with professors and classmates to make sure I am getting the best out of every class.

Use other web-based e-mail services to communicate with students and community.

The only problem here in Gallup UNM is financial aid staff, their not hopeful, if you need information they get upset or tell you to go online to obtain information.

Question 3
How often do you use the following email Service(s) for your UNM work/school?

Levels UNM WebMail/Portal Mail
## Levels GroupWise

### Frequency table

<table>
<thead>
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<th>Levels</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
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<tr>
<td>use daily</td>
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<td>2548</td>
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<tr>
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</tr>
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<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

**Sum:** 3863 | **100%** | **100%** | **100%** | **100%** | **100%** | **100%** |

**Average:** 2.14 | **Minimum:** 1 | **Variance:** 1.89 | **Median:** 2 | **Maximum:** 5 | **Std. deviation:** 1.37

**Total answered:** 3777

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### Frequency table

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**Sum:** 3863 | **100%** | **100%** | **100%** | **100%** | **100%** | **100%** |

**Average:** 3.7 | **Minimum:** 1 | **Variance:** 2.88 | **Median:** 5 | **Maximum:** 5 | **Std. deviation:** 1.7

**Total answered:** 3678

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### Levels Exchange (usually via Outlook client)
## Frequency table

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<tr>
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<td>100%</td>
</tr>
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<td>100%</td>
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<td>-</td>
</tr>
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<td>-</td>
<td>100%</td>
<td>-</td>
<td>100%</td>
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</table>

**Average:** 4.3  
**Minimum:** 1  
**Variance:** 1.78  
**Median:** 5  
**Maximum:** 5  
**Std. deviation:** 1.33  

Total answered: 3605

### Levels Gmail / Yahoo / online service

![Graph showing frequency levels](image-url)
Frequency table

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<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
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</table>

Total answered: 3726

Text input

I use Apple Mail program primarily.

I use and really like Firefox.

Google, grants.gov, etc. -- research enterprise.

primarily use department email server for unm work.

I am a Mac user and tend to use Mac Mail on my UNM computer. I only use WebMail when I am on travel.

I'd like to have group wise made available to me.

The solution should allow for the customer to decide how they want to consume the information (Mac, iPhone, droid, laptop, pc, web, etc).

E-mail is a critical component of my work communications.

I use webmail when I can't use Outlook, such as when I am away from my office-working from home on the weekends and evenings, at meetings, etc.

I use mostly UNM email but, now I am receiving the old webmail portal and I don't like it. It's more time consuming and slower.

I get the best performance from a standalone email client, so that is what I use. I use it constantly, all day, every day.

I have my UNM email forwarded to my departmental email address.

Outlook is a more efficient and user friendly program. GroupWise is cumbersome when it comes to more specialized e-mailings such as working with plans/drawings and working with websites such as OneCall to perform tasks.

WebMail is horrid-it does not talk to Mulberry so my webmail boes are jammed full of messages I deleted from Mulberry...seems like a waste to me!

Love my Mulberry!

I am a retiree but working about 20% in my old office, HSC Financial Services. I use Groupwise multiple times per day for personal email but just multiple times per day for UNM work on the one or two days per week that I am in the office.

I'm not sure what "Exchange" is. I use Eudora as an email "client" so I may be using Exchange without knowing it?

For law students we have an email "@law.unm.edu" not sure where this falls in the table above, but that is the email I use multiple times a day versus I hardly ever open my "unm.edu" email. It is very strange that we have two emails...
I have a MAC and use both Entourage and Groupwise. GW because I need to use the calendar product and Entourage because I want to sync the calendar to my other MAC computers and iPod Touch.

I'm frustrated by UNM's email client, so I have all my mail forward to gmail.

I use Mozilla Thunderbird extensively.

Use Eudora 7 (POP3) consistently

My 'Exchange' is MobileMe

I still use PINE because it is still the fastest way to get through loads of email. Its only disadvantage is the inconvenience reading and sending attachments

I use Groupwise because I have to on north campus; I HATE the program! I rarely use the MyUNM portal (but have to for LoboWeb stuff); usually just plain webmail. I use GMail for "real life", but sometimes for work (especially Google Documents for moving files from one computer to another).

GMail, is super nice. Plus with other options like calander much easier to use the Groupwise

I would use Exchange more if there were instructions readily available as to how to set it up for my law school account.

From home I use pine because I have a slow dialup connection. Please keep it. To send broadcast mail to my classes I use sendmail because I have a script that allows me to send individual messages that I type with a normal text editor. I can, for example, distribute grade records that way in order that students can check their records against mine. Even better would be something like sendmail that would allow attachments.

I only use webmail to set up auto-replies. I didn't think Outlook was an option, but would love, love, love to use it!

I mostly use Macmail on my Macs.

I use Thunderbird for my email because the UNM WebMail system is unreliable and unstable.

I do not know what most of these categories are

Google, not Yahoo is my preferred search engine. Not married to any, however.

I use Mulberry 4.0.9 most of the time and GroupWise as my Calender and when someon send as groupwise. I have not opted-in or out of groupwise so I check both sides.

I don't use my main-campus e-mail, and I'm not aware of services other than the Law School's Exchange '03 server.

I only use UNM e-mail to check for mail from professors.

I didn't know that GMail was an option.

All mail (unm, gmail, aim) go through apples mail service so I don't have to deal with UNMs WebMail or Portal Mail design.

I keep a GMail calendar of UNM activities. Easier to use and includes reminders unlike GW. Opted out of Groupwise for mail. Poor Mac client, few configuration options, can't set my preferred name in the client. I use Thunderbird and Mac Mail with an IMAP connection to mail.unm.edu. Also have a blackberry configured to connect.

Groupwise is clunky at best, and does not have a support client for my desktop OS, and the web interface is inferior to the installed client. Even the freely available google calendar is a superior product.

I use the Law School portal

Mozilla!!!

I used outlook through the lawschool.

Group Wise is horrendous, webmail isn't much better. And why don't they merge???

if the unm email was better, I would prefer to use unm email
I use Apple's Mail application to send and receive e-mail using my UNM address because
the UNM WebMail client is one of the worst I've ever used.

I run UNM webmail through thunderbird or mac's mail application.

I forward my '@unm.edu' account to a gmail account because I find gmail easier to use. This is a trade off, however, that I may reconsider, in that I consider UNM's email system more secure and private than gmail.

I use Mozilla Thunderbird for email on my PC.

Webmail access is important to me, however I prefer access to my email through my native client. Ideally I would like native Outlook/Exchange access as there are numerous technical issues with using Outlook with GroupWise. I prefer Outlook over GroupWise for its features and reliability.

I use the Registrar's Curriculum Workflow system, which does NOT communicate with my salud Groupwise address, so I have to use both.

I believe that Outlook using Exchange Servers is the best way for Message/E-mails for UNM because Outlook is already configured to work with all the Microsoft applications that we have already on our desktops.

I wish I know HOW to use Outlook here!!! What is "Exchange"?

Would use exchange happily. GW so bad that I've switched to Google Calendar.

GroupWise rocks but Gmail is cool and getting cooler.

I can no longer access groupwise email or calendar on my blackberry. AS an educator - I like to have 24/7 access to keep current with events/emails/concerns with staff and students.

I use GMail mostly to get and share documents with Google docs and Wave for dept business.

groupwise is very important to my work.

Don't know what Exchange or Gmail is.

Limitations on exchane calendar and groupwise calendar sync

I would use Outlook, but it is not available.

I use GroupWise for business use and Gmail for personal use. I only use GroupWise web mail when I have to email from home to work.

I use a different client (Mail App for Mac) to check my mail, and get my Groupwise forwarded to a Gmail account that I can continuously check on that client.

Use HSC GroupWise web daily from off campus. Because I must pay for PDA, Android is robust like IPHONE but not limited to AT&T which has poorer coverage in ABQ and NM. Consequently I use Google Calendar and no longer use GroupWise calendar.

do we have an exchange server on north campus?

I use Apple Mail client, which uses the IMAP server, none of the options on this list.

Please switch to Gmail for institutions! The Novell clients are slow, difficult to use, and unreliable.

PLEASE make HSC salud accounts/system compatible with Exchange services. I would love to be able to stably and reliably use Outlook for my salud e-mail. (No problems with NetID e-mail in Outlook)

I would use the UNM WebMail/Portal Mail if it were more user friendly. It needs to have basic sort and search functions.

Groupwise is not the most efficient in terms of dealing with calendars since not many other places use this system, which makes it difficult to set up meetings and appts.

What is Exchange?

I mainly use IMAP to download my UNM and Gmail mail into Apple Mail (or Thunderbird when on Windows).
Please integrate multiple POP3 accounts into GW. Also please allow us to close GroupWise and still have it running in background. Keeping it constantly open on my task bar is annoying and disrupts my workflow. I like it when it stayed open.

GroupWise used to be my default email but it stopped working. Have tried ITS several times but no one has been able to help get it function the way it used to.

Our Dept used imap to pull email into outlook 2007. Great way to use it.

Would like to move to MS Exchange as an Institution with a reasonable retention policy.

What would I use if I didn't use Groupwise? Email brings both main and north campus together, at my fingertips.

Gmail primarily, as well as UNM CS email service.

I use email hosted by CARC. My email client of choice is PINE.

I use Thunderbird client with the mail.unm.edu servers and Groupwise for mail. Calendaring I use the Groupwise client. (not in Windows OS)

I use Outlook Express when I sometimes have to send out e-mail for my assigned dept. professor.

I have Thunderbird fetch my email for me on account of all the web-based services sorta sucking

I only use my.unm.edu. that is only when it wants to work since they did the upgrande that makes it harder to use now. Thanks for that

I use Mozilla Thunderbird client for all email Groupwise is user unfriendly. Webmail protal is too slow.

I have UNM mail forwarded to my Yahoo account and have an alias on my yahoo acct for my UNM address because I really loathe the webmail. Sorry.

I sometimes use Outlook email, not sure if that's the same as Exchange.

I try to use the new intersurface of the unm webmail looks like it from the 1999. The old My UNM email intersurface is so much easier to use.

I use hotmail several times/day

I use unm mail and gmail.

I have my Gmail and my Webmail hooked up together.

Instead of UNM webmail or portal mail, I use the IMAP UNM server accessed thru Mac Mail multiple times a day.

Gmail is preferable due to the large capacity to retain critical communications for reference and its feature set.

once again, incomplete question, I also still use the IMAP email with a client of my choosing, is that what you mean by "Exchange" I don't think so

I try to divide my email into within UNM (GW), personal (gmail), and professional within state and country (IMAP)

Don't use Groupwise or exchange because our IT group in Gallup doesn't support it and we have been unable to download the app successfully.

I am being forced to switch to Gmail by UNM's restrictive storage limitations.

My primary at work is Outlook and at home I access my UNM email via my.unm.edu. I also have a separate MSN and Yahoo email accounts

Students don't always have a unm.edu email address. The same with the community.

I'm at Law, so we don't have Groupwise. I would like to see unified email and calendaring across campus, however.

I use Groupwise only for the calendar function. I opted out of the email- I don't like it.
It has been inconvenient to have archived messages in two places, which is what happened to many after the switch to GW. I did forward some messages, but kept others in the webmail archive, which I still access occasionally. If we change systems again, I will need to be able to access archived messages that are currently housed in either the GW system or in webmail.

msn.com email for personal use

I use UNM WebMail/Portal Mail for personal use several times a day.

UNM email is convoluted and difficult to use. Also, the search function for UNM email is ineffective. As a result I get all of my email forwarded automatically to Gmail.

UNM webmail is ridiculously slow!

How would I use GroupWise?

I also use Groupwise Chat throughout the day, M-F

working from home use my home email acct to access work account

Use UNM Mail via Thunderbird multiple time/day - not sure if that is a different category or belongs in the UNM WebMail/Portal Mail category.

GroupWise is the worst excuse for an email client in existence. I just can't say enough bad things about GroupWise. The university is getting cheated out of the license fees it pays for provide this terrible piece of garbage email system.

I still like the simplicity of Mulberry. I do not like Groupwise at all, and Webmail has numerous annoying elements. If this exists, I don't know about it: storing webmail in folders, applying automatic "@unm.edu" feature, sorting messages by most recent on top, and facilitation of re-entering the password, etc.

Mostly use our department's IMAP server or its web interface

WOuld love to have access to Exchange for some enterprise applications that we will be running such as Crestron RoomView and Sonic Foundry MediaSite.

I don't know what the bottom three are!

Groupwise is the worst software I have ever used! Get rig of it!

I use IMAP mail services with an IMAP client (Thunderbird) for UNM Mail. Webmail is slow, and inflexible and fundamentally crap. I use Gmail for personal mail.

I still use Netscape mail for my main e-mail software. When I can't use that I use webmail, but I find it more cumbersome when it come to managing my mail.

GroupWise is not easily compatible with Macs. Additionally, I find myself using Thunderbird all day at work. I am also a student and end up using webmail from home.

Thunderbird all day

The most important mail service for me is mail.unm.edu, CommuniGate. I just use pine or alpine for mail client.

I really like Microsoft Outlook and it's ability (or lack thereof) to work well with Groupwise is a major frustration.

I would very much like to work with someone to get this fixed!

still use mulberry. yes, holding out because i like the layout and the options better.

I did not have good luck with UNM's email utility when I first came here, so defaulted to a private provider (msn). I would love to have better connectivity to things like GroupWise, but have absolutely no idea how to go about it. I am frustrated that I am out of the loop.

I don't use UNM mail via Yahoo because the configurations don't work, otherwise I would use it more often.

have shifted all my email to gmail. Reliable, fast and works everywhere.

I never heard of the last three items. Do I use them unknowingly?

I only use Groupwise because the system does not work efficiently with MS Outlook 2007
Would love to see us move to Exchange campus-wide.

I use Gmail (have my UNM webmail forwarded) because it is easier to use and search.

I use my UNM email account as my primary email, and have it forwarded to my Blackberry. I consider it a vital service!

hotmail

I use pine because the UNM Portal is much much too slow..

I use PINE on the UNM Linux machines - for e-mail I prefer the text-based application.

I use my UNM Webmail through Thunderbird and I use my AOL account.

Primary email service.

I am just now becoming familiar with GroupWise

I would like to use Outlook but my department will not allow it.

GroupWise is an appallingly bad communications app. It frequently loses or destroys archived email, the interface is kludgey and difficult to work with, just horrible generally.

Why we don't just use Outlook is a complete mystery to me. It has a proven track record across many business organizations and it works very very well.

I still use Mulberry.

I would use UNM email a lot more if it wasn't a pain to deal with

i use hotmail

Webmail is proving to be very hard to use.

I use UNM Webmail in the sense that people email me at my .umm.edu address, but I do not use the interface. All of my .unm.edu mail is forwarded to my Gmail account

I use Apple Mail for my unm account on both my mac and iphone

Exchange is my business messaging calendaring system of record. Off site services are used for personal communications with others off-site. GroupWise is only used to assist in scheduling meetings.

I use imap connections to communigate multiple times a day.

I still use Mulberry, which I prefer over Webmail for its ease of deleting items. Webmail is clunky and I can't stand Groupwise.

I am not quite sure about the question. I never liked webmail, so i used what was accessable through my.unm.edu. Now, webmail kicks me out in the middles of emails. Its starts at oldest email first which is annoying. I used to have 2 to 3 pages of contacts ... now ALL of them are gone except for two contacts. Something I suppose that can never be recovered.

I use GroupWise 8 at work and Gmail at home. Both are pretty good, GroupWise 8 was a nice upgrade over 7 and the web client is very good. What I like about Gmail is that it now includes BUZZ.

I used your WebMail untill you messed it up, recently.

I'm not even sure what the difference between some of these are

I access GroupWise through a third party application (Entourage).

I would like to use my UNM e-mail more frequently, but it is outmoded and unreliable.

It would be nice if we could link our UNM Webmail with other services such as Yahoo or Gmail.

UNM e-mail not supported by my phone so I have to maintain both a UNM account and an external account.

I have had to resort to using gmail because the problems I have been having with UNM email.

nope
I can't log on to my UNM WebMail. It says to contact system admin and does not provide a number. Horribly done.

Don't know what GroupWise is, nor Exchange/Outlook. I don't use it to retrieve emails from my other email accounts.

Use it on my smartphone

UNM email address routes to online servie

I use Gmail, which collects my UNM email for me. It is far more useful then UNM WebMail, and is free.

I wish we used Outlook as a primary email source as it much friendly than GroupWise

I use GMAIL to fetch my UNM e-mail via pop3.

I get my Gail accounts and my school accounts on my phone - so I am always connected.

UNM webmail is the most imperative to school work. Other online services are secondary.

I got tired of unm's email system and I now have my email forwarded to my gmail.

I have seen groupWise and exchange used, but I don't think these are good methods.

I know other schools are using a university-branded Gmail app, to save on the maintenance other infrastructure costs. Seems worth evaluating.

I would really like to have access to my calender, but can not pay $50.00 out of pocket when I am paying an extra $30.00 out of pocket to get work e-mails on my blackberry.

I forward my UNM webmail to my Gmail account.

I gave up on UNM's e-mail in April of 2009. Too slow, too unwieldy. I just forward my UNM account to my Gmail account. It is so much better.

I would love to use Groupwise, but have emailed to get a password for it and have never heard back from IT

Have enrolled for online Outlook course.

UNM webmail is my primary school mailing address.

Like I said the new email sucks.

We currently have to keep a Google calendar rather than Groupwise in order to "sync" with iPhone.

I primarily use gmail and have my webmail forwarded to my gmail.

Yahoo, Gmail, Groupwise are used as different communication outlets.

Gmail is my personal computer

apple mail application

unm webmail needs a more user friendly interface

I have my UNM e-mail forwarded to my Gmail account for use on my mobile device, since the browser on it doesn't suppost UNM webmail. My device is a Blackberry.

UNM Webmail is directed to my groupwise mail.

I never trusted UNM for email and have paid for my own through Comcast in a home office. My UNM office has an eight-year-old computer that I never turn on.

After the last update, I was a bit confused of how to use the new webmail at UNM, that i transfered all emails to my gmail account.

ECE UNM Webmail

i used to use unm email a lot until they changed the system and i had to create a new email. because the webmail stinks

unm webmail is not up to par or fast enough

Currently can't access webmail!
I work with community sometime when information they send through private account will be filtered by groupwise.

I use outside e-mail accounts because I need more than one for testing purposes. If that could be handled internally, it would be far better.

My other online email services are much more efficient and much easier to use than the UNM web mail. I have all of my UNM webmail forwarded to my other email (Gmail acct) just to avoid having to log on and check my UNM webmail.

I use thunderbird to view UNM email.

I host my own email and forward all UNM messages to it.

I still use Mulberry and prefer it to other systems.

I don't like the current e-mail format changes, I like the old one. It deleted ALL of my address books.

Does WebCT fall under UNM webmail?

I am having issues bringing up the new version of the UNM WebMail now. I had not previously...

c v

I filter webmail into my persona gmail account.

I have all UNM mail imported to gmail.

I am going to switch to gmail and get all my e-mails sent from my unm account to my Gmail account.

Dislike GroupWise and won't use it.

I use gw.unm.edu to access my unm email, gmail for my personal email.

I hate the new email system!

I use Exchange at work and forward all personal email including UNM Webmail to a Gmail account.

IMAP/POP and SMTP are far more critical, so why are these email services not even listed?

Because I own a mac, I use the Mail program multiple times a day, and I've set up this client to receive my UNM mail.

I have all the unm mail forwarded to my gmail account.

I purchased a hosted outlook service so I could unify my personal and professional messaging across all devices (iPod, Smartphone, several computers, and webmail).

I have all of my accounts forward to Gmail. Having two mailboxes (portal mail and group wise) was aggravating (messages appear in one but not the other).

I am not familiar with Groupwise.

My unm email is forwarded to my gmail account.

My UNM email account is forwarded to my personal account.

I forward my mail to another ISP most of the time.

I forward my UNM mail to my gmail account.

UNM mail and gmail are my only ones I use.

I use my blackberry the mostly. However I believe webmail.unm.edu is horribly set up and often takes too long!

I forward my UNM mail to my Gmail account because I find the UNM WebMail client difficult to work with.

My mail is forwarded to my home e-mail by UNM.

I have my UNM email forwarding into gmail.

In the past, I have forwarded all my mail from my unm.edu account to my gmail account.
I used to use WebMail multiple times per day. The service is not very user unfriendly and I have all my UNM messages transferred to my gmail account.

have had bad/unproductive experiences with university email clients. Prefer to use gmail, which is very easy to use and is not based on an installed program (ie outlook)

Use MacMail to read @unm.edu mail

Sometimes IMAP server doesn't work and trouble getting mails in gmail.

I forward all my e-mail from my unm account to gmail since the unm webmail service is really poor.

I would love it if UNM used the academic suite of gmail + google docs as i use all of those services daily for school and work at UNM

Imparative to my job functioning

i forward my unm emails to my gmail so it's all in one inbox

I could receive my unm mail with google account.

Now I cannot as frequently with the changes made recently. I can no longer access the e-mail at work. It is a big inconvenience.

UNM web mail is terrible. I forward all mail to a second email address.

UNM WebMail takes more effort to use, messages aren't received/sent with ease, attachments are time consuming to load, deleting messages doesn't guarantee that they will be eliminated from the GroupWise account.

web mail sucks go back to the old email system it is always not working or not sending mesages as well as not receving and it is really slow.

I also use the Web Mail message forwarding so that I can only use one email account.

Since the recent linux server upgrades some of the servers don't have fetchmail, so I am finally starting to give up on using Emacs and Rmail. The 20-year old version of Emacs on the linux servers doesn't help either.

WebCT is also extremely important for email communication w/ instructors and colleagues/classmates

I use UNM mail daily but usually through the Apple mail client on my mac or iPod touch. The only client application choice seems to be Exchange which I do not use. I don't know what GroupWise is.

Gmail is much better

The UNM Webmail is petpetually2 days behind in email delivery. It is utterly useless.

The timing out issue is a major problem that needs to be fixed. While logged into my unm I was kicked out from a lengthy email that I was going to send.

Before the upgrade on February for the portal of my.unm.edu I used to be constantly refreshing the page to see if I had new e-mails. Now with webmail.unm.edu, I no longer have to refresh the page, is always refreshing automatically. In some way I'm more happy with webmail.unm.edu

I checkmy UNM e-mail everyday and check my hotmail account much less.

I use exchange services on my phone for email, and a desktop client (mozilla based) on my computer. All unm email is retrieved by gmail and then distributed from there. I even use gmails out going servers because I can not use unms off campus.

I think Gmail is better than this webmail we have to use now

I usually use the mail client that came with my Apple.

Gmail

I prefer forwarding from unm email system to gmail and I am glad when the instructor agrees to email w/o using the UNM servers.

I bounce my UNM mail to gmail.
I use UNM's email imap system from all my work machines, and mobile devices.

I use Gmail exclusively for my connections on the web. Perhaps UNM's IT department should figure out how to capitalize on the resources available through Google (or a similar service) instead of reinventing the wheel.

I currently aggregate (via forwarding) my multiple email streams in Gmail which I then access via IMAP from my various desktop, laptop, and mobile devices.

I try not to check my personal e-mail at work. I am on North Campus and have my unm.edu e-mail forwarded to my salud account

I have my UNM email forwarded to another account as well.

I use IMAP/SMTP more than anything else.

I have actually combined my WebMail with my GroupWise. Not sure how to classify that in your options.

GroupWise 8 for work, Google for everything else

I have my unm mail forwarded to gmail.

Use Mac mail client software to check mail multiple times a day. Often have difficulties receiving mail and forced to use groupwise which often also doesn't work.

I check my email everyday, and often - the updates are a waste of my time and I often have to wait for the program to load and then wait as I flip multiple pages to get to the most recent emails.

I am a mac user and connectivity between groupwise and mac is crucial

When you get rid of the UNM dialup service, I wish there were some way that off-campus people could maintain the unm.edu domain without having to trek to UNM. I'm trying to set up a gmail account, but - b/c I've gotten DSL - I can't send email from unm.edu.

I forward my mail to my gmail and use that exclusively

Exchange = Mac Mail on OS X

My other emaail account is more user friendly so I use that one but use the UNM email when a teacher requires me to use that email.

I'm a MAC user so my front end to UNM is Apple Mail

I prefer UNM email as the official email here.

My primary means of accessing my UNM mail account is either the mail app on my laptop or my iPhone. In both cases I use IMAP access multiple times a day.

I use POP3 to access My UNM mail from within my gmail account, as this is more convenient for me. As a result, I never access the UNM Webmail directly.

I would greatly prefer using Outlook. Every major medical institution I have worked at has used this which is very reliable and syncs seamlessly with my pocket PC.

I didn't know we had an exchange server at UNM.

UNM email sucks 17 inches of vacuum.

I forward all my e-mail to my MobileMe account since I have a Mac.

I access my .edu account through the Mac Mail application and use it for all UNM related professional email use. I also have @me.com (Apple) and @gmail.com accounts which I use for all personal email.

I use comcast

I do all of my email on gmail because of how slow and backward the current university server is.

This e-mail address is my main inbox.

Because I cannot decrease the amount of junk e-mail that I get at UNM (e.g. Allfac bulletins), I prefer not to use my UNM account for most things.
I use Mail on a Mac and therefore use the imap server, which frequently goes down
I mainly view my email from home through outlook using IMAP settings but also require the need to view my email at school through the web interface
I have on-line classes so I use the email services everyday.
I rely on Email to turn in assignments, ask my instructors questions
I really like having a UNM email account. i liked the old set up of the email then this new one though!

Groupwise is such a disaster that I am forced to go to the webmail portal several times a day to be able to get all my information and appointments. Outlook is the best and most flexible GUI in my opinion and works best when connected directly to the UNM mail server. Issues exist now with the Outlook 2007 program because the Groupwise connector is disfunctional and Novell refuses to assign a team to fix it. Also Outlook is the only stable platform I can sync my PDA Smartphone with and have reliability. The groupwise interface for PDA/MS is also a disaster. I actually did fine on my own with Outlook until I was forced by my administration to begin using Groupwise. I have spent a solid 20% of my time over the last 2 years as a waste having to do things multiple times in many different programs/interfaces to be sure I had all my communications.

UNM services tend to be unwieldy, buggy, illogical, and inefficient. Recent changes have helped, but Gmail (with forwarding from UNM) was just a better choice.

I use Gmail almost exclusively.
I've never heard of GroupWise or Exchange, I'm sure other students have either.

I recently switched my unm address to a g-mail account because after the update I could not find my contacts and had trouble transferring them. The gmail set up is immensely easier to use and to organize your emails from different groups.

I don't generally use the Gmail account I have for school, but I do use it a lot during a day.

UNM's webmail has a poor user interface and is a hassle. It responds slowly and it is obnoxious to have to sign into two different sites just to get your email. I just forward everything to gmail.

UNM webmail's interface is poorly designed, ugly, and goes down way too frequently to be reliable. I forward all mail I get through my UNM address to Gmail.

I just switched from using UNM to using gmail. I liked having my separate accounts for school and work but after the update the UNM email just went DOWNHILL! It's so unbelievably slow AND why does it list emails with the oldest date first?! I hate to say it but I'm glad I switched.

I forward my unm email to my gmail automatically.
I'm thinking about forwarding my webmail to my gmail account, but like having one account for educational purposes and one for family and other correspondence.

I would love to use UNM e-mail more, but it doesn't work well. It takes for ever to load, and professors often don't receive my e-mails, and I often don't get theirs. G-mail is awesome!

It depends on the class and the requirements.

I had used UNM email until the switch and now it is so difficult to use I just started having my mail forwarded to my gmail account instead.
gmail ftw. would be nice to have to school contact list already integrated in webmail.unm instead of searching and selecting

only ise as relay to different e-mail

Outlook is an extremely important part of my daily functioning both through email and scheduling.

I primarily get my email on my own server.

I use MobileMe (Apple/Mac email system)
I automatically forward e-mail to my @unm.edu and @ece.unm.edu addresses to my personal e-mail server.

Facebook has become a common tool for e-mail and other messages.

I use access with IMAP client (Sylpheed). There was no choice for "IMAP client", and it's unclear which existing is supposed to cover it. I marked "Exchange".

I use other sources because unm is not intuitive and user friendly. I would rather use unm if I had a choice.

I don't have anything against the email system with UNM. Instead, I just compartmentalize different email accounts for different aspects of my life (school for school, etc).

Your system is critical to my sucess in school. Thank you! I use it so often, you should have frequent user points.

N/A

UNM portal for school, group wise for my job with UNM

Gmail and Yahoo is blocked at our site

I got tired of UNM's email system so I have everything forwarded to my gmail and so far no problems have ensued

The UNM email is my exclusive email provider.

The UNM email is the source that most people use, so it is the most resourceful and useful. Please block more spam

Additionally, as both a student and a staff, I also use the mail system on WebCT.

I didn't know you could use outlook.

I have started using gmail to email from my @unm.edu account because I am so dissatisfied with UNM WebMail

I normally use Thunderbird.

I use my work email (CNM) to do most of my UNM related contacting. (All UNM email is forwarded). I am both a student and part-time faculty. I also use WebCT for most of my class emails.

It would be a good idea to develop a UNM school service application for the iPhone.

Gmail rules

Having an unified "client" for the entire campus would be very beneficial

I prefer to use MS-Outlook, despite UNM IT not supporting it.

I used to be able to receive emails on my Blackberry. Now I can only access the webportal and look at emails. I CAN'T send emails on the mobile web site.

I use my Yahoo account when I have to send large email attachments.

I'd be happy to use g-mail or a similar service. I use Outlook for mail and calendaring, and only go to Groupwise if I have to.

UNM email is my main email account, I need it to be user friendly and operate smoothly

The UNM Webmail is very hard to use. It is slow and hard to understand.

It is very critical to have access to the UNM webmail.

All my UNM emails get forwarded to my Gmail account because there are frequently problems with UNM WebMail. The interface could use improvement as well.

For me UNM webmail has become the primary email use account.

I have two other e-mail accounts - a primary Earthlink account, and one connected with my ISP at home. It would be nice to be able to have these interface with the UNM e-mail account.

E-mail does not work properly~~~~~
All accounts pointed to web-based service.

I access my unm email using Apple's Mail and Microsoft Outlook

Groupwise is perfect for handling all communications within the college of Pharmacy.

I would like to use groupwise more, but don't know if I can download it to my PC that's why I only use it in my job.

I appreciate the fact that the UNM web portal is being continually updated for more efficiency and speed, and I hope in the future this trend continues.

I use my UNM email daily, but cannot stand the UNM webmail layout. Instead, I use Gmail's ability to connect to 3rd party email via IMAP, and use that to send/receive from my UNM account.

I use SMTP and IMAP email and a local client to access my UNM email.

Other messaging services and social networking sites to keep in touch with other students.

I used to use webmail through MyUNM until they changed it, and it became hard to get on and get information. Plus it sometimes kicked me off in the middle of writing a message, so I now forward it to gmail.

I use the Apple Mail program

Must currently use gmail for scanning documents to PDF (UNM email seems to filter out .pdf files sent from TriCore scanners even when the reply to section is set to a salud address)

I would REALLY like to be able to access my unm email through a normal pop3 account. That would allow me to integrate my unm email with my other email client that runs on all my personal computers.

For work purposes groupwise is the main method of communication

Google offers an expanding offering of apps that facilitate learning and publishing online.

I have been experiencing a lot of difficulty with Groupwise recently.

UNM's webmail was crap the last time I looked at it. 1990s technology and excruciatingly painful to use. I mostly use our departmental internal email, though I maintain a gmail account as well. Gmail is a reasonable web solution, but I am *very, very* nervous about making large amounts of our personal and research data available to a large, and largely unaccountable, corporation.

I use the imap server to retrieve my messages and read UNM mail via Mozilla Thunderbird

I use Outlook on my computer. I use Webmail to delete the trash mail. That is can't be done directly.

I work for the hospitals, which depend on Groupwise, a very problematic application.

Because of my work, I have found Eudora to be my preferred program.

the unm e-mail is very usefull!!

I have my UNM emails forwarded to my gmail account.

I do not like the UNM WebMail interface and prefer to handle all of my e-mail through Gmail.

I primarily use synchronization with my phone and UNM Webmail. I don't know if my understanding of groupwise is correct.

I use to use Outlook and I loved it, but stopped because of the difficulty with calendaring and the assumption that we all use Groupwise calendaring.

Hotmail is my primary Email service. I use UNM Email to communicate with instructors and get official UNM info.

GroupWise is not as user friendly or effective as Outlook which I am accustomed to using through my previous jobs.

I do have a private e-mail server for business

All email is forwarded to departmental account and accessed via IMAP from there.
I would prefer a streamlined integration with UNM WebMail/Portal Mail and the Gmail/Google Services.

I have all of UNM webmail forwarded to a GMAIL account.

UNM primary email.

I forward my UNM email to my gmail account. It is still secure and allows much more storage.

n/a

The Gmail reader is light years ahead of the others.

I don't use it as often but for certain classes it really helped to download and print class notes and test schedules.

I have not been able to access my unm webmail from myunm which makes it inconvenient to check at times. Luckily I receive all emails on my cell phone, but when I get a new one that will not be possible anymore. I would like for this to be resolved.

It is easier to have all my email sent directly to gmail rather then dealing with the webmail portal.

I use Groupwise for my own e-mail account. My department uses web mail for one departmental account.

UNM Email Really suck I hate the fact That you deleted something its still there but cross threw... nah plus i have a live that i dont check it i rather use my personal email then my school email.

I would rather be using Outlook than Groupwise for my work at UNM.

technically i dont use the unm webmail, because i forward everything to my GMail

I used hotmail, which is mail.live.com

I would prefer Outlook over GroupWise, if it was available.

UNM is forwarded to Groupwise, I have used outlook but my system has issues when sending can we get it set-up if we have a preference?

hotmail.com

this is in no small part due to the fact that my internet activities are restricted to two days a week.

The UNM WebMail has problems and is still not easy to navigate through.

N/A

I pop my mail and keep it encrypted on my own computer, with a backup mechanism that is isolated from the internet.

I work on campus so I use my bosses GroupWise all day.

When the changes were applied to the mail client of myunm, I didn't like it, so I made a gmail account and I have my UNM email sent in and out of my gmail account.

It's easier to have all my email forwarded to one email account since I have multiple email addresses, so I use Gmail. However I still prefer to use my .edu email address for college related emails. Actually it helps me separate what's coming from where.

I have opted out of GroupWise email and use Thunderbird as an email client for my UNM mail.
Question 4
How satisfied are you with these email services?

Levels UNM WebMail/Portal Mail

![Bar chart showing satisfaction levels for UNM WebMail/Portal Mail]

<table>
<thead>
<tr>
<th>Levels</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>very satisfied</td>
<td>471</td>
<td>471</td>
<td>12.19%</td>
<td>12.19%</td>
<td>12.49%</td>
<td>12.49%</td>
</tr>
<tr>
<td>satisfied</td>
<td>1449</td>
<td>1920</td>
<td>37.51%</td>
<td>49.7%</td>
<td>38.42%</td>
<td>50.91%</td>
</tr>
<tr>
<td>dissatisfied</td>
<td>815</td>
<td>2735</td>
<td>21.1%</td>
<td>70.8%</td>
<td>21.61%</td>
<td>72.53%</td>
</tr>
<tr>
<td>very dissatisfied</td>
<td>686</td>
<td>3421</td>
<td>17.76%</td>
<td>88.56%</td>
<td>18.19%</td>
<td>90.72%</td>
</tr>
<tr>
<td>don't use</td>
<td>350</td>
<td>3771</td>
<td>9.06%</td>
<td>97.62%</td>
<td>9.28%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered</td>
<td>92</td>
<td>3863</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Sum: 3863 - 100% - 100% -

Average: 2.73 Minimum: 1 Variance: 1.37

Median: 2 Maximum: 5 Std. deviation: 1.17

Total answered: 3771

Levels GroupWise

![Bar chart showing satisfaction levels for GroupWise]

<table>
<thead>
<tr>
<th>Levels</th>
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<th>Cum. absolute frequency</th>
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<td>3863</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Sum: 3863 - 100% - 100% -

Average: 2.73 Minimum: 1 Variance: 1.37

Median: 2 Maximum: 5 Std. deviation: 1.17

Total answered: 3771
### Levels Exchange

#### Levels Gmail / Yahoo / online service

Frequency table

<table>
<thead>
<tr>
<th>Levels</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>very satisfied</td>
<td>333</td>
<td>333</td>
<td>8.62%</td>
<td>8.62%</td>
<td>9.15%</td>
<td>9.15%</td>
</tr>
<tr>
<td>satisfied</td>
<td>676</td>
<td>1009</td>
<td>17.5%</td>
<td>26.12%</td>
<td>18.57%</td>
<td>27.71%</td>
</tr>
<tr>
<td>dissatisfied</td>
<td>254</td>
<td>1263</td>
<td>6.58%</td>
<td>32.69%</td>
<td>6.98%</td>
<td>34.69%</td>
</tr>
<tr>
<td>very dissatisfied</td>
<td>196</td>
<td>1459</td>
<td>5.07%</td>
<td>37.77%</td>
<td>5.38%</td>
<td>40.07%</td>
</tr>
<tr>
<td>don't use</td>
<td>2182</td>
<td>3641</td>
<td>56.48%</td>
<td>94.25%</td>
<td>59.93%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered:</td>
<td>222</td>
<td>3863</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

**Sum:** 3863  
**Average:** 3.88  
**Minimum:** 1  
**Variance:** 2.22  
**Median:** 5  
**Maximum:** 5  
**Std. deviation:** 1.49

Total answered: 3641

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**Levels Exchange**

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**Levels Gmail / Yahoo / online service**
The out-of-office messaging function in Groupwise is terrible. At least seven steps to do something that should really take two or three at the most. Changing this would be very helpful.

I was satisfied with the system before the changes two weeks ago. With the changes, the system is more cumbersome and awkward to handle. The new e-mail is also unattractive. It seems we have regressed with this change, going back to the old webmail system.

WebMail has a very awkward interface.

On the rare times I’ve needed to use Webmail it has been good. GroupWise has been an excellent tool and is what I use almost exclusively. I use Gmail for personal email and am very satisfied with it as well.

I don’t know how to organize my webmail into simple groups; gmail makes it so simple to keep my email organized and easy to get at. Gmail makes keeping an address list so simple!

GW must become more reliable! It is such an essential tool to stay functional across the institution, with external constituents, etc. My GW goes down multiple times a day, or locks up -- with error messages that can’t be fixed other than through complete shut-down. Re-imaging doesn’t last very long -- and we purchase new computers every 2 years. In addition, we have our own IT person to assist every day.

I find WebMail to be very slow to load and cumbersome to use.

I would prefer that there was the ability to mark emails as they were read and to note a future delete date so that I can manage my email. I do not like the automatic deletion. It doesn't give me enough control.

having a very hard time navigating and setting up functions in my unm.edu account. the online help is much too technical, not user friendly for a layperson.
off campus using UNM dial-up webmail is easy to use while GroupWise is not. GW takes way too much time to load and even though I installed the client it worked for a while and then didn't. I love GW calendaring.

I find UNM Web mail very cumbersome.

Find a single, reliable product that can be supported for everyone.

UNM Webmail is not user friendly. I would like to see 1. Being able to sort by name or subject. 2. When composing an email, it would be helpful to be able to go between the email I'm composing and the in box.

I am dissatisfied with the web version of groupwise.

I am very satisfied with my standalone email client.

I am frustrated with the UNM server, but think it may be my Qwest service at home. We lose the connection multiple times most days.

Sometimes remote web access to GW is not available.

The searching functions on webmail suck. It's also incredibly slow.

I don't like how the new mail is located at the bottom and there seems no way to list it from newest to oldest.

Webmail has improved but needs more work on user settings. Why in the heck can't we set the default sort order? I nearly always want to look at my most recent mail before my old mail.

I really like Thunderbird.

UNM webmail is hard to manage, requires manual authentication, makes it cumbersome to use.

My 'Exchange' is MobileMe

Why doesn't the group calendar app in MyUNM work properly?

Gmail does everything I want.

Before the upgrade, I was able to sit and think as I typed my email message -- Now I get kicked out half way through my message and then I have to start all over. Although I am aware of typing my message in an program such as Word and then copying and pasting it over to my email message, this seems like a task that I shouldn't have to take.

I would like a low-graphics option. Right now I use Thunderbird, which is often slowed down simply because of the graphics.

I think that our mail service is very good. I don't think I've experienced any problems with them in years. I don't use GW for email at all.

I certainly do not prefer Groupwise, but it is manageable. My biggest issues are compatibility with people outside the UNM community.

I often have problems using the exchange off site, that is why I checked dissatisfied, but when it works it is just fine. And, it does work most of the time.

UNM webmail has limited search, and sorting features. Compare this to Gmail, which greatly increases efficiency and ability to keep track of messages

if the filters were easier to use in webmail it would be a better system

Gmail is excellent. Interface and resources (search, filtering, labeling etc) are far more effective than on UNM webmail. I use me unm.edu email address for professional correspondence but use POP to harvest messages to gmail because it is a much better email environment.

UNM Webmail begins with the oldest message. I have to scroll down to get the latest messages. If I delete a message it defaults back to the oldest messages screen. Is there some way I could see the list of most recent messages, then select those I want to view (this is what happens in Pine, which I still like, in spite of not having HTML views). Also, I cannot save e-mail messages to "save" folders from the UNM Portal Webmail.
I would really like to see an automatic fill in of email addresses when a "nickname" is typed in for our contacts--much like gmail or yahoo has.

UNM basic email service is extremely poor - e.g., no address book, no automatic recognition of past addressees, no easy access to subfolders, etc. I only use it when I am away from my own computer too just read what has come in. Can't believe how minimal the quality of the email software used here given the importance of email today.

It gets odd glitches, but with patience, IT resolves.

Mulberry allows me to set up and store my mail on my local hard drive. I do not know if groupwise does that and there is very little training on groupwise.

I wish that syllabi were available as shared calendars, and there was POP access to main-campus e-mail so I could have my GMail account check it.

The email has become slow and difficult to use.

I often lose access to WebMail or have difficulty even logging on. It is too slow and the session will timeout before everything can be loaded. Also, when I am viewing email, MyUNM will log me out without warning.

WEBmail is OK and is sometimes a good last resort from off-campus but not preferred at any time. So somewhat satisfied but not would not be a first choice

If UNM WebMail could be set up more like Gmail that would be very useful. What I find most useful about Gmail is the ability to label and organize incoming emails.

I wish Groupwise supported open standards such as iCal so I wouldn't have to use their buggy proprietary application.

MOZILLA!!!

I used to use Eudora, but when it went by the wayside I started using Webmail exclusively (except with people locked into GW) because I need to access it all over the world. It's slow and cumbersome.

unm webmail is extremely inconvenient to use unless running it through a different application. Whenever I have to use the webmail portal, I become extremely frustrated with the system.

Again, I find UNM's email not as easy to manage in terms of searches, labels, or categorizations, but I am become less comfortable with gmail every day.

I'm satisfied with Mozilla Thunderbird as well.

GroupWise is unreliable, and I am constantly dealing with corrupt folders, or folders that do not match with my client. I find myself avoiding it when I can, which isn't ideal as it is a part of my daily work.

GroupWise WebMail and GroupWise applications has failed several times for our particular group here at UNM. We have had many Managers come in from HSLIC Help Desk to help with the many issues we have and we still do not know why GroupWise will not work?

I have upgraded to the most current Groupwise and I have lost a number of features that made sending and receiving mail more efficient. I have requested that IT look into it, but our tech has been unable to solve the problem. He says that the file is corrupted and has made multiple attempts to replace it without any success. I am able to use the email, but, as I said, I am having to work around the missing features.

I find it difficult and time consuming to sort mail using the Portal.

Currently setting up gmail to sync with my blackberry - seems to be working well so far.

Don't know what UNM WebMail/Portal Mail and Exchange are - was never told about them when came as an employee. If they would be useful to staff, perhaps more publicity/training about them is needed.

Limitations on exhange calendar and groupwise calendar sync
I like Groupwise, but I have multiple responsibilities with several organizations. When these send appointments from Outlook the interface with Groupwise makes it difficult. In addition, I was forced to use a second (old) computer just to sink my PDA, since it syncs with Outlook. If UNM used Outlook I could coordinate all of my responsibilities and multiple users could access my calendar functions.

the UNM WebMail/Portal Mail is often slow and signs me out too frequently

I used outlook in my previous job and found that it's email, and calendar functions were more helpful than Groupwise

The navigability and features available through Outlook are easier to use. Setting up rules in Outlook is much more intuitive.

Would love to have UNM switch to exchange/outlook for our mail server so I can sync my calander with my iphone wirelessly

I wish there was a way to check and send my groupwise/salud e-mail from a client, like I can with my UNM webmail.

Google contacts and calendar instantly backup/ sync with my Android smart phone. Can not retrieve GroupWise messages automatically and available browsers will not display messages from Groupwise online. Other email send to & display on my Android phone.

Groupwise is the most user friendly. That is why I don't use the others.

Groupwise (for Mac) is the clunkiest and ugliest piece of software. I have 5 e-mail accounts (unm, salud, 3 private ones), but GroupWise only checks one. It does not serve my needs.

Please switch to Gmail for institutions! The Novell clients are slow, difficult to use, and unreliable.

Groupwise is constantly going down, never updates personal information.

Would prefer Outlook!

GroupWise is cumbersome, slow, and doesn't offer functionalities I've grown accustomed to with Outlook.

Gmail, NOT Yahoo.

I liked the old My UNM mail system. Since you moved to UNM Webmail I don't like it at all. Where to start... First of all the messages in my inbox are arranged from the oldest to the most recent. Shouldn't my inbox show the most recent first. I have to click on the date every time it it is so slow to change. Then all my folders I used with the old My UNM mail portal aren't shown in the new Webmail form. Next when I tried to email my professor a moderate length message the Webmail program timed me out! This never happened on the old My UNM mail program. I have no clue why it was changed. I tried using Webmail before but found it cumbersome and slow. I've been using My UNM email portal every since and I liked it. Please change it back.

Groupwise is very difficult to keep working. When I open a message, more ofter than not the message will open "blank," or the browser will "hang," and never successfully open the message. This happens on different computers with different browsers. The system logs me off way too quickly, and often loses emails when I try to send them.

I have used several corporate/institutional webmail services (Oregon State University, Jet Propulsion Laboratory, MidAmerica Power) and UNM webmail is abysmally slow in comparison to any of them.

I really dislike using Groupwise, so I use my online acct instead for most things, including work related emails.

I currently use GroupWise and do not like the functions or flexibility. At a previous job (ant at home), I used Outlook and loved the capabilities in email/calendar/use with other Windows products, intuitive to figure out, etc. I would LOVE to see HSC transition from Groupwise to Outlook as a much more effective tool for communication.
I don't know whose bright idea it was to remove the "expunge" button and replace it with a "Deleted" folder, but the people who I support (and I must admit, me) do NOT think this is an improvement. While you could delete a message (or messages before, and then expunge them, it now takes many steps. And, if you delete message(s) in Thunderbird for instance, and then go to webmail to expunge them, you have to re-select them all individually and re-delete them, despite their appearing to be deleted already. And *then* you caqn go to your "Deleted folder to get rid of them.

While I'm pretty satisfied with the UNM webmail gui (since I don't use it that often), there are some things that can be a little glitchy, such as filtering and configuring folder actions.

We should use GMAIL corporate

Would like to auto-forward to my personal email

I do not like that I have to keep logging back in a loosing what i have typed when sending a email out form UNM Web Email. Also a better sytem to add folders and reversing the order that my email comes in newest to oldest. Mostly a longer log in time for email would be most helpful.

Don't like the most recent webmail change in the ways emails are deleted. Is more complicated now. Would prefer to have the "purge" button sitting next to the delete button as before.

Automatic archiving is very disruptive. I like my personal online email because if I place an email into a folder and it's always there. Even my inbox messages are not archived unless I choose to delete. Also, I log on to my computer with a password. Then, I have to enter the exact same password to access GroupWise and the network drives. This is a ridiculous situation; one login should suffice.

I use all features of groupwise to engage with activities, appointments, upcoming events, scheduling tests and busy search to include others.

I don't like the online services. I don't know /who/ has my data! I'd rather my mail were at UNM or somewhere I trust to keep their noses out of my business.

UNM's primary web service (not groupwise or Exchange) is rock solid. I've never had problems with it, but the web interface could be better.

The New WebMail is slow and hard to get used to. I don't like it.

GroupWise unreliable; down a lot or loses Email. Not real intuitive or user friendly.

I would prefer to have an email system that is Windows based.

I don't like Outlook Express. We have a number of people using Eudora, which is difficult to maintain.

Groupwise is extremely frustrating to use because of its limited user interface. Webmail is extremely slow in loading every single page and I constantly get errors when I try to navigate through messages.

A problem with GroupWise is that it is not compatible with our document database, so we can't save email messages into our document database (Time Matters). Have tried Outlook email but it closes down every 2 minutes, though can save email to TimeMatters with Outlook.

A lot of people have strong opinion of the Groupwise. As long as the University spends the money it does on these applications and offer "opt" in or "opt" out options, the services will never reach their potential. Faculty/staff have to use the application to appreciate the functionality of the program. Groupwise works whenever please use it as a calendar and as an email source of communication.

GroupWise is great. I mostly use Web Access and think it's equal to the Windows client. It was tough getting used to the new web interface when we upgraded from GroupWise 7 to GroupWise 8 but 8 is much better.

I use Panels in GroupWise and have a Panel for Gmail, it's all way cool.

UNM WebMail is strange when each time I log in it shows me my old email first and I have to fix it each time when I have to change it to get my new emails.
Very time consuming to delete messages in Webmail. Would be nice if there were checkboxes you could check and THEN hit delete.

Webmail is horrid.

I really hate the webmail interface.

I am very dissatisfied with Groupwise because it doesn't integrate with popular email client programs such as Outlook, Thunderbird, Mac Mail... etc. On the other hand, I am very satisfied with the IMAP UNM service that is accessed thru Mac Mail or Outlook

GW version 7. GW version 8 is not very good.

In my opinion, Groupwise is a pretty poor mail application. It was mandatory when I was on staff. Now, as a student employee, I still have to use it, but it does not meet needs. And I really hate having a salud.unm.edu e-mail address that I cannot change to unm.edu easily. It causes problems because the student side is not familiar with that e-mail address....

by UNM WebMail are you referring to IMAP? I like that service a lot, I just don't access via web or through the portal

Groupwise seems antiquated - very slow, unreliable; frequent failure of web-based client

The lack of a way to have several open messages while also composing is a major drawback. I don't use UNM WebMail unless I absolutely HAVE to.

for the portal i am refering to the UNM Gallup portal "WEB MAIL" why cant we all use one software that we can access through our My UNM Web Page? it would be great for the branches.

Biggest problem is that sometimes groupwise doesn't seem to get to webmail users.

GroupWise has issues with addresses being wrong any time a server changes. I have to delete the old addresses manually in order for the new correct addresses to populate, but the actual address is blind so I don't know there is an issue with the address.

No program is slow

I wasn't happy with the new my.unm.edu email changes as you had to delete then purge messages which took too long and was cumbersome.

Using the portal is much slower, even though I do have broadband at home. It is also not as easy to use. I have found that when I send a reply to an email that it doesn't go through, but drops into my 'work in progres' folder and I find it when I come to work. I only use it when I have to. With GroupWise at work, I don't think it is as easy to use as others I have worked with, but I've figured out how to work around some things such as tracking a string of conversations regarding one subjet. The upgrade has improved this as well.

I started using UNM WebMail and my department email when I arrived at UNM in 2007, but found them very poor and harder to use, and especially our department email frequently doesn't work. So, I now only use Gmail.

I never liked the webmail interface, and the client version of GW is ok (but the web version is awful). I like gmail ok, but don't like the lack of structure. In a work setting, it's vital to be able to archive things in folders - this is more efficient than searching all of your email for specific messages, in my experience.

unm.edu email (e.g. Mulberry) is a lousy system. Almost no spam filter; cumbersome. Adopt gmail as official university system. It is excellent.

Since the last upgrade it shots down on its own at least once a day

Sometimes webmail is quite slow.

Again - for client I use Thunderbird

GroupWise is the worst excuse for an email client in existence. I just can't say enough bad things about GroupWise. The university is getting cheated out of the license fees it pays for provide this terrible piece of garbage email system.

Groupwise is inconvenient. Webmail at least is accessible from other locations.

Groupwise is very cumbersome and slow from home.
I do not like the new webmail system, its hard to get used to the changes. Yahoo is my primary mode of email and prefer students to use that address.

Why is Groupwise set up differently whether I go in at the hospital or go in from home? That just adds confusion.

I think the so-called 'improvement' of the UNM e-mail had created the opposite effect. I hate the WebMail interface, the icons are counter-intuitive, and no one asked our (faculty, staff or students) opinion before the IT implemented this change. How democratic is that! I hope this after-the-fact survey will change something!

I use Groupwise strictly for calendaring and use Outlook contected to imap on UNM's mail server. I have almost 2 gigs of mail that I store in PST and have not found an easy way to keep those messages in Groupwise.

I do not like how Webmail changed on my.unm.edu and how it has to open up a new window.

Groupwise is complete garbage. I can't even believe you pay for it and make students/staff use it. UNM Webmail is not much better. These are both a complete joke compared to Gmail which is what I use to collect all mail in one place, search for messages, synch with my smartphone, etc. You need to dump both of those platforms and get something like Gmail that actually works well and is reliable (getting timed out while writing a message in Groupwise is one of the many reasons I don't want to use it).

Don't know what they are so can't use :)}

AT NMTR, we have our own email server and use MS Outlook. I have my GW email forwarded to my Outlook and therefore use GW directly very little.

Very happy with the recent changes that allow me to see my groupwise e-mail from off-campus.

See comment with question 4. Most faculty and staff in my department use a mail client, not the fundamentally inconvenient, slow and inflexible webmail services.

the new changes to the delete option in webmail is terrible.

I find Gmail to be the best

Thunderbird

I just want Imaps and smtp for my pine.

GroupWise has become a lot more unstable, especially for those with a "salud" account. The WebMail is MUCH better than it used to be, although if it was all I had to use I would be very dissatisfied, I think.

current webmail client is not particularly customizable.

Novell does not play well with Windows. It never has and I believe (although you will know for sure after this survey) that most people on campus use Windows.

Honestly, i hate webmail. It takes too long to go between messages, there isn't a preview window, and i use it only as a last resort. i never use the portal mail--i didn't like the layout or options.

MSN provides me with good service, but it isn't seamlessly linked to more common campus tools. I HATE that the default (when you click on someone's email) is to Outlook. In the very olden days someone at CIRT told me that Outlook was an invitation to viruses, so I don't have it. But I feel like my "system" is just sort of cobbled together - my calendar, etc are not integrated.

UNM Webmail takes too long to load.
The configurations for Yahoo mail don't work.

I do think the UNM Webmail/Portal Mail has a few kinks that need to be worked out. It does its job, but it is not user friendly or efficient. The location of the send button as the 2nd button on the menu particularly drives me nuts. I accidentally hit save most of the time when I meant to send.

The amount of unimportant news that comes to me is staggering. I get messages about things that have nothing to do with my practice or my position.
Portal is sometimes difficult to use and is often under maintenance. If it didn't come through Outlook, I would be very frustrated if I had to depend on looking at it through MYUNM. It is also nearly impossible to read on my phone. The frames/javascript do not work well with my mobile internet.

groupwise full client is good and does attachments well which I use a lot.

I need more space.

UNM Email on the Blackberry is excellent... the webmail system is irritatingly slow.

Cannot send out group email to my students and cannot get any help from ITS!!! Won't connect to Chat and no one returns my calls!!!

Webmail is not user friendly

Very satisfied with Linux PINE - hope UNM continues to support it forever.

The UNM Webmail is difficult to use to set up groups, to have address extensions appear automatically, etc. It seems out-of-date.

I don't and won't use gmail or yahoo for UNM activities---they are way too cluttered with advertising/soliciting/spam//

I like GW because the calendar and email are in one application and I don't have to log into two separate ones. I DON'T like that I can't trust that all people I email at UNM will get it, ESPECIALLY when it was the recommended client by IT.

Outlook is simply the best.

Satisfied but not completely happy with webmail or groupwise, both are somewhat clunky, esp when using remotely

I have had trouble with faculty on-campus not receiving emails if they are not GW subscribers. This is very problematic, as you don't know until it is already a problem if someone has not received an email.

Groupwise is complex and I would like more f2f training in some of its functionalities

email link in my unm does not work to email.

Its hard to receive your most recent mail and i do not like the icons, words are much easier.

I can't even delete old mail because it's too complicated to use e-mail service.

It takes 30-45sec to open my email...then I have to rearrange the inbox to see the latest, which takes another 30seconds. infuriating when u are in a hurry.

GroupWise web interface needs improvement for the mobile versions. UNM's current GW8 comes with the features necessary to allow mobile smartphone syncing for calendar, email, contacts, and tasks and at little-to-no cost for IT UNM. Please implement this if possible and allow the support center to provide some documentation assistance.

The new web is a time waster and a source of great frustration

I really dislike several webmail features - or perhaps I just didn't receive the right training. What I dislike about it - in no particular order: always presents itself in chronological order (I prefer to see the newest listed first); can't save an email to my hard drive without first copying it into Word (no, I don't want to keep my emails on the server in a folder)

The new email is difficult to use because it is hard to find new emails. In order to find new emails you need to flip though pages upon pages of old emails where as the old format took you straight to new emails.

unm email through Apple mail works perfectly, never had an issue. webmail is hit or miss. I really dislike it defaulting the oldest message on the top now. the old webmail interface thru my.unm.edu was way way way way better!

UNM webmail is very clunky

UNM mail servers sometimes go down for lengthy periods of time.
The web interface to WebMail is cumbersome and the portal access is worse. GroupWise is fine as a client and as a Web interface, but it isn't a campus wide system and it doesn't integrate well with anything (though a range of handhelds and other tools have been promised for years). Exchange/Outlook integrates with every handheld, all kinds of tools/utilities are written for it, the interface is a bit complex, but manageable. The 2010 versions promise even more integration with enterprise services and social networking features. Web services are clunky by the virtue of their browser interface, but they're getting better.

Please change my email back to the way it was before. I knew how to navigate that. And I was not getting kicked out all the time and losing the email i was trying to type.

i dont like the new set up for webmail i cant save certain messages or different things like sending an email out and getting back a notice stating they opened it.. it sucks i dont like the new system at all its toooo slow

I really think that UNM should adopt a system like some other universities where all email is sent through GMAIL, but with a @unm address. It is clearly a preferred way among the students/faculty I have spoken to.

I do not like the change to the new email system. It's very hard and confusing to use. It's not as flexible and user-friendly as the old email system. Many other students feel the same way and do not like the change in email systems.

email sorting features are not user friendly, and email service has been unavailable alot

Please tell me how to change the webmail so that the newer emails are ON THE TOP, not hidden behind pages of old mail! It is the most annoying and time consuming thing in the world.

I forward my unm email to gmail.

The ease of use and the reliability of the UNM email system has dropped considerably with the recent change. I can no longer switch to save my sent message per email, instead of setting up the default settings to do so. Also, the email system currently is slow and will not allow me to view my email list from the most recent to the oldest by default and instead must sit and wait while the system slowly switches every time I log in and have to tell it to do so.

Don't like GroupWise (the only option for salud accounts), so i use a third party application. myUNM e-mail is a bit confusing, does not look as modern in contrast with other e-mail providers

Groupwise does not sync with anything except a blackberry. This is unacceptable

At home use is difficult as there are a number of times in which I can't log on or will be cut off if I try to send email messages

The look and orientation of the new UNM WebMail is a plus but I hate having to change the ordering of my mail everytime I log on. The mail should be organized by most recent message first to the oldest last insted of vice verza like it is now.

The UNM portal doesn't allow you to customize. Once, just ONCE, I would like to open my inbox and have it sort by newest. I would also like it to be easier to use.

I am not happy about the connectivity between Groupwise and my hospital supported Blackberry. My task/memo lists sometimes disappear for no reason; contacts will magically duplicate themselves or disappear, etc.

the new email is hard to navigate and hard to understand

This new email is horrible! please let us go back to the old interface...please!

I'd greatly prefer it to list all the new emails at the top instead of making me scroll down to the bottom, past saved emails with old, yet important info.

online services are easy to use, have great spam filters

I use pine a lot

I really do not like the changes made to the UNM email service.
UNM mail is too complicated now. I don't think it is very productive to have students jumping through hoops just to look at their mail.

Works ok my phone.
The new webmail portal is not very user friendly. Takes me a while to find the reply or forward or send button. The interface is not very clean.

Gmail is a really smooth email service that allows me to easily email and file important messages away.
i was satisfied until you guys combined the two

UNM email is unreliable and difficult to use.
hate the layout! wish that sent messages were saved to a sent folder. want my most current messages to be displayed first!!

I've run into problems not being able to access UNM email.

Ever since e-mail changed I find it slower and more difficult to use. Tjere was no problem with e-mail portal before.

WebMail is not very user friendly

This new e-mail system of UNM's is hard to navigate. I can't even see my recent emails unless I click on the "received" tab every single day to make the recent ones visible. The whole system is annoying now that they went to the new format. I've heard some students say they stopped using it completely. I also don't like the font and can find no way whatsoever to change it. Also, when I type, I can't even see the whole lines I'm typing because the scroll wrap doesn't work when I'm composing. I've probably spent a couple of hours trying to remedy these problems, to no avail. The whole thing is hard to navigate. Time-consuming and annoying.

UNM mail automatically forwarded to Gmail.
cannot send info safely to community providers

UNM Webmail is efficient and productive.

need to be able to send encrypted emails to both outside docs and patients

Groupwise is a disaster from home as well as from hospital-based computers. Keeps cutting out, loggng me off

Webmail needs to allow users to open e-mails without closing the inbox and having to re-load inbox messages every time; also the purge function is stupid it should just by default erase the messages you delete- like every other e-mail program out

I hardly check my yahoo account because there's so much spam, despite my constantly maintaining it...and then I get behind on email there. AND I can't forward the yahoo account to any other account unless I pay for that service which is a total clip!

I discontinued use of UNM WebMail/Portal Mail because access was so unreliable.

Many problems with Groupwise. Often difficult to access. Difficult to organize.

The changes that took place to UNM email services at the start of this semester has made it suck.

Web portal off campus works slowly, example is that it is difficult to delete mail from the mailbox.

I love gmail. Its easy to use and I love the chat system. It works well for communicating with fellow students as well.

UNM WebMail/Portal mail is years behind other schools. We all use it but it doesn't work well for anyone. There are lag times and the settings are difficult to use. User interface really needs improvement. Please consider a non browser based UNM email client standard on each computer.

I can't email community physicians with f/u about their patients and I can't check my groupwise email on my Palm Pre phone.

I just wish it didn't cost so much.
The old email service you had was slow and clunky, but at least it worked. This new system you've decided to force upon us doesn't. Most of my teachers are having a hard time getting email I send them, they go right to their junk folder. On top of that the service is just as slow as the old one. It's retarded. Oh, and not even to mention that the settings of this new system are internally complicated. Everytime I open up my inbox it puts the oldest emails first and no matter how hard I try I can't get it to reverse.

The recent update to the UNM WebMail/Portal Mail is what I am having trouble with. It, by default, loads my email by listing my oldest messages first. In order to get to messages that I have received recently, I have to hit received and wait for my whole inbox (all 2500 messages) to reload. I have been unable to locate a setting to correct this despite having collectively used up about 25 minutes over past weeks on the task because it is taking me two full minutes to check my email this way.

I'm sure I could drop by ITS and have them show me, but my point is that the new email system is not intuitive to me and I imagine I'm not alone here. Nor is it intuitive why it is so easy to find the button to delete all of my messages. Seriously? Is that what I'm supposed to do? Who does that really?

Something that is really handy is the ability to send large files. I send lecture recordings to classmates and I would not be able to do this on any current commercial web-based email.

I like the old layout of the UNM email

UNM email was never good to begin with, but since it has been "updated" it is so awful as to be useless! It is excruciatingly slow, doesn't load, and is really embarrassingly bad.

Could be improved; A way to organize/sort/identify mail. Search feature could be better. Should be able to view mail in inbox and selected message in same window.

WebMail is very clunky not user friendly, not functional for mass email manipulation...

I do not like the new my.unm.edu mail setup. Some of my really important e-mail got erased because of the new format where my.unm.edu email was replaced with UNM Webmail.

I liked the old system better because the format was simpler, less cluttered.

Students need reliable access from many different computers and your upgrade has prevented that for weeks now. Your changes has prevented my access many times.

I also use msn.live mail for personal e-mails.

why fix something when it wasn't broken?

In my opinion, the switch to the new email format that is run exclusively through UNM webmail is incredibly ill-conceived and problematic in just about every aspect of its operation. Compared to the previous system, the new format has many more small glitches, less user options, and represents a 10 year regression in terms of computing technology.

I like the new deleted box feature that just popped up during the past two weeks. The password change every few months is annoying, especially the newest one that required a the first letter to be capitalized!

The new webmail system takes too long to load, it has to load all of my old already read messages

I miss the old email system accessed through my.unm.edu. Whereas, this new system is unable to do so.

Problems with sending attachments using webmail.

UNM Portal Mail always has such a confusing interface and never supports emails HTML (or at least won't resend them)

I would prefer to use Outlook. I had this at my previous job and loved it.

I know many people whom had not previously used the unm webmail had trouble adjusting to the major difference in setup of the lobo web email after the update and could not find there e-mails.

the old mail didn't use to save my sent mail without me checking a box but now it does automatically so i really like that
I would rank this actually a little lower. I am frustrated when MyUNM logs me out in the middle of typing an email message. It says that I've been inactive, I don't really consider typing a lengthy vital message being inactive. Might there be a way to fix this?

I have to say, while UNM Webmail works the format and layout is not the most user-friendly. So, although, I would not say I am with it, I don't particularly like it.

Old UNM mail format through MyUNM was easier to use.

UNM WebMail has always been rather unorganized, but seems to be even more so now that it has been modified. The seemingly circa 2000 system has regressed to the 1990's.

The new webmail portal is EXTREMELY slow and counterintuitive compared to the old email system. I especially dislike the way the email portal always brings up my oldest messages at the top of the email list and makes you sort by date received if you want to view your new email. Please fix this... it sucks.

The new email is frustrating for a couple reasons which could be easily resolved with an explanation by someone in IT. First, my Inbox appears in chronological order from oldest to newest and I would prefer it the opposite. Second, how do I save sent emails so that I have a copy? Third, my Contacts were erased after the upgrade.

unm webmail is not user friendly. there is no space to reply; you have to create space prior to replying.

Ever since it was "upgraded" this semester, not only did all my contacts disappear, but it seems like the email doesn't work half the time, and it is very very slow!!!! It really sucks!!

New my unm e-mail is difficult to read, confusing to change set-up

The buttons for replying/forwarding using UNM WebMail are confusing as they only use icons that don't say reply or forwarding, etc.

UNM webmail used to be quite user-friendly, I had no issues, but now with the switch back to the old webmail system, I find it to be clunky and more time-consuming.

It is very difficult to use with 3rd party email clients such as IMAP and functionality is limited. In addition it is impossible to link calendars with 3rd party calendar programs available on portable devices.

The "upgrade" on myunm email to the webmail is awful. The previous system was much easier and faster to use.

Needs a way to filter emails and a way to Select ALL.

The Webmail is slow when compared to Gmail and Yahoo.

The new email for UNM is a nightmare.

when trying to access groupwise from home often get message that

My only complaint about webmail is that my messages do not display from newest to oldest. I know that I can change the order by clicking on the date, but it seems silly that the newest messages aren't shown by default.

'Updates' to UNM WebMail are a major downgrade.

Update the Webmail page, it's incredibly inconvenient. I liked the layout of the My UNM email page better.

I can get mail from my TA, but I can't send to him. This is of course assuming I can actually log in, which is a rarity.

Groupwise is not reliable

Since the change with the web mail system I have been dissatisfied. I was fine with the way it worked before.

PLEASE MAKE YOUR MOST RECENT EMAIL COME UP FIRST IN THE WEBMAIL BROWSER.

I'm happy with the interface. Some times of the day the response time is very slow - especially for searches.

Need a way to block SPAM!!!!!!! My unm email wont let me
The new webmail is confusing and hard to use. I think the previous webmail was much easier to navigate

I don't like the new format or the default font. Seems like an older, less pleasant system

I prefer the old version of UNM WebMail to the changes that were made recently.

Since the last webmail upgrade I cannot respond or forward emails with any special characters used in other language (like Chinese symbols). This is extremely aggravating as an international advisor receiving emails from Chinese students. I have to search through the email chain to delete all the characters before I can respond or forward the student's email. Please fix this!!!

Partial is slow. Emails are listed from oldest to newest which hold no useful purpose.

NEW Unm email is horrible. By default, all mail should be sorted by newest first. User interface for the new email also seems very old. The old email system was much more aesthetically pleasing and easier to use and also more convenient.

Groupwise on a Mac is absolutely terrible...

its slow

The UNM Webmail always opens several windows, does not arrange itself with newest messages on top, and does not have all of the easily-labeled options that Gmail gives. Gmail is extremely user-friendly, and I can get it constantly on my phone.

The new setup for the email is a giant pain. It works extremely slowly, and often will freeze or not want to open. The older email system seemed to work more seamlessly than this one.

I hate UNM web mail I want lobo web back.

need encrypted email for patient communication outside of UNMH/UH

For UNM work, I use Mulberry and prefer it to other options.

Auto log off if writing email takes too long, lost entire email post had to start over without previous info

Gmail works 100 times better the Web mail it is more user friendly and way faster.

Very clumsy platform from what I've seen. Takes a lot longer to load than the old client, and seems disorganized.

I don't like the current e-mail format changes, I like the old one. It deleted ALL of my address books.

I do not like the new set-up of my.unm.edu. Webmail should have remained it's own portal.

The new UNM Portal has a different format that is difficult to use, as newest emails are at the bottom.

Since the UNM e-mail switch, I've stopped using my account and switched to gmail only.

The new e-mail system is confusing.

I dislike the UNM web mail client, have configured personal gmail account to fetch mail from my UNM address.

I have been having trouble getting emails and sending them out.

i liked the old email better

I was really unhappy with the recent changes to the UNM email

I liked the my UNM format a lot better.

I like the older format much better then the new format being used.

my old school changed from webmail to gmail. a majority of the students found it to be a vast improvement

the new format for UNM Email is harder to use and to customize. I've adjusted, but I'd like to make it easier for my use since I use it daily.
UNM WebMail is so slow, it is hardly functional
my access has been denied to my own email and no one will help fix it

I absolutely hate the new email it works horribly and I certainly would not consider it an upgrade at all. The new messages appear last so every time I open my mail, if it will even open at all I have to resort my items. It is very undependable as it will not always open and I hoep it will be changed back to its original format.

I am VERY unhappy with the new webmail, when the change was made i did not recieve crucial emails that were sent to me for several days, and almost all of my saved contacts were lost and several random contacts were added to my list this has been a huge inconvenience!

The unm webmail portal is a very impractical program for me to use. I dislike it very much.

I prefer Groupwise and Gmail over the portal (I import my UNM mail to Gmail) because of the extra tools (caledar, et al). I use WebMail portal when I want to send HTML mail though, because it has the function of writing HTML.

I would love for the UNM WebMail to be set up like the gmail page -- an ability to customize the backgrounds, archive rather than delete e-mails, and have a large storage space would be great!

Read above comments
UNM WebMail is very slow and the Address Book look up is very annoying as I get LDAP errors more than 75% of the time.

The UNM Webmail/Portal Mail is annoying because it puts your oldest mail at the top of the page and your most recent/unread mail at the very bottom! CHANGE THIS PLEASE!!!!

I liked the old email on my.unm.edu.

i do not like the new changes to the unm email.

Wish there was more than 1 G of memory available. It forces me to delete emails. I wish I did not have to delete all the emails I have on my UNM account

It is annoying that webmail lists oldest E-mails to newest. It's an extra step every time I use it to change the sort.

UNM Webmail causes a lot of problems with my Mail application on my Mac computer and my iPhone.

I find the UNM webmail portal to be clunky and not user friendly. I find gmail to try to think too much for me. I like my folders.

would like to embed links in webmail account emails

I don't use webmail exactly, but what I love about it is that it can automatically forward email AND preserve the headers of this email. If you try to do this with group wise, you wind up with all of the emails looking like they were sent to the receiving account. This really breaks things like tagging and sorting especially when you rely on an email having been sent to a list or similar. It also makes the "From" field go away.

I really wish we could at least have some formatting options in Webmail, like sending text that is underlined, etc.

GMAIL, Yahoo, Online is OK.. mostly I use it as a back up Spam Filter. THE UNM student email IS ATTROCIOUS!! Seriously, WTF .. join the real world and up date it. I mean you should be able to check it from smart phone .. the Spam filters on it SHOULD BE 100% upgraded. Not to mention, you think you dumb asses would have it set up so after a student graduates AND their account expires.. you would have it setup to forward to an email account of their choice or something.

The older version of e-mail viewing was better.

I do not like the new format AT ALL!!

Webmail is slow and can be frustrationg to use

Gmail serves me well, and the UNM mail is good, but I cannot go to it with my iPhone.
With the UNM WebMail portal - I really do not like that the system logs me out if I access it through MyUNM. That is very annoying because it happens in the middle of creating a message. Also, some of the functions in the WebMail are hard to find.

UNM WebMail doesn’t let you attached large files

I dislike (i) the time it takes for emails to get through. This seems to be highly variable and I have had to wait for important emails to reach my inbox for up to a day. (ii) The fact that received emails are listed in chronological order, from oldest to newest, by default. I want to look at my new emails, not my old ones. (iii) The fact that deleted emails are not actually deleted without pressing another button. I would like my deleted emails to automatically disappear, say, on logout.

I forget to check mail/groupwise when I first log in. Maybe a flag,a buzz, LOBO HOWL SOUND that lets you know that something needs attention. I don't think the icons stand out enough to notice on an almost all red banner above them. Maybe line the icons on the left side and highlight a bright neon color when there is something in there.

Home lines veryyyyy slow (Qwest is pitiful)

I have trouble sending e-mail several times per week, especially when off campus (even with a reliable internet connection). Receiving seems to work OK.

UNM webmail can be VERY slow at times

webmail is very confusing to use, and there is alot of stuff that seems superfluos on it. It always starts with my old messages first, and then I have to switch the settings. I hate that.

The recent change to the UNM webmail system is much more difficult to use than it used to be. The layout and visual design/organization is not as functional as it was.

I liked the old version of UNM WebMail. It seems as though the change was one of regression rather than progression. I hate that I have to sift through all old e-mails to get to the most recent.

Our webmail is horrible! No one uses it---why don’t you choose a format that people will actually use. I haven't been able to figure out how to create a new folder since the portal has changed---this should be very easy to find.

The previous email system seemed to be more user friendly and more reliable.

Along with webmail, Gmail and groupwise service is great.

It takes an absurd amount of time to load the email page even though I only have a few messages in my inbox.

Any time i have tried to use webmail within my.unm.edu, the window has timed out.

Whenever i would use webmail itself from mail.unm.edu, it was aggravatingly slow.

New messages need to appear at the top of the inbox

I preferred the setup that my.unm.edu used to use for email to the webmail.unm.edu. Now that they are the same it is completely obnoxious and not user friendly.

webmail seems to be a little better but when accessing e-mail from myunm.edu I'm constantly being logged out even when I'm in the middle of composing e-mails. It's much slower now. It was very useful to be able to open up a new send window and go back into old e-mails to cut and paste. cant do that now.

I do not like that my newest emails are last on the list now.

We should be able to add another email address, even if for a nominal fee. The IT folks make it sound like changing our address is too hard and a bad idea. One unchangeable address per student is a bit arcane. Now one of the questions below makes it sound like I can have more than one address...??? I've been told no on that more than once, what gives?
On the new UNMwebmail it takes too many clicks to get from compose to contacts and back to compose. BUT THE BIGGEST PROBLEM IS THAT IS TIMES OUT AFTER TOO SHORT A TIME, EVEN WHEN I'M ACTUALLY USING IT. IT IS VERY AGGRAVATING TO HAVE A MESSAGE BOX COME UP AND TELL ME IT'S TIMING OUT BECAUSE OF INACTIVITY WHEN I AM ACTUALLY BEING ACTIVE. GRRRRR.

The Webmail is super slow and it takes forever and is very poorly set up. I want the old email back. It was much easier to use. I know many people who hate the new webmail.

I like the calendar features on Groupwise the best

I don't like the fact that you can't see your 'sent' messages.

Please fix the email system!

The UNM WebMail site is difficult to navigate and unreliable.

Webmail takes a long time to load and is not very intuitive.

Wish Webmail could link your emails together like Gmail so you can see what was sent. Also wish Webmail had an auto-complete feature on it for email addresses.

nm email now harder to use plus when went to new system lost alot of important emails

I have heard of other universities utilizing gmail as the primary school email, and I think this is a great idea since I never have problems loading and/or viewing messages and always receive them promptly. With the new UNM WebMail, I've had multiple problems either not being able to open my email at all or opening it incredibly slowly and not receiving messages until several hours after they've been sent when they deal with time-sensitive issues.

I like how the UNM Webmail was set-up before the upgrade; split screen so that I can read e-mail WITHOUT having to refresh the screen in order to read another piece of mail. As it is now, I either have to cycle through my messages with the next or previous buttons... OR... have to click inbox to refresh the screen so that I can just pick whichever mail I want to read next (if not chronological).

I dislike the new webmail very much especially since there are times I cannot connect in my room on campus

The new email system is regressive and I highly prefer the previous model

The new system is not easy to use at all; it is very confusing and takes too much of an effort to use. There was nothing wrong with the old setup. It is a big hassle now to have to go into the Email tab and them click again to get into Webmail. It is an unnecessary extra step that the old version did not have.

I don't know if I would fine a question regarding WebCT, but I don't really like it.

UNM webmail cannot change font, size, color, etc.

I was satisfied until they made the recent changes, in particular, I find the new format very difficult to use and view. for example, my grade for web mail would go up substantially if it just listed new emails first when I initially log in, or gave the user the ability to change that setting them self. I have been trying to change that to a normal setting, but the interface does not offer adequate user controls to personalize it is this way. another problem I have is that it seems like every time I want to do something on there it takes upwards of 30 minutes until I can figure it out or I just give up. one function that seems to have no clear path to performing is simply moving an email to a folder, WHY CAN'T I DO THIS? there is clearly a way to do it, but where? how? also, WHY CAN'T I DELETE A FREAKING EMAIL!!!!!!!?????? (insert icon of skull/crossbones here) I understand the change to this new email system was intended to improve something, but I just can't figure out what, the old one worked fine. The new system is not user friendly AT ALL!!!!!! Don't get me wrong, people need to figure out computers for themselves, but I have been a computer technician, and LAN administrator on a submarine for the last 5 years, and I CANT FIGURE OUT YOUR NEW EMAIL SYSTEM???????????? REALLY????

Webmail is ugly

I dont like the way the new webmail system looks. And I dont understand how to change my personal settings. I go to the change settings options and dont have any idea what any of it means.
Gmail

I am assuming you mean my private gmail or yahoo account. I'm not quite sure the distinctions you are using on the above questions. Email vs. webmail vs. portal, etc.

The new system is much slower than the old one (before the upgrade). This new webmail shows my messages in the wrong order, has no preview, and has little room for customization. I would like the old webmail back.

UNM Webmail is so incredibly slow.

I wish there was an apple application so I could sync my outlook with groupwise.

I put "dissatisfied" with UNM WebMail because I am extremely disappointed with the recent change. Why did you change it? I liked it so much better the way it was.

I'm generally happy with the IMAP server, it's usually available and I have had very few problems with it.

It drives me crazy that the mail is not automatically sorted by NEWEST mail. I don't like having to re-organize.

Extremely slow and NOT user friendly!

I stopped using the WebMail interface for a reason.

UNM webmail is extremely slow compared to gmail, etc.

A problem I found with using Webmail is you cannot recall a message. Or at least not easily.

Webmail is unbelievably slow. Novell has no business with email (period). Gmail obviously works very well. I prefer Thunderbird + IMAP/SMTP.

Some of the changes to web-mail are positive, but there have been issues that have made the transition more complicated than I need, especially since I'm in the middle of my last semester and my work is heavily dependent on my communication with colleagues and professors: Specifically the order of e-mails is ascending from oldest to newest. I've been locked out of the e-mail several through no fault of mine, and people have complained about not receiving my emails. Also, I can no longer access my e-mail with my Iphone - This one is the worst.

We need to have secure email to communicate with referring physicians regarding their patients at UNM.

At this point, my UNM email is my main email address. Recently, the webmail interface seems to have changed, and I have on multiple occasions waited 20-40 minutes or longer for it to load. Recently this made it difficult to print out an important attachment I needed, and has made checking my email almost prohibitive.

Also, the default sort order has changed. In the event that the webmail interface loads (which, as aforementioned, takes a very long time), I then have to change the sort order to see my current emails, as the sort order by default shows me emails from three years ago. This takes yet more loading time.

I am part time faculty and immediately after the semester is over this service is cut off. This is poor service!

The safety policy of changing passwords every six months is ridiculous.

I don't like the changes made to the UNM email. It erased all our address book without warning.

Webmail was great until it was "upgraded"

I am very upset about the changes to UNM WebMail and would like to write a letter of complaint to anyone higher up that will listen and be able to take action.

The groupwise client is slow and has limited functionality. Hard to set alarms or share calendars.

UNM webmail is too slow

gmail too new to have comments.
If it didn't log me out all the time and be so slow, I'd be more inclined to use it. Also it has a poor storage in relation to gmail.

Exchange: Use Mac Mail

The old UNM web mail was easier to use. I am referring to the changes made within the last month.

I think GroupWise is a very inefficient email management system. It is cumbersome and I always seem to run out of room

The recent upgrade has caused serious issues; several important individuals are not receiving the e-mails I send them via UNM Webmail.

communication is very important, especially with this vast growth of technology. I believe UNM has successfully achieved this.

UNM webmail isn't to my liking anymore. I don't know what any of the buttons mean so it takes forever to send emails.

UNM email can tell others that I am related with this university.

I spend much of my time out of the US and the UNM systems are close to useless there. Message turn around can be 10-15 seconds or more and message drops are common. Gmail works. The storage and tagging are far superior to GW as is the ease of use.

Gmail has many more options than UNM Webmail, is much easier to navigate, and can handle multiple accounts/identities with ease.

It's not just that it is different from what I was used to. The webmail is inefficient and slow, buttons like delete and purge only work when clicked multiple times.

The new webmail is worse than the old one.

I started importing my emails from the UNM webmail into Gmail because the webmail is extremely cumbersome to use.

UNM email is not user friendly, and seems extremely archaic compared to commercial email providers like gmail or Yahoo. Half of the time I'm unable to access my UNM email when I am using a wireless connection, even if it is on campus.

I use UNM WebMail when I cannot access GroupWise remotely (i.e. from home, I try to access GroupWise via the web and frequently it does not work or is too slow).

The settings system in UNM webmail is completely confusing and I can never change the simplest thing. Example: I still cannot figure out how to set up my account so new emails show first through webmail instead of old ones first.

The email is confusing and unclear. It is difficult to use the contact book, and it is not easy to send emails. I have also had many problems with attachments not opening when I send an email.

My main problem is that the damn thing closes & logs me out in the middle of e-mail compositions!!! It's enraging!!

I hate all UNM interfaces with the UNM Webmail. I use Thunderbird for my UNM mail.

Google FTW

As far as the email change, the new look is nice, but some aspects are frustrating such as the inability for the window to pop up with new messages first.

I think Gmail is a little more user friendly, but it's nice to keep my school and personal life emails separate.

I don't like the new set-up.

Gmail is a permanent address for me, has nearly 8GB of storage, allows large attachments, is very quickly searched and looks identical no matter where I am. It also interfaces directly with Google Calendars and is all available from my Android platform phone.

I would like if it was easier to access UNM WebMail from cell phones.

I don't understand how the upgrade that was just finished was an upgrade. It takes much longer and doesn't look like an upgrade.
The new email system is so inconvenient!
The new email format is not user friendly. I cannot even figure out how to make new folders.

New system is very slow. Need a way to change the default organization of email to most recent at the top. Also, the switchover destroyed all of my carefully created filters, which is endlessly frustrating.

I do not like the recent switch to the new email service program. It isn't designed to be user friendly and is also very, very slow. I am considering not using it at all and switching to my yahoo account exclusively.

I don't like when you are writing a long email and suddenly the system automatically log out when I am at home.

I find it frustrating that I have to change the received status every time I check my inbox in order to have the newest emails appear at the top. Sometimes I get booted over and over again with the new set up.

I don't care for the UNM webmail or portal mail because it is timed and if you are on the LOBO web too long it kicks you out, this seems to happen at the worst times!

Recently, everybody is complaining about the changes that have been done to webmail. It is becoming very very slow and sometimes does not work at all.

Don't like the new format. Very complicated and not user friendly. Liked the old system better.

It's very hard for people because not all people have access to a computer.

I like the older version of my unm email version.

The new makeover for webmail is a huge upgrade from the past few years. Most notably the "deleted" bin, and the "sent" bin so I am no longer having to send myself my own sent emails to keep a record!

Like I said before, I like the easy access to email. Although I liked the old version of the UNM email then this one.

why does the inbox have to be flipped everytime i log in. my oldest messages show up in the inbox first, rather than what would make sense, the newest messages first. and reloading the interface(reversing the arrow) takes a long time. i definitely prefer the old email thru my.unm system. webmail is not user friendly enough. really a pain.

I don't like how i can't read my new ones first with out scrolling through them all.

The change to webmail is most irritating... I liked the portal mail, but webmail is far less user friendly and more difficult to operate. It also has an annoying tendency to delete things at random and not send messages...

Give me something I can reliably use Outlook 2007 with as the GUI...please! And don't try to interface it with something else like Groupwise or Corporate Time, etc.

I was ok with the Portal Mail, but i do not like the WebMail.

I do not like the new email at all.

UNM should use the old email services. The new one seems more outdated than the older one. Bad choice in upgrading.

there good

The new email system is a joke, it is completely un-user friendly and impossible to manage.

I am only dissatisfied with UNM WebMail since the change occured. I HATE it now. Everyone I talk to says it seems like a downgrade rather than an upgrade and I definitely agree.

Webmail takes forever and is very inefficient.

There was a change to the UNM email which now takes longer to load, won't delete emails as easily, harder to manage, and newer emails are not at the top of the list.
UNM WebMail has taken a turn for the worst with this new system updated a few weeks ago. It loads slow on all computers (not just a server issue), the settings are not clear and don't give you options you need, and there are viewing issues at times, even with emails from UNM departments (you can't see the entire email).

Previous to the IT upgrad my UNM e-mail account was my only account throughout 5 years of undergrad.

It doesn't make sense to hit the email tab and then go to another page to hit the email tab again. I liked it the way it was before the "upgrade".

UNM email has become confusing to me, but still simple enough to send basic emails.

The new webmail format is ugly looking. And it is not user friendly at all. The old format was WAY better.

Please make webmail bring up more recent emails by default when you first load it.

I do not like the new emailing system because it takes a lot longer to load, and I don't particularly like the time/date settings.

I feel that emails should be displayed in a way that new messages are shown at the top of the page rather than having to scroll all the way down all the time.

Hate how looks, used to look so nice and easy to use. Hate that it shows old first and won't save to show new first. Liked old email way better!

I prefer to access my UNM mail via IMAP (with Thunderbird).

UNM webmail has been pretty unreliable so far after the change

I liked the UNM WebMail before the upgrade, it was easier to navigate and better organized. The UNM e-mail format from before the last update on the system was more user-friendly and allowed you to manage it in a easier way.

Very satisfied with gmail, hate yahoo.

I wish it would automatically put unread messages at the top for the UNM email.

Can't figure out how to create a new folder to file e-mails.

The other email platforms are easier to use.

Portal Mail could be a little faster. I found that accessing my e-mail has become much slower since the new e-mail system.

sent mails cannot be saved automatically.

emails are not sorted by date.

@unm.edu does not have spam control.

The new internet is terrible. Why are the oldest emails first? And it takes forever to load. A couple days this week it took me an hour just to check my email. And with teachers sending information on assignments through my account, I'm losing valuable time I can spend on homework trying to find out what I need to do. And with working full time, I don't have much time for homework as it is.

The other layout/service of UNM WebMail seemed a lot more user-friendly and definitely loaded up faster. While using the computer on a fast server like the ones at school I still experience a considerable amount of lag compared to the older version.

Not the most user friendly. I lot of email providers like yahoo automatically save the last email you sent in a "sent" folder, if there is a way to do this on webmail then I haven't been able to figure it out. It should also be set up like this by default. also it is hard to use webmail with a cell phone's internet.

I keep getting junk mail for Dr. Katz, a professor, which I am not

I primarily get my email on my own server.

i would have rated it very satisfied before the upgrade.
The new interface looks like it was designed in the mid 90's and actually takes a few steps back. Why is the oldest mail defaulted to show first without having an option to change the default sort order. Lacks many features of exchange webmail.

UNM WebMail too slow to use for anything but the most brief of email exchanges.

I like the previous version better, which was automatically sorted from most recent to the beginning and two parts format was easier to view.

I don't like how the new webmail is set up. It takes me twice as long to load the webmail and I can't stand having to go all the way to the last page of my email to read new emails. I have no idea how to change it. It is really confusing.

new UNM portal is slower than a paraplegic and is as efficient as using leeches to cure diseases

The upgrade made it easier to attach, and open attachments of different file types. The delete, reply, forward: buttons do not respond well. The order in which the e-mails are displayed is backwards, it should be most recent at the top.

The new layout for the UNM webmail is not very user friendly. The old mail coming up first is just an illogical format. While I know that if i clicked on the "received" button it will go in the logical order, but it is an unnecessary step.

I used to use the UNM email all the time. Then, after the "update", it became very slow to load at school and would not work at all at home. The last week, no one has been receiving the emails I've been sending out. So I had to convert to Gmail.

I really don't like the way the new email defaults the listing as oldest to most recent. This is really annoying if you have many emails. I looked around some to see if I could permanently alter this setting and couldn't find a solution.

The reason I'm not very satisfied with GroupWise is because the Linux installer is just a tease. It is only in one package format (RPM for SuSe, and I use Ubuntu)

UNM webmail loads so slowly that it sometimes becomes a serious impediment to getting work done. I don't need anything really fancy, but there has got to be a way to make the system run better. AOL and gmail load almost instantly-- why does webmail take up to five minutes, and sometimes refuse to load at all!

I'm only dissatisfied with the new unm email because it doesn't display the most recent inbox messages right away.

The worst problem is the delay. Faculty tend to assume instantaneous delivery, but messages are sometimes delayed for up to 24 hours.

I wish the buttons on Webmail were easier to understand (i.e. the send button should say "Send" instead of having a picture of an envelope)

I generally try to avoid using UNM WebMail

I don't like the new webmail layout. For one, it deleted all my contacts when you switched over. Second, I have to resort it by received each time I log in. It doesn't save my settings. Third, my deleted items don't stay there for more than a day.

The updated webmail runs really slow.

The UI is an older style- very cumbersome to use.

N/A

I dislike very much the new format.

Groupwise has regular, major problems - very slow, web-based client ends abruptly, system down, etc, etc. Groupwise is the elephant in the room of IT.

Webmail is the most obtuse webmail I've ever used. The myUNM webmail was better, but since it was broken with a banner upgrade it is now gone. It is difficult to figure out how to use the web interface, it is slow, and it is very poorly organized.

The system is okay

Since you made the changes I can't log into my UNM webmail account.
I cant forward mail to another address. :(  

The recent change to UNM webmail in that you have to go to the deleted folder, select all, and delete again to expunge delete files is much more vexing than the previous method :o(. Also, the formatting is better in Microsoft exchange so when given the choice, I'll always use it over UNM Webmail. I only set up a yahoo account to chat with a friend overseas, as that is their best means of communication, but I rarely use it.

I do not like that when Webmail is opened it loads the oldest email ... so it takes more time to get to the last page or to change the listing each time I sign in.

UNM WebMail has become more difficult to use with the "upgrades". The text screen is smaller, it takes multiple steps to access folders, the look-up directory is cumbersome to use. GroupWise does not interface well with UNM Webmail. Trying to forward emails to UNM Webmail is impossible. It creates a loop within GroupWise that repeats the same email several times before stopping. The features have too many steps do achieve a task.

Messages that are placed on a date and time to stop transmitting continue to send out messages after the close date. Try to save messages with an attached is impossible; the attachment gets lost somewhere in cyberspace.

Not easy to move email to folders and to set up filters to control unwanted mail. Not easy to store and utilize contacts in email address book.

For the most part I am satisfied but I sstill think that it needs some work.

I find the webmail interface to be confusing and there are extra steps in retrieving and dealing with messages. i use my apple mail but my UNM email account. It is much easier to use than webmail.

spam is still a huge issue with email clients  

WebMail isn't intuitive and user friendly.

e-mail sizes should be raised.

I like how the UNM e-mail use to just pop up on the my unm site, when you would click on UNM E-Mail once you logged in. It was easier to access and use.

UNM Webmail is extremely critical to me, as well as to other students; however, it is slow, inconsistent, confusing, and I can only view my inbox on a UNM public computer. When I click the link the email service will pop up, the links will be there but any messages I may have will not show up.

UNM WebMail tends to be slow

webmail doesn't always load properly...button images show up as red X's. in general, webmail is annoying and difficult to use.

I have trouble trying to figure out how to use it. The last changes you made have left me even more confused.

The new webmail is HIGHLY frustrating, it is not user-friendly, it is difficult to block spam (which I should not be receiving in the first place, IT), There is only one way to be able to quick-view messages without leaving the inbox completely, which was the basis of its appeal before it was converted to webmail. I think the students should have gotten a vote as to whether or not the system changed to Webmail, seeing as we are the ones that have to suffer through it.

The main thing that I dislike about webmail is that all the new mail shows up at the bottom of the page.

When an email is sent to my groupwise email it doesnt appear in my UNM email even though its the same address

I 100% hate the new email setup. HATE IT HATE IT HATE! my emails always show up from oldest to newest and I cannot access it from certain location because it is blocked. This limits my use and I HATE IT!

It would be nice to not have to change passwords all the time, with what seems to be different rules every time.
UNM WebMail is archaic. I use gmail to email from my UNM account because WebMail is useless. UNM WebMail/Portal is outdated, user unfriendly, and cumbersome.

The new program for UNM WebMail is very inconvenient compared to the way it was before. It logs you out continuously while you are trying to compose a letter, and it never starts with the most recent mail when you first log into it.

UNM WebMail has tiny icons. The Reply, Reply to all and forward icons all look the same.

I really dislike the new format for the lobo email. I don't understand why they had the need to change it.

The new UNM Webmail is harder to use. Its really not user friendly.

Sometimes my email doesn't make it through to other UNM accounts.

I think moving to webmail has been a big improvement over the previous web based system. I'm an employee at CNM and like the functionality of our webmail better - but that might just be because I am used to it.

Webmail is pretty sluggish sometimes. Consolidating Delete and Purge has helped some. There is an issue with inability to send encrypted messages to community providers and patients.

I used to really enjoy UNM webmail before the big changes a month ago

I'm unable to delete messages. The messages I attempt to delete just show a line through them.

There are extra buttons which seem to have no discernible purpose. Like "filter" and "management" but it could be due to ignorance on my part

The new email system is dumb and should be done away with. The old system was much better and should never have been done away with.

I don't use UNM WebMail because I don't like the format.

unm's interface and usability needs a face lift, just rip Google off.

Webmail functionality is limited. GroupWise is a dog and we need to replace it. Period.

Why doesn't UNM support OUtlook? Every computer comes with it loaded anyway.

Being able to ONLY VIEW emails online through a PDA device is unacceptable when I used to be able to send and receive emails in realtime on my device.

Since UNM recently forced us students to use WebMail, the application works sporadically, is not intuitive, and looks like an application built in the 1970s with awful-looking interactivity.

The interface on yahoo is just simpler to follow than UNM WebMail and it also gives unlimited storage space.

My main problem with the Webmail had been that it wouldn't show my sent messages. That has since been fixed with the update. Now my only issue is size constraints of the email attachments.

UNM email was a lot easier to use before it was changed recently, now it is just plain horrible to use.

I've heard that there has been an upgrade to the webmail client since the last time I've used it, so I can't rate its current status. I switched to gmail a few years ago because of its speed and tagging features.

I would prefer if UNM WebMail/Portal Mail would display items in my inbox in the order of most recently received.

The UNM email is pretty poorly setup. New messages should appear at the beginning of the list, not the end.

I see the recent change as a dismal failure and one more unnecessary example of wasted time & money in Schmidleyville

I would like to retrieve my archived emails when I am on Portal Mail.
I don't like the new webmail. It is not intuitively designed. It is hard to find the sort arrow to change sort of emails. It was hard to find the Send button because it is a picture, not the word Send. I liked the old mail better.

For UNM webmail, I seem to always get kicked off quickly..."logged out or time expired" messages. And for regular email from yahoo/on-line services access is easier to access without getting kicked off nor worries about being automatically "logged out."

Tremendously shitty interface on UNM webmail. Should be clearer...like, why are there three garbage cans? I don't want to have to scroll over something to know what is does: it should read, in English (or Spanish, or Vietnamese), what its function is.

The page usually doesn't load properly, and I have to frequently refresh after viewing and placing emails in folders.

Whatever you did in your big updates recently SUCKS. I hate the new email and I have heard others say the same. I thought it was an update (as in bringing it up to date), not a trip back to the future.

the new system is hard to use.

Do not like order messages appear, from oldest to recent. I have tried changing it with the tab provided, but it is not permanent. It always resets back to old to new order.

Until recently I never had a problem with UNM webmail. However it seems that lately I've been having a lot of trouble receiving and sending emails. I've had my mentors and fellow laboratory members say that it is difficult for them to send me items via the UNM email service.

I use GW only for calendar. I would rather use Exchange for both email and calendar but have had difficulty setting it up.

The robustness of the service has not been good.

UNM WebMail is not as quick to navigate, delete, and move files. I just started using GroupWise, and I'm not as happy with it as I was with Mozilla Thunderbird, but so far it's ok.

The UNM e-mail has been difficult to use since the format was changed over winter vacation. I wish it was easier to filter emails into certain folders and to delete mail completely.

Why is there not access to other email websites for students. I send letter to faculty because I am a work study in Pre-award and you blocked my UNM email since I am a student. Not all students use the website incorrectly. I need it to perform my work. It's not fair to lump all students into one class. How would you like us to lump all professors and faculty into one lump.

I liked how the unm webmail was before. I think the changes were not needed. The previous program worked perfectly.

Gmail security is the only major concern.

UNM Webmail is extremely slow and Groupwise is just awful in general. We should switch from GroupWise to Microsoft Exchange and Outlook.

I use group wise the most.

It is slow and doesn't feel up to date. I don't like how I have to erase old email to get to my new ones. I have a lot of mail.

The old (prior to the recent change) e-mail system was much easier to manuver through not the most friendly user interface, but it works. Also several "bugs" in the system when you try to switch folders, re-organize according to name or date, and too low file attachment limits.

I want to be able to create folders for emails that I wish to keep using my UNM WebMail/Portal Mail and to my knowledge I can't do this. If I can, I haven't learned how to do it. It should be easy. Yahoo e-mail allows me to do this.

If the UNM portal was a bit more snappier and the UI was also better designed like gmail or yahoo, then it would be a stellar service.
Sometime at home, I can't get the Web up, UNM stalls or something.

I do not like the new set up of email. It takes longer to go through my mail. I lose my place of what email I was on and it takes longer to delete and open messages.

More modern, open-source, web-based tools for email and messaging would be merited.

The webmail is slow, inefficient and is search functions are very poor.

GroupWise 8 was a great upgrade over GroupWise 7.

Too many tasks are too hard to locate, like how to add, delete and rename folders.

Larger Universities have an integrated email system with Gmail which is very useful. Gmail has many capabilities such as Google Docs that could be beneficial to both the student and the instructor.

gmail for personal use, GroupWise 8 for business use

It works as an email client.

Now that our space allocation has been expanded, much better, before not enough space.

GroupWise has always seemed to be very slow and inefficient for working with email (e.g. no obvious way to import information from outlook, no message preview, needing to open a separate window to read messages, no simple hitting the delete key on keyboard). Have had several problems connecting with Exchange.

since the webmail was reconstructed most recently it became more difficult to navigate the settings & go straight to new inbox messages.

I often have difficulty signing on to the UNM WebMail/Portal from my office--to my surprise, it's easier for me to check UNM email from my home. It would be helpful to have reliable and faster, userfriendly access while on campus.

1. can't stop spam.
2. messages load from oldest to most recent-that is annoying.

I don't like the new webmail system, it sucks.

I use UNM WebMail as a student. It is better than GW (which I use for work)

for gmail option - neither satisfied nor dissatisfied (don't use it for UNM email. I do use the news reader.

The system is frequently down, and I am often unable to check messages from home. It repeatedly tells me that my login isn't current right after I have logged in.

Groupwise seems bug-ridden. Settings change all by themselves periodically, mail is sometimes lost or delayed, archive works only sporadically, and calendar functions seem rudimentary compared to Outlook.

UNM Webmail is frustratingly slow, so I've been forced to have my unm email forwarded to my gmail account.

Gmail is easy to use. the UNM email service is harder to navigate and makes use of too many screen pop ups.

Groupwise is horrible- it's slow cumbersome and crashes often- I don't know why we use it but compared to gmail it's awful.

I really liked the old setup more. It was easy to navigate and wasn't so senistive as to what you had to do to move inbetween pages. Took me about a week to figure out how to get to my newsset messages first on the new setup.

The new email is awful!

The email set up has recently changed & I find it difficult to get to my most recent emails received.

My private email service (through a yahoo-like company) just switched formats and deleted ten years of stored emails with no notice. I am very unhappy with them right now, and considering my email options very carefully at the time.
The new email service is a disgusting disgrace. There were no previous problems with the existing program and naturally the good people of UNM had to pathetically attempt to fix what was not broken. I use UNM email multiple times a day and now since the new changes have taken place I am unable to access my email account on any other computer than one at UNM campus. Disgraceful!

The UNM e-mail was mediocre before the recent change, and no it is a burden to use. I dislike using it and therefore very rarely check my emails on it (which is sometimes troublesome if teachers only use the UNM e-mail).

I liked the old one much more!

The old UNM Webmail was much better and faster. The new mail shows my oldest messages first, which is very annoying!

The layout for webmail can be hard to use, the dates need to be reformatted when you go in and it is hard to go back and forth between messages with ease.

Hotmail is user-friendly.

The new WebMail always loads with the oldest messages first. Why is that? I want my newest emails listed first.

Webmail is a pain in the butt. It takes forever to come up. Also, you cannot view subfolders of the inbox in the default UNM setup. You have to switch to another format, such as "Golden Fleece," if you want to see messages you've sent and other subfolders.

The new script is hard to read

Originally, UNM email was much superior to other emails, which is why I used it as my primary email. I still use it as my primary email, though since the recent change, I've rather disliked it. I liked the old UNM email so much better than this new one. I think the new one is terrible.

The unm email was usually fine until the upgrade.

UNM webmail does not support some important languages like Arabic. Sometimes I got email in my native language, Arabic, and I couldn't read it.

Outlook is my preference. GroupWise is just not as good for many functions including calendaring and email.

The new WebMail service is very unethical, and I highly dislike the new style. It's out dated and lame, for lack of better words

It usually takes too long for UNM webmail to load, and longer to open messages...since the change its been more of a hassle to deal with.

All email is forwarded to departmental account and accessed via IMAP from there.

I'd rather use Gmail to the UNM Webmail/Portal Mail but I do like having them separate for school and personal life.

Sometimes with the server it is very hard to connect to different sites and the safeconnect will randomly not allow you to navigate away from the page with out shutting the browser and reloading

I just need to get used to the new website and its features.

UNM WebMail can be a little more user friendly.

im still getting used to the new webmail site. i dont like that i cant access it through unm.edu anymore though. :( 

n/a

I don't like the new UNM web mail format! I find it much more confusing and harder to locate important icons etc. I liked it before it changed.

Gmail is always up and keeps me logged in for two weeks. Groupwise web times me out WHILE I'M TYPING IMPORTANT emails, making all my work a zero. I hate it.

why does the email kick me out of my page while I am composing a message? this sucks. Do I need to directly access webmail instead of myUNM or what man?
frustrated with new format UNM webmail. My old emails come up first and it is slow and cumbersome to check emails. However, the system is reliable once I get it to the right part.

I just don’t like the new format of the UNM email webmail. It’s unattractive and inconvenient to scroll all the way to the bottom of my inbox to get to what I want to see! --The old format was more efficient.

I am unable to open myunm email link. I prefer the older version.

The way the new unm email system is set up is confusing and annoying. I try not to use it now because I am very displeased with the changes that were made.

The UNM email system shows the oldest messages first, and it takes a long time to load the most recent emails.

I strongly dislike that our oldest emails are shown first on UNM WebMail and it takes forever to pull up the most recent emails

GroupWise has lots of functionality but the interface needs improvement and we need a product that reaches the entire UNM community.

since webmail was changed, I can no longer access it at work and it's more difficult to access at home. I don't like it. The layout is terrible too!

The new webclient for e-mail at UNM is terrible.. it's a downgrade for sure!

please change back to our old e-mail system!!! :)

The WebMail tab in my.unm doesn't work from the Anderson Pods - I don't know about other pods.

I don't like how on webmail it is hard to use the address book.

the new email system is horible and is very hard to use, you should have left it alone!

I Use Hotmail its more easy and fast but not here in Campus because You WIFI Sucks... on Ipod Touches and apps

The Email is very disorganized now. Hard to read and the display for recent messages makes it difficult to keep up to date.

i liked the old email much better. this one is much harder to understand and read. please go back to the older email system

Since the interface changed, it has become less user friendly.

The standard for UNM Webmail right now is to list e-mails starting with the earliest received. This is absurd - why should I have to perform extraneous tasks and wait for the page to reload simply to read my most recent mail?

It would be great if professionally, UNM would have Outlook as the main email service. Currently I use Groupwise and dislike its capabilities. I came from Private Industries and I feel GroupWise is so limited compared to the services offered for Groupwise.

Since the upgrade to Lobo Web I've had a lot of problems with Lobo email. Multiple times I will be in the middle of typing an email and it will time out causing my email to be lost. It does that often and it is frustrating.

the transfer of systems made this extremely difficult including erasing all my contacts.

For our purposes, it would be great to have a feature that imports emails directly from another program instead of having to enter them one at a time in the address book.

GroupWise has worked fine for most people but horrible for a few.

There is no groupwise support for the Mac and limited service (ie ability to edit/save documents in the cabinet)

Go OUTLOOK
Dissatisfied with UNM Webmail because I can't figure out on my first try how to add contacts, create folders and then move emails into those folders. It'll take me at least ten minutes to figure out which button I have to click before I start moving in the right direction of how to create or move stuff. I'm also having the hardest time trying to figure out how to put the most current, by date, emails at the top of the page rather than the end.

the email takes forever to load, is unreliable sometimes messages take 5 hrs to reach their destination and every time I open my email it starts with oldest messages first, couldn't figure out how to change it

very much dislike the new webmail

The new mail is on bottom and I often have trouble getting into Webmail at all.

i liked the old way unm email was set up. i do like that it automatically saves your sent emails. i don’t like that old emails appear first and new one appear last.

hotmail.com

Webmail is very hard to use. The recent upgrade made things 10 times worse.

WOULD LIKE BLACKBERRY SYNC BROUGHT BACK TO STAFF

I used to be a frequent user of the UNM Portal Main but since the change it’s been terrible. I changed to using gmail instead. Gmail is much more user friendly, compared to UNM WebMail/Portal Mail. I won’t go back to using the portal anymore.

The layout of the webmail does not look appealing. It takes forever to load and navigate through.

The UNM web mail needs work. Every time I open it, it starts off with the oldest e-mails and not the newest ones like it should.

THE WORST thing about UNM email is you can’t put emails in a junk folder that block that future sender from sending you emails. That is one of the most basic functions of emails and with so much spam nowadays I cannot stand to just let all my junk sit there and clutter the inbox. I get emails from the same companies over and over no matter how many times I unsubscribe from them. Also, why when I click inbox does it order the emails showing the oldest first!? It takes me 30 seconds to reorganize it just to see my new mail EVERYTIME!!

The older mailing system seemed to be better.

N/A

I found the new mail client really slow and I couldn’t seem to change the default to show the newest messages at the top. I always had to wait for the mail client to load and then click the date column button to view the newest message. All in all I don’t like the new mail client it takes a long time to load, and its operation is tedious. Put the old one back up, the new one sucks.

The interface of UNM WebMail is plain and not user friendly. I prefer using online services.

I receive my email through Outlook Express and via my blackberry.

The webmail setup is odd. It doesn’t flow as well as the older portal. I feel that it is sluggish at times and I don’t get emails at times.

---

**Question 5**

What client computing platform do you use the most?
### Frequency table

<table>
<thead>
<tr>
<th>Choices</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency (%)</th>
<th>Cum. relative frequency (%)</th>
<th>Adjusted relative frequency (%)</th>
<th>Cum. adjusted relative frequency (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows</td>
<td>2890</td>
<td>2890</td>
<td>74.81%</td>
<td>74.81%</td>
<td>75.26%</td>
<td>75.26%</td>
</tr>
<tr>
<td>Mac OS</td>
<td>841</td>
<td>3731</td>
<td>21.77%</td>
<td>96.58%</td>
<td>21.9%</td>
<td>97.16%</td>
</tr>
<tr>
<td>*IX (Linux, Unix)</td>
<td>81</td>
<td>3812</td>
<td>2.1%</td>
<td>98.68%</td>
<td>2.11%</td>
<td>99.27%</td>
</tr>
<tr>
<td>Other</td>
<td>28</td>
<td>3840</td>
<td>0.72%</td>
<td>99.4%</td>
<td>0.73%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered:</td>
<td>23</td>
<td>3863</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Sum:</strong></td>
<td><strong>3863</strong></td>
<td><strong>-</strong></td>
<td><strong>100%</strong></td>
<td><strong>-</strong></td>
<td><strong>100%</strong></td>
<td><strong>-</strong></td>
</tr>
<tr>
<td><strong>Average:</strong></td>
<td>1.28</td>
<td><strong>Minimum:</strong></td>
<td>1</td>
<td><strong>Variance:</strong></td>
<td>0.29</td>
<td></td>
</tr>
<tr>
<td><strong>Median:</strong></td>
<td>1</td>
<td><strong>Maximum:</strong></td>
<td>4</td>
<td><strong>Std. deviation:</strong></td>
<td>0.54</td>
<td></td>
</tr>
</tbody>
</table>

**Total answered:** 3840

---

**Text input**

use all of the above.

When working from home I use Mac OS exclusively.

I use windows at work, Mac when I do additional work from home, on nights and weekends, which is most days. When I work from home it is usually during critical times when the workload is extra heavy. I need this access!

I have a Windows netbook, and run an iMac in my dorm room.

I know Groupwise does not work as well with Mac OS as with Windows.

**Windows**

Both Windows and Mac

However, there are times when I use MAC and LINUX.

I use Windows at work and Mac at home.

I would prefer to use Mac but Windows seems to be the Univ. standard. or windows.

I use all 3 equally

I use Mac OS almost as much as Windows

I use Windows and Mac OS equally

and windows

Split my time between Mac and PC.

I also use Windows on my desktop computer, which I use for ArcGIS. I mostly use a MAC laptop for daily use.

Windows, unfortunately.
Windows at work, cause that's the crap they have for us to use and we have no choice in that but at home we are all Mac.

I use Mac and Windows both

Vista

Windows at work, Mac at work and at home.

Use includes Mac, MS Windows, and Linux.

UNMCC still using XP. Personal desktop and notebook are W7 64 bit.

I use each of the platforms listed above, though the question only allows one response.

I also run Windows simultaneously on my Mac.

Windows at work, Mac OS at home, so 50/50 usage.

OS/2 (now eCS)

Windows and work and MAC OS at home

Also use Linux

Vista

I use MacOS, Linux, and FreeBSD primarily. I've also been known to use Plan9, and GNU HURD (but I don't expect any support for the HURD from this effort!)

Combination of Mac, Linux and Windows.

Linux - Red Hat, Fedora, and Ubuntu. OS X will also be a important platform in the future for me.

Windows 7 at work Mac OSX at home

XP

Windows at work and a Mac at home. I use the GW Client on my Mac.

Blackberry when in school away from my netbook.

Mac OS when I am in the computer labs.

Windows 7 when I am at home on my netbook.

Also use Mac at home

Windows 7 here, OSX at home.

I use Windows at work and Mac OS at home. It's stupid that UNM doesn't support a Macs for entering grades online.

GroupWise is the worst excuse for an email client in existence. I just can't say enough bad things about GroupWise. The university is getting cheated out of the license fees it pays for provide this terrible piece of garbage email system.

I use Windows at UNM and Mac at home.

At work I use windows at home I use Mac OS

This is the only one I have access to.

I use Windows, Linux, and etc

I do use Windows and *IX platforms nearly as much as MAC.

all of the above equally

I use both Mac and Windows, through Parallels Virtual Desktop

Android

I prefer a mac, but my department uses mostly windows.

firefox

Widows 7

I use windows and mac equally

64 / 230
ssh in pine
For e-mail, as I said, Linux, but Windows for my other computing needs.
I use both windows and mac
I use both.
macs when i usually go to the it pods
as well as Windows Mobile 6.5
Windows 7 docked laptop joined to UNM IT's Active Directory.
mac except at work, their we use Windows
I use Mac OS and Linux frequently as well.
Don't take Macs off campus!!!
mac at home and I wish a mac at work, sigh..
I use a Mac at home and Windows on campus
Macs FTL
very slow response when I try and pull up from home computer plus e-mail looks completely different format at home than from work.
i use putty with windows, or ssh with linux
UNM WebMail is clumsy.
Almost equally Mac and Windows 7 but I guess slightly more Mac OS.
I use mac and pc equally.
I use windows XP professional and Mac OS from home, Mac OS at work
I run Windows Vista Ultimate 64-Bit on my 2007 HP laptop.
I run Windows Media Center 2005 XP on my 2003 desktop. And sometimes run backwards compatible Windows 98 on my desktop for old programs.
I've had problems with accessing webmail under ubuntu.
I do use PINE on Unix sometimes.
Mac iphone
I would prefer to use MAC OS, however I don't feel that the MAC OS is integrated enough into the UNM system and would cause even more problems than Windows does at this point.
snow leopard
only one available to us in the dept.
My computer is a Mac, but I use the windows computers at school a lot.
UNM IT has always seemed only grudgingly accepting and barely supportive of Mac users. Perhaps this is a legacy perception and you have changed but I have no inclination to change what works well simply to find out.
Macintosh is the devil... proprietary nonsense!!
Mac and Windows
Life's too short to use a mac
I don't like the current e-mail format changes, I like the old one. It deleted ALL of my address books.
mac for everything except work computers
equally with windows
I use Windows for work and Mac OS for home/school purposes.
Ubuntu, Slackware, and Redhat. Also, windows (less).
It's a toss up between Windows, Mac, and BSD
Mac OS X also
Windows 7, Windows XP, Debian Linux
I do use Linux fairly often too.
Windows & Mac equally.
want a mac though
I use Mac OS at home.
planning on purchasing and using Apple products in the near future
Most students use windows when related to school applications since most programs used by the university are windows based only. I do use mac for email at home though.
Windows 7 or Vista
Windows 7
Also Mac
I use XP, MacOSX and linux daily.
Windows at home, Mac at school
I use all platforms above. Windows and Mac about equally.
Though I also do some work in Windows and Linux
I use Windows at the lab, Mac at home/outside of the lab
Use Windows XP mostly
But have to use Windows at work. Please fix my home drive
all of them including Symbian OS should be supported as well.
Windows at work and Mac at home
Windows are more compatible so far as I know.
I also use Windows and Linux
Windows XP Home Edition (laptop)
Windows 7 Home Premium (desktop)
I use Windows and Mac the same amount
The Mac client for Groupwise is totally useless. I used with a PC platform, and it's pretty bad as well.
Powerbook when not at work
Also use Linux and Android.
Microsoft word, powerpoint, and for email use too
I also try to acess my email, myunm, etc from my cell phone on verizon network.
Windows 7
Windows 7
windows
Please note the lack of support on the HSC for MACs. Groupwise, which is a horrid service is even worse for MACs.
Equally divided between Windows and OSX.
I own both Linux and Mac OS based computers and use a Windows computer at work, so I split my time evenly between all three.
I use windows at work/school and Mac OSX at home.
My primary computer is a Mac but I use Windows on campus.
I use mac too but windows has better options when it comes to software.
Thank you for keeping current with the Windows program, I appreciate it.
windows vista
N/A
This is the only program we have to use
Windows and Mac OS equally
all Mac all the time
I'm not 100% sure what this means, but my work computer is a Dell. My home computer that I use for homework (I am staff and student) is a Mac.
I aslo have a MAC
Bu I'm comfortable with both. Mac at home, PC at work.
Mac at home.
I also use my iPod Touch and my iPhone for retrieving email.
The iPhone.
second is windows
And I have a MAC at home.
I would love to use Mac, but everybody insists on MS Windows only.
Email seems to work fine on my mac
But at school, it's using the Mac OS on campus and I get automatically logged off/time expired. I even get automatically logged out even with a Windows computer platform.
My Mac was taken away from me since my dept. does not support Apple. I'd prefer and Apple computer.
70% windows, 30% Mac OS
i use both mac OS and Windows.
I also use Windows XP, and Linux.
Windows, Mac, Linux Ubuntu
I own a Mac but I do IT work with Windows at UNM as a Student Field Agent.
Windows 7
Phone
I also use Ubuntu Linux quite a bit.
Cross-platform, and cross-browser compatibility is very important for the diverse student population.
laptop is Linux, Macs at home.
We do not have any support for Macs at the law school, this is not a great situation since almost 1/4 of use use them!
MAC at home Windows at work
Wish we had Macs
UH email system
i believe it is easier to understand
Windows at work. Mac at the house.
And Mac OS too
I use Windows, and Linux distros equally.
Vista
also have windows 7
Gentoo and Ubuntu Linux.
do also sometimes use mac and linux
Please upgrade all the UNM IT computers to Win 7! Windows XP is outdated.
All of the above.
Windows and Macs Work Great I hate the fact when you save something in a mac you can't open it in pc.
but also Mac OS. I'm the IT for a Department from UNM
However, Linux would be great!
I use Windows at school & work but when I'm at home I use Mac. I use both platforms with the same amount of time.
i also like using macs. had but it was stolen. actually it was two. a macbook and an ibook
Linux and Windows
At home I use windows, but on campus I mostly use Mac.

**Question 6**
How often do you use the following devices to use your email:

**Levels iphone/wireless ipod**

![Bar chart showing use frequency](chart.png)
## Frequency table

<table>
<thead>
<tr>
<th>Levels</th>
<th>Absolute frequency</th>
<th>Cumulative absolute frequency</th>
<th>Relative frequency</th>
<th>Cumulative relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cumulative adjusted relative frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>use multiple times/day</td>
<td>669</td>
<td>669</td>
<td>17.32%</td>
<td>17.32%</td>
<td>18.33%</td>
<td>18.33%</td>
</tr>
<tr>
<td>use daily</td>
<td>202</td>
<td>871</td>
<td>5.23%</td>
<td>22.55%</td>
<td>5.54%</td>
<td>23.87%</td>
</tr>
<tr>
<td>use sometimes</td>
<td>320</td>
<td>1191</td>
<td>8.28%</td>
<td>30.83%</td>
<td>8.77%</td>
<td>32.64%</td>
</tr>
<tr>
<td>use infrequently</td>
<td>133</td>
<td>1324</td>
<td>3.44%</td>
<td>34.27%</td>
<td>3.64%</td>
<td>36.28%</td>
</tr>
<tr>
<td>don't use</td>
<td>2325</td>
<td>3649</td>
<td>60.19%</td>
<td>94.46%</td>
<td>63.72%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered</td>
<td>214</td>
<td>3863</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Sum:</strong></td>
<td><strong>3863</strong></td>
<td>3863</td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

**Total answered: 3649**

### Levels other cell phone/handheld

```
use multiple times/day
use daily
use sometimes
use infrequently
don't use
```

### Frequency table

<table>
<thead>
<tr>
<th>Levels</th>
<th>Absolute frequency</th>
<th>Cumulative absolute frequency</th>
<th>Relative frequency</th>
<th>Cumulative relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cumulative adjusted relative frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>use multiple times/day</td>
<td>1068</td>
<td>1068</td>
<td>27.65%</td>
<td>27.65%</td>
<td>29.05%</td>
<td>29.05%</td>
</tr>
<tr>
<td>use daily</td>
<td>215</td>
<td>1283</td>
<td>5.57%</td>
<td>33.21%</td>
<td>5.85%</td>
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<td><strong>100%</strong></td>
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**Average:** 3.46  **Minimum:** 1  **Variance:** 3.15  **Median:** 5  **Maximum:** 5  **Std. deviation:** 1.78

**Total answered: 3677**

### Levels your laptop/netbook
## Frequency table

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Total answered: 3789
### Frequency Table

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</table>

**Total answered: 3757**

---

### Text Input

**Primary work computer is a laptop.**

I think the UNM public computers are wonderful! I use the ones in the SUB a lot.

I am a SCON.

Note - as mentioned above, I manage my email correspondence by downloading it to my local hard drive. I may use another system to check messages when I'm away from my portable computer, but I ultimately download the email to the hard drive.
Also sometimes my Nokia n800 (not a phone, more like an iPod but open).

My cell phone is what keeps me in touch the best. Having email on me at all times has somehow become a requirement in recent years.

I used to get my Webmail on my Blackberry, but now it doesn't. Now it only pulls my GroupWise. Why???

Thank goodness that I have a Treo Palm - because when my GroupWise is down I can use my Phone to get and read my messages.

I'm going to get SOMETHING in a cell phone/handheld (Blackberry?) so I have it with me.

My work laptop is my desktop.

Would really like to have GroupWise less clunky to use from home.

I use a Blackberry on UNMH's BES and don't have any issues.

I use a laptop at home and a PC at work. I keep my personal cell phone at work for personal use but rarely use it. I don't have a business cell phone.

Don't have IPHONE at all and no notebook for UNMCC. Do use personal notebook and desktop at home to check email daily via GroupWise web interface.

I'm glued to my desk/comput for most of my job functions

I appreciate that UNMH has wireless access so that I can access the internet on my PDA while on rounds

Andriod Cell phone.

all ipods are wireless

Also, use home computer

Use iPhone App "unWise" for GroupWise, also IMAP.

I don't use iphone/wireless ipod or other equipment because this equipment is not supplied by my work. If it did, I would use it.

blackberry communication is very important to me, I do much of my email through it, and it brings together all three of my email services onto one convenient device

I don't use an iphone because I am not willing to pay $60/month to the hospital (on top of my regular phone bill) just so I can access my email.

the desktop I use is a UNM faculty computer.

When Verizon gets the iPhone I'll probably add one (without deleting the Blackberry).

I can't afford a cell phone with internet access, so that's not an issue for me right now. My main mode of access to email is in my office, or other places on campus. Would be nice to have a handheld device someday, though!

Blackberry

use laptop when on travel

GroupWise is the worst excuse for an email client in existence. I just can't say enough bad things about GroupWise. The university is getting cheated out of the license fees it pays for provide this terrible piece of garbage email system.

I connect occasionally from home.

web terminals are particularly problematic with Groupwise- emails appear to be sent but actually totally disappear...

i'd love to use iphone/wireless pod daily but i don't one yet ...

I would really like a way to wirelessly sync my IPhone and my email/calendar realtime. As it is now I can only access webmail from the IPhone.

I am interested in an iPhone as there is a native app for Crestron's RoomView so I could monitor and control AV in all UNM classrooms from a smartphone.

I do access my email from my home computer using MS Outlook Exchange.
I check email at home and in my office because I don't have an iphonone or ipod. My cell phone is new to me.

Android (Google Nexus One) instead of iPhone because AT&T reception not good, but need GSM for travel.

I use my laptop when I am off campus

I appreciate the number of computer stations and pods around campus.

Again, I primarily use the Blackberry for email.

I use a Blackberry

Use Blackberry everyday for micro-computing UNM email/texts.

Use a smartphone...why is it listed as a cell phone/handheld? Why does it have to be a MAC product (iPhone/wireless ipod)

would use my personal mobile device more if there were reception in my building!

Please optimize mobile web access to GroupWise's web interface.

I will be getting a cell phone and laptop soon.

Docked laptop. Most people only need one computer and one phone.

I use a UNM desktop at work.

I could use my IPOD more frequently to check my UNM's email if I didn't have issues with it.

Why are the comptuers different in different labs? Why can't some of the Mac programs that are available on PC be on a PC? Your software list is also outdated.

PLEASE make it possible to synch outlook with the ipod.

UNM Public computers are outdated, they need MATLAB and other technical programs on EVERY computer. This is necessary for student success.

no labtop

I can't get UNM email to open on my laptop.

a simple email client should be on every network computer.

I have an android and the instructions that are available for smartphone are not compatible. UNM doesn't allow me to look at my email on my phone due to security problems?

I enjoy having the availability of the Computer Pods at UNM.

I live about 10 miles from campus and I don't bring my laptop with me to class.

So The systems UNM has put into place a really top of the line.

Very nice job! Keep it up.

Go back to old email platform.

Convenience is the key.

functionality of winterms at UH for groupwise is limited

I don't like the current e-mail format changes, I like the old one. It deleted ALL of my address books.

access for wireless/handheld device to sync with the calendar/email was removed recently...before it was removed, I used it frequently

This is using my gmail account.

unable to bring up Webmail via ITouch

I don't have an iPhone or web-enabled cell phone yet, but I'd certainly access e-mail that way multiple times a day, if I did!

iPhone and Mac laptop are the primary ones. I am in Anderson and the only public UNM computers are in the lab. I used to use it more when I had classes in Dane Smith Hall.
What is a wireless ipod?

Architecture library computers are great.

The only major issue I have with UNM public computers is that they do not save your settings. The system at my undergrad institution (UCSD) would save your settings and files. This is a nice feature.

Just an opinion...would use the computers more at school, but they chage now for printing; it's cheaper to print at home than 5-10 cents per page at school. I recieve content via email from my professors all the time, but can't print it.

Computer labs and wireless internet are very important on campus to be able to function in class.

Would be cool if when you logged into a UNM computer on campus, that it would automatically log you into your UNM email/Blackboard accounts.

I used my BlackBerry, just a few problems. Like for example I have to retype my password to continue receiving e-mails but the server wasn't working right. I Don't know what really happened.

I do not like the old computers in zimmermen, the macs are okay, but the black ones are just old

I am a computer science major and need to be constantly using computers and other electronic devices.

Don't own a laptop

With th UNM public computer i use only on tueday and thursday.

I am in and out of my office throughout the day, so as a result I continuously access my email through multiple devices.

Phone with Android.

UNM should support Nokia phones. Lobo Wifi has authentification method that cannot be done on a Nokia phone/ browser. Using voice over the internet services saves money and allows communication/ collaboration with people all over the world.

i really need a iphone client for groupwise or better mac ical integration

My work prefers to use laptop here.

I do not own my own computer so i use the school computers to do my papers and to check my email at all times

if I had an Itouch/Ipad I would most likey use that the most when at school. currently not in my budget though

The labs at UNM are not user friendly the are not open at the times when I would need them and I have been refused the computer labs often so I try not to go to them (very unfriendly environments)!

I use my PDA Smartphone running MS Windows Mobile 6.1 almost continuously. Having a MS Exchange server might help --- but, I would want the option to use Exchange or NOT just in case it doesn't perform like I need it to. I am soooo tired of being TOLD I have to do it this way or that by UNM.

i phone the most

I don't have a laptop

I only use the UNM computers when i don't have my laptop, now that they charge. I see no use for the computer lab when i could go to a public place and print for free.

Even though I do not use UNM's public computers very often, they are very important when I do need one.

I am having problems accessing UNM e-mail using my droid eris.

I only use the UNM computers when I need to print something on campus because I don't own a printer.
I use a UNM public computer to print as I cannot with my laptop to the UNM system to print.
I don't have a wireless ipod or phone otherwise I would use it often.
I would use my wireless ipod if the email would open on it. It used to but with this new system it doesn't.
The computer lab at the arch building is awesome. It has all the programs I will ever need and the schedule is very useful. But I wish we had more computer labs like this all around unm.
Usage depends on where I am on campus. In the classroom I use my laptop for taking notes. and when I have time, I use Zimmerman library.

N/A
Would use iphone more but absolutely no reception for AT&T in my building.
I use my desktop on a daily basis
The UNM computers are my daily access to the things I need to do online.
Also use home computer sometimes.
please lock all comptuers down for log in only. I've seen too many users looking at port sites on open computers.
do not use smart phone at this time but am transitioning soon; this is frustrating because I am told that UNM is not willing to support handheld technology (currently Palm, soon to be smart phone); I would estimate that 99% of all the people I work with use some form of handheld device.....why is the institution pretending we don't?
Computer in my office, WinTerms in clinic and computer at home.
mobile computing is taking over.
If I could afford an iphone i'd use it
The support for sending emails on my blackberry is non-existent
I wish there were more scanners on campus.
Dont have an iphone, ipod or other handheld device to check my email.
My website is used only for work and school.
Check email via handheld Android device, respond using desktops and laptops.
I use my G1 Android phone many times a day to read and respond to emails. I always carry my laptop so I have access there as well.
I would like to have an iphone but the plans are not good enough for me to switch my phone company right now.
The UNMH BES service is great for getting all of my business related information.
cannot use to access groupwise due to limitations on blackberry/groupwise links at hospital for hourly employees
I don't use some of the devices above only because I can't afford the service; otherwise, I would probably use them daily.
I use my notebook on unm's wireless
Do not have an iPod or have internet capabilities on my cellphone or handheld device(s).
The Hospital's Blackberry support rocks, kudos to Phil and Al
My desktop computer is a (docked) laptop
I cannot use my cell phone or I would. The setup does not accept my browser.
not sure how you're defining UNM public computer. I'm defining desktop as the computer provided to me by UNM to do my work as a faculty member.
I have a docking station for my laptop and do not utilize the wireless internet except on rare occasions.
would like to use my personal phone for groupwise email and calendaring when I am out of the office.

i can not get my phone to retrieve unm email now that the new webmail system is in place

blackberry

Always connected. Real time updates across the board are a must.

I mainly use them when I am in class, which would be every other day.

n/a

I haven't been able to log in with my telephone

Gmail works from everything. This question is moot for Gmail.

I really think it helps out for my usage just to connect with fellow classmates its working.

See the WIFI Sucks in here because it wont let me see my Email on my touch soo that makes me mad soo ill check it in the computer.

I use my BlackBerry Storm.

would love to but department won't pay for it or give me enough a raise to do this LOL

The new Web-mail doesn't work on my iphone and it used to and it really sucks!!!!

Don't own a iphone or a destop cuputer just laptop.

WOULD LIKE BLACKBERRY SYNC BROUGHT BACK TO STAFF

N/A

I currently don't have any wireless technology that would help me keep on track with emails.

I don't currently use my iphone/other handheld to access my work email very often, but I think this is an important feature to support.

### Question 7
How important are the following methods of maintaining distribution lists/groups?

#### Levels Public lists

![Chart showing distribution list importance](chart.png)

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<thead>
<tr>
<th>Importance</th>
<th>Responses</th>
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### Levels Departmental lists

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**Sum:** 3863  
**Average:** 2.92  
**Minimum:** 1  
**Variance:** 2.25  
**Median:** 2  
**Maximum:** 5  
**Std. deviation:** 1.5  
**Total answered:** 3733

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### Levels Class lists

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<td>80.7%</td>
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**Sum:** 3863  
**Average:** 2.33  
**Minimum:** 1  
**Variance:** 2.08  
**Median:** 2  
**Maximum:** 5  
**Std. deviation:** 1.44  
**Total answered:** 3761
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<td><strong>3863</strong></td>
<td></td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Average: 2.48 Minimum: 1 Variance: 2.42
Median: 2 Maximum: 5 Std. deviation: 1.56

Total answered: 3735

### Levels Personal distribution lists
Frequency table

<table>
<thead>
<tr>
<th>Levels</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
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<tr>
<td>critically important</td>
<td>897</td>
<td>897</td>
<td>23.22%</td>
<td>23.22%</td>
<td>24.16%</td>
<td>24.16%</td>
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<tr>
<td>important</td>
<td>1342</td>
<td>2239</td>
<td>34.74%</td>
<td>57.96%</td>
<td>36.14%</td>
<td>60.3%</td>
</tr>
<tr>
<td>unimportant</td>
<td>444</td>
<td>2683</td>
<td>11.49%</td>
<td>69.45%</td>
<td>11.96%</td>
<td>72.26%</td>
</tr>
<tr>
<td>very unimportant</td>
<td>59</td>
<td>2742</td>
<td>1.53%</td>
<td>70.98%</td>
<td>1.59%</td>
<td>73.85%</td>
</tr>
<tr>
<td>don't use</td>
<td>971</td>
<td>3713</td>
<td>25.14%</td>
<td>96.12%</td>
<td>26.15%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered</td>
<td>150</td>
<td>3863</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Sum:</strong></td>
<td><strong>3863</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Average:</strong></td>
<td>2.69</td>
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<td>1</td>
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<tr>
<td><strong>Variance:</strong></td>
<td>2.3</td>
<td></td>
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<td></td>
<td></td>
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</tr>
<tr>
<td><strong>Median:</strong></td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td><strong>Maximum:</strong></td>
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<td><strong>Std. deviation:</strong></td>
<td>1.53</td>
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<td><strong>Total answered:</strong></td>
<td>3713</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Levels Listserves

Levels Paper notes (Franklin, etc.)
Frequency table

<table>
<thead>
<tr>
<th>Levels</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
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<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
</thead>
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<td>315</td>
<td>8.15%</td>
<td>8.15%</td>
<td>8.58%</td>
<td>8.58%</td>
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<td>important</td>
<td>692</td>
<td>1007</td>
<td>17.91%</td>
<td>26.07%</td>
<td>18.85%</td>
<td>27.43%</td>
</tr>
<tr>
<td>unimportant</td>
<td>414</td>
<td>1421</td>
<td>10.72%</td>
<td>36.78%</td>
<td>11.28%</td>
<td>38.71%</td>
</tr>
<tr>
<td>very unimportant</td>
<td>104</td>
<td>1525</td>
<td>2.69%</td>
<td>39.48%</td>
<td>2.83%</td>
<td>41.54%</td>
</tr>
<tr>
<td>don't use</td>
<td>2146</td>
<td>3671</td>
<td>55.55%</td>
<td>95.03%</td>
<td>58.46%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered</td>
<td>192</td>
<td>3863</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
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<td>3.84</td>
<td>Minimum:</td>
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<td>Variance:</td>
<td>2.2</td>
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<td>Maximum:</td>
<td>5</td>
<td>Std. deviation:</td>
<td>1.48</td>
<td></td>
</tr>
</tbody>
</table>

Total answered: 3671

Text input

The office uses a variety of listservs to communicate with students, faculty, and staff in various groups.

Listservs are critical! There would be no way to execute all the programs that I coordinate -- w/o listservs. Might as well be snail mail, to communicate.

don't know how to set up a list on unm.edu

Don't understand what the other lists are

I don't use the personal distribution lists because it doesn't work in the way I need it.

I haven't used any UNM-specific listserves, but am on several work-related ones maintained by other universities/NIH.

I would really like to see an automatic fill in of email addresses when a "nickname" is typed in for our contacts.

A platform that exposed more functionality to a greater range of clients would be nice; with Exchange it's Outlook and all its security flaws, or second-class citizenship.

No idea what the paper notes category is. We don't need anything printed on paper at UNM if that is the question. If we should still get paid, i think that is a useful thing for UNM to do; personally, i find Franklin preferable to all other paper notes.

What does "Paper notes" mean? I am guessing you don't mean a written note...

I don't understand what these are...

Distribution lists are nice for their convenience but are not crucial to the operation since we can type each name in individually when needing to mass communicate. A company wide distribution list is very important for messages that must be conveyed quickly.

I have a few email groups I maintain but do not maintain the others; am however a member of numerous lists government, legal, compliance, internal.
Do not know what "paper notes" are.

106 Physicians, Midlevel Providers, Residents are organized on a list serve, we use this to communicate with them on their pagers with groupwise list serves. Everyday, all day.

I have used or am currently using either UNM ITS LISTSERV-based or CARC Mailman-based email lists for communicating with students, class members, colleagues, intra-department communications, inter-department communications, and security notifications. Mailing lists are /very/ important!

The purpose of this question is unclear, but I do use Listserves to stay informed.

Is this about "Contacts" management?

I use paper now because my electronic daytimer is no longer supported by the hospital, so had to go back to a paper system

I typically use a workaround to use unm lists since I don't often email from my unm account. e.g. export a class list from lobo web and import the contacts into another program.

GroupWise is the worst excuse for an email client in existence. I just can't say enough bad things about GroupWise. The university is getting cheated out of the license fees it pays for provide this terrible piece of garbage email system.

I think our department lists are on a Listserve. You are mixing content with format.....

I maintain two listserves for my organization. It's critical that I continue to have these to communicate with these two groups of people. I use my own personal distribution list when I need to send information to my coworkers.

The problem with distribution lists is their proliferation, eventually becoming spam-like.

I do not use groups because they are too difficult to set up on webmail.

Why are computer services deteriorating and going backwards?

I ask the departmental administrative assistant to forward msgs to pertinent faculty/staff; I ask the program coordinator to forward msgs to appropriate student groupings

I really hate listservs and think they are ineffective means of communicating in my environment.

im not sure what some of these questions, such s this one, are asking.

I don't understand this question.

Don't even know what most of these are or how to access them; I do use the directory occasionally

Not easy to create lists.

Everyone else in the country distributes information very broadly and quickly without paper using lists. if UNM wants to become more environmently frendly this is the way to do it.

I am not sure what you mean by distribution lists.

my job does not need these

What is "Franklin, etc.?

My understanding is that Listserv is the correct spelling, and Listservs. Am I wrong about this?

I don't like the current e-mail format changes, I like the old one. It deleted ALL of my address books.

x

(I'm not sure what some of these are, but I use the class lists the most.)

I'm not quite sure what a "listserve" is in contrast to the other kind of lists. Most departmental / class lists I have encountered are actually listserves.

Mostly I use the department listserve, but think some kind of bulletin board would be easier to use and more versatile.
We use listserves in our organizations a lot. It is easier for everyone.

I don't think I understand this question.

I use Outlook for this feature.

What is Franklin?

On the new webmail the contacts list is too crowded. There is not a separate place for groups and I must scroll down the whole thing to find my groups.

99% of the uses that WebCT abomination is put to could be done better and more flexibly with a simple class email list. I would prefer that to having to log into some idiotic web interface.

I dont even know what any of this means either.

I'm not sure what paper notes are - some computer application?? Or,paper, literally?

I would love automatically generated listserv's for my classes, with only myself able to post to the list.

There are times I miss my Franklin Planner - you can't put a sticky note on your Blackberry.

Class lists are not very useful if they are limited to UNM email addresses. I would like to be able to substitute non-UNM addresses.

When I submit paper online ,UNM email is the most convenient one.

These are probably the greatest source of unwanted incoming e-mail.

I would miss out on so much without college (A&S), departmental, and class lists.

The current system in Groupwise is such a disaster that I would rather just create my own distro lists in Outlook so they would be sync'd with my PDA Smartphone.

Not sure what is meant by "paper notes"--do you mean a planner? Or sticky notes?

It would be nice for students to have access to other students' email addresses listed by class. I am one student who emails students and needs to email attachments to students but it is not always possible, some students are left out because they are not listed.

Once again, important that I might one day want to utilize lists and groups or important to me because I DO use them? Question needs clarity.

My Blackberry is my second brain. :)

Some departmental Lists can be excessive (architecture department)

I am a GA for UNM's Feminist Research Institute and a TA for the English Department. Listserves are critical for both of these jobs

I get several emails each day that have no relevance to me (ie- emails to graduating seniors, which I am not). Lists are not created/used effectively

N/A

I have no idea what is meant by "paper notes" in this context.

The setup is okay

I'm not even really sure what the above is...

Listserve from OIPS is critical for me to stay on top of immigration issues

I don't really understand this question. That might be because none of these are familiar to me except Listserves.

I would rather not receive Faculty listserve notices in their current form as it is impossible to tell from their subject line which ones are important and too often they include very large attachments

It would be nice to set up groups or something similar to facebook or twitter soe students can form circles and support eachother with notes, homeworks assignments, labs (things they are aloud to colaborate on) rate professors etc etc, there is a lot of room for this to take off just pay attention to what is happening now with computers.
I'm not sure what you mean my maintaining distribution lists/groups.

Not sure I know what public lists and departmental lists are.

As a board member of a student organization the listserv has become critically important to
our function. It allows us to distribute information at a large scale while maintaining a level of
professionalism

I'm unsure as to what this question is asking.

I am not familiar with franklin

The GroupWise address book is very useful to me.

not sure what is meant by public lists and paper notes

There are no useful, up-to-date, centrally-maintained distribution lists that I am aware of. Our
depth communicates with management groups regularly & we are forced to manually
maintain our own distribution lists for this. Not a good situation in an organization employing
nearly 6000 people.

I use lists frequently, but also feel like they aren't as important as we often make them out to
be.

I lost all my distribution lists of contacts when the overhaul happened.

Ever since I was placed as the contact information for a student organization, I've been
receiving a copious amount of SPAM.

Outlook handles all of these functions much more easily than GroupWise.

n/a

Have you seen Gmail?

Listserves can become quite annoying. Please make it so that we can EASILY remove
ourselves from lists. The listserv management website is not user friendly.

I think this going good.

N/A

Don't understand the distinction between these.

---

**Question 8**

Where would you prefer to manage/store your master copy of UNM work/school related email
and email address lists?
## Frequency Table

<table>
<thead>
<tr>
<th>Choices</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>on your phone/handheld</td>
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<td>182</td>
<td>4.71%</td>
<td>4.71%</td>
<td>4.78%</td>
<td>4.78%</td>
</tr>
<tr>
<td>on your own workstation (laptop, desktop, etc.)</td>
<td>1642</td>
<td>1824</td>
<td>42.51%</td>
<td>47.22%</td>
<td>43.09%</td>
<td>47.86%</td>
</tr>
<tr>
<td>on a UNM managed server</td>
<td>1416</td>
<td>3240</td>
<td>36.66%</td>
<td>83.87%</td>
<td>37.16%</td>
<td>85.02%</td>
</tr>
<tr>
<td>using an online service such as Google / Yahoo, etc.</td>
<td>571</td>
<td>3811</td>
<td>14.78%</td>
<td>98.65%</td>
<td>14.98%</td>
<td>100%</td>
</tr>
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<td>Not answered:</td>
<td>52</td>
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<td>100%</td>
<td>-</td>
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</tr>
<tr>
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<td><strong>3863</strong></td>
<td></td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Average:** 2.62  
**Minimum:** 1  
**Variance:** 0.63  
**Median:** 3  
**Maximum:** 4  
**Std. deviation:** 0.79

**Total answered:** 3811

## Text Input

To allow access from multiple machines/locations.

Workstation is traditional -- but I am open to any place that is reliable. At the VP level, management does not take no for an answer, when we are meeting a deadline -- and applications go down.

need to be able to access unm mail from multiple computers/devices/locations. need either unm managed server or online storage.

I would also be happy to use Google.

Not sure of the benefits of the other. If having them on my home computer would mean address books worked better than via GW web portal, then I'd want that.

Not sure I understand this question.

I wuld prefer it be managed centrally rather than directly on my device. This is safegaurding in case of a PC failure.

I am considering a move to Google or MacMail, although don't want two email addresses and UNM's spam/virus protection is very valuable.

Google allows access anywhere, anytime. And they provide servers that rarely experience downtime.

This is extremely important to me. I travel a lot in remote areas where there is NO access to remote servers or online services. I must be able to keep email correspondence on my own workstation.

Don't know.

I actually prefer the hybrid I have now--some mail on the UNM server and some on my desktop.

With a web interface!

I am not sure what a master copy is?

With an automatic fill in of email addresses when a "nickname" is typed in for our contacts.

I don't care much

want my phone and desktop to each have info......jic

I prefer storage where a single hard drive failing won't matter, but privacy is definitely an issue.

UNM used to be the only email account I had until a week ago. The new WebMail was inconsistent and I needed to send an urgent message to my professor.

If the email client was improved I prefer the safety and security of a UNM server. More and more I rely upon Gmail since GW is so unstable and clunky. However, I am aware of the security concerns with commercial email.
I actually forward my UNM email to my gmail account, so I have it on my phone already. online service should have the ability to synch with multiple devices on multiple platforms.

I like having access to the information online.

...and access UNM managed server mail from home.

vital to be able to access from home via web client without tedious setup/login remote access procedures

The master copy of UNM work/school has to be managed on a server at UNM. I would be interested to see other ways to manage this??

I need to access this from MULTIPLE locations. I don't care where the Master is stored, as long as I can easily access it.

Either my own workstation or a server.

main campus (@unm.edu rather than salud) e-mail, I tend to also download via Thunderbird to my own computer.

UNM should manage our local work cloud of information.

On a UNMH server, UNM sucks

I'm not sure how this question changes or effects email, so I'm not really sure.

but have email backed up on a UNM server.

Working in health care, compliance, fiscal and business issues that are confidential, am concerned about using Google or anything outside of salud.unm.unm or NM tumor registry secure server.

Please switch to Gmail for institutions! The Novell clients are slow, difficult to use, and unreliable.

I mainly use my email at work, but I often need to access it from home. Groupwise Web access is slow and it doesn't function the same as Groupwise at work.

I am not sure what you mean by manage/store

Can then work from home.

I use Groupwise for business but count on GMAIL for critically important personal business transactions and other personal items I want to save.

UNM Managed servers will back up all documentations.

Again, I don't trust the online services. I also don't trust myself to maintain current backups of my laptop, desktop, and /especially/ not my phone! I enjoy the "ease of mind" of having UNM store my email (either at ITS or CARC).

Centrally managed by UNM and stored by UNM.

Outsourcing gives me privacy concerns and troubling thoughts about legal implications.

with sync ability on smart phone or Blackberry

Work stuff has to be on a UNMH server, HIPPA, etc.

GroupWise and Google Docs

I want this to be transparent, I shouldn't have to choose, it should be present in all four locations -- which is essentially what I have now. Once again, a poorly worded question

I work at home and at the office, so being able to access messages and addresses from a central server, rather than a specific device is necessary

only because we could hav access from anywhere.

I don't have a preference really.

I have never used the online services to store emails, but perhaps that is a good idea. Someplace that can be reached wherever you are.

please please please!
Given privacy concerns, I believe it'd be very inappropriate were many of us to be located on a portable device or a non-UNM server.

I am unsure of the pros and cons for this question

not a strong preference between unm and other online providers, but it seems like other schools have reduced their IT headache by outsourcing email, not just with uptime and storage, but also with feature development in the client software.

An online service might work well also.

GroupWise is the worst excuse for an email client in existence. I just can't say enough bad things about GroupWise. The university is getting cheated out of the license fees it pays for provide this terrible piece of garbage email system.

whatever is most reliable

This presuppose the existence of a master copy of each list, and that all such master copies ge stored in the same place.

On Item 10, there is no room for a comment. Some accounts I forward, others I do not.
some group e-mails are sent via facebook as well (not an option here)
No real preference as long as I can access it from various locations on UNM campus
on our own email server located in NMTR.
My personal mail is held on Gmail. My Email lists are managed by my Mail client (Thunderbird) and I can clone the list when necessary to laptop or other systems.
I am okay with it on my UNM server--as long as I can access it. Being able to reach students and messages 24 hours is important.
My department's Exchange server.
The ability to mirror my web-mail messages with my laptop provides an essential back up. I have had computer crashes in the past where I lost all of my email data because I hadn't turned on that capacity.
actually, whichever provides the most security and reliability

I use too many different computers in the course of a day/week. A central server would be great. I guess I could use Google, but it doesn't feel secure. but it probably is.
Unsure of advantages and disadvantages of each of these so unable to asanswer.
I sync my UNM e-mail using IMAP, and access it via iphone and laptop.
IMAP is critical for anyone has multiple devices.
If a managed UNM server was not an option then my second choice would be through an online service like Google/Gmail
Google/Yahoo are FERPA violations
While I prefer to access my email via Blackberry, when it comes to management, I'd prefer to use a program like Webmail that doesn't suck. Mobile phones aren't stable enough to have a master copy of all email on them. An app wouldn't be good either.
I think that UNM should try to do a cradle to grave type email account, maybe delineated on the backend but @unm.edu forever associated with UNM.
I rely on Groupwise for a secure connection to other UNM employees/students, but I would like better access to my archived mails. Not sure how to answer this one..
and synced to, or accessed from, the items above
my own workstation would be fine as well, and a UNM server would be fine, too. But having master lists available by Internet, on whomever's server, is the most functional for me in my use of many computers.
really my handheld and laptop, but it syncs very well
The only place it should be. If the service is shipped to the cloud, then it should still be a UNM managed service as far as the user is concerned. They should not have to worry about where the data is, only that it is managed. This includes archive data. Handhelds are for small snapshots of information and workstations are for caches that improve performance, not a permanent store.

In GroupWise

It would be nice to have it on both the UNM server and on my own workstation. From the recent change in emailing systems, I've lost my entire address book which has left me in frustration.

In GroupWise

Google for person stuff and GroupWise for work stuff

I can get Google Mail on my phone.

I suppose it would have to be a UNM(H) managed server due to patient confidentiality issues with email.

It doesn't matter much to me. My account is for notices and things I rarely have to reply to and as such, have few address lists.

Gmail has massive storage.

It is more secure to have your own files on your own device. If the UNM server were to ever fail it would lose all students' study work.

Whatever is most user-friendly, which none of the above is.

If I had such a device

or on a hand held device if i could afford one

please upgrade the UNM email server

Either on a UNM managed server or an online service. The point is I want access to it from anywhere I might be.

of an external drive that can be backed up

However, the new UNM webmail interface is extremely slow, no matter which computer I'm using.

I keep all of my own data. If there is a way to transfer my emails to hard copy data, that would be much appreciated. (There probably is a way to that, I just don't know how...)

on a piece of paper because they don't get "upgraded" to become less useful.

A combination of cloud storage and workstation would be best.

The real key to this is to be able to access email in any way that I choose. I like online services now because I can get to them via my phone, laptop or desktop. It is one stop emailing. I would rather have it hosted by UNM, though, and the IMAP services currently in place feel clunky. Not nearly as seamless as something like gmail.

It really depends how it is done. I would prefer it to be exportable, printable, and versatile so that I could sync other programs and so on.

But has not been reliable. What happened to the briefcase?

would like to be able to access it later, even if not still a student at UNM.

I've been using UNM managed server, but I think I will change to Google or something else because I definitely can't trust UNM!!

I only trust my own computer, not servers or clouds.

Gmail has proven to me to be a sturdy, reliable service for my many needs.

I dont use any other copy than that which is there.
with option to retrieve it upon losing unm account. This should be able to be completed by the user/student in bulk—as opposed to having to download each individual file from a folder, such as unm briefcase, or ask someone at IT to do it for you. Notification should have been / should be sent to non-unm email that a student has on file because unm email/webmail is so non-user friendly, klunky, lacking in applications, and full of spam that it is not the primary account

At my on work station would be more convenient because I would already be familiar with the device/software.

It is nice to have access to the same e-mail whether I’m using a computer in my office, my lab, my home, or on travel.

I believe that internal control is important; outside concerns will use the information for marketing and other purposes that we should not, as a state institution, be supporting.

Ideally, something that one can download on to a hard drive.

don't have an opinion about choice 3 versus choice 4

I don't like the current e-mail format changes, I like the old one. It deleted ALL of my address books.

I would say UNM, but since the data past 2 years is not accessible without jumping through admin hoops, I would prefer an easier way to keep it myself.

c

This is what IMAP is for.

...in my Mail program on my personal laptop.

UNM should have one server that hold all of this information. The current scheme is terrible. WebCT has one. My UNM has another. The CS department has their own. Other departments have their own. Terrible in my opinion

Given concerns with confidentiality and privacy, I prefer to keep this stuff on UNM systems. As Main Campus IT is the best prepared to protect this data, it only makes sense to keep it on their servers...

I like using gmail's interface and having it store all of my email though I dislike the privacy issue.

HOWEVER, a VERY, VERY close second would be on the phone.

I'd like them to be synchronized with my MobileMe and Gmail contacts.

I do use UNM Webmail at home to check in with teachers, but when I am at school, UNM Webmail does not open up on my laptop.

The only problem with online storage is the amount of space allocated. Gmail gives plenty and is never an issue. I am constantly bumping against my work Outlook's storage limit.

ideally, would like to have synchronized storage on both my own workstation and a UNM managed server

I don't understand the question, so I just picked an answer at random.

There is less down time and I do not have to worry about losing my account if I graduate.

I prefer using the imap protocol so that my mail is available from different hosts.

I dont know what this question means either.

I also backup to google docs.

I think it would make sense to have a server for it at UNM, currently though I use google for it, since it's the only reasonable solution available for free.

I tend to prefer to maintain a master copy on multiple systems that I control, with those masters synchronized to other systems over the network. So, currently I automatically sync my address book (in near real time) both with Google and MobileMe. These pipelines allow for rapid replication and access on all of my systems, and through the web interfaces of both MobileMe and Google.
I prefer to manage the Master on a UNM Server so I can access it either through my laptop or Blackberry.

As it is now is fine.

IMAP please.

The answer depends on the backup, security and general availability of the source.

archive on server with option to also copy to desktop/laptop

UNM web mail/myUNM is a pain in the ass! I bailed on it a few weeks into being a student here as It was difficult to navigate and every time I open the damn thing up, I'm sent back to 2007 as my first message. I don't think anyone I know has been able to get it to display the most recent message first.

I think Laptop is more convenient for me.

This is not a radio button forced choice. I prefer to manage my email using BOTH server (IMAP) folders, and on my laptop, and on my iPhone, and I keep archives on an online service (Gmail)

I would prefer to use an online/cloud service such Google to give me universal access with option to distribute to mobile devices (laptop/ipod) via IMAP / Activesync.

data cloud.

I prefer to have it managed from somewhere secured and backup so if i have laptop or pc issues my email is still accessible from any PC

Best would be to have them on my workstation and sync'd with my PDA Smartphone.

Not sure what a "UNM managed server" means in this context--do you mean e-mail that can be accessed anywhere from the web?

I would like to archive my Groupwise e-mails on my network drive instead of my workstation hard drive - I have lost them several times due to reimaging or crashes.

Flash drive

a server only works while connected at work and is unaccessible when not connected to the server.

Tie between UNM managed server and google- only because I have trouble accessing the UNM HSC VPN from other universities and from certain hotels.

I wanted to keep all of my UNM related email on the UNM email system until the recent change but have now switched to gmail.

I run my own servers.

On an e-mail server I manage myself

I already get my email to my phone and I love it. I only log on to unm if I need to download a file. That's how much I hate unm email service now. I avoid it at all cost.

N/A

UNM managed server would work as well

Either my own workstation or online service would be preferable

I don't want a master copy of UNM work/school related email and email address lists.

i dont really know what this means.

Not sure how that would work. UNM server or gmail/yahoo option would probably be ok.

Integrating with google would be good so you make use of all the infrastructure, and future improvements (buzz, calendars, google talk, google voice, on and on and on...) (beware though, google might be the anti-christ)

Before making the plunge to an outsourced service, UNM needs to thoroughly investigate the accessibility, performance, response and turn around time when a system goes down. Incident Management goes out the window once you outsource.
I opted out of GW; use Thunderbird to store local copies of my mail. It has been working very well. However, I will admit that as much as I don't like larger external solutions, I have had a gmail account for eons and really like it. And have been impressed by their robust extras: Google docs/ Google sites/ Google calendar etc etc. I have a beta account for Google Wave and really liked it. The university has a lot to gain by implementing the whole lot of it.

I would like a complete desktop client with UNM server backup.

I have separate folders on WebMail that contain all my correspondence for the last four years.

I like being able to download messages via POP for permanent storage, although in practice I generally keep everything on the google server.

I also keep my work on an thumb drive

Preferably the most trust worthy of the options.

I prefer cloud-based or solutions, that way information is accessible everywhere.

I prefer IMAP, our webmail client is just awful. It takes a very long time to access any email using it.

It is a good way to keep data always available (when there's an internet connection)

I switched from the unm managed server because i could not access during maitenence.

if there was an iphone app or any app period, i would definitely be using it.

I don't own a pager, text, etc.

I use my email from so many locations and devices that I choose not to store any email-related information on any single device. I want my information on a server ("in the cloud" so to speak), accessible from any location and any device.

I would, however, like to see another service like the Briefcase we used to have in myunm. Depending on program use, screen size, and printing needs, I often need to switch between my netbook and an ASM lab computer. Having a repository on a UNM server would be nice, as emailing it to my UNM email address is very unreliable (files become corrupted about 1/3 of the time).

The question does not make sense. There should be multiple copies that are synced to a central server (e.g. IMAP).

On UNM's server would be best, if it were fast and large enough.

On a UNMH server, I've heard about too many problems with UNM and HSC servers.

I did not see UNMH listed?????

UNMH

This should be in a place where you don't have to spend a long time searching for and should be accessible from the web at any secure location.

I send email out to all students of the class through WebCT -- very important for me as it is secure and supported by the college.

So I can access it from anywhere.

We could never store on UNM servers, it would have to be UNMH servers

None of the above. Frankly, I don't trust ITS to tie its shoes, much less take care of my email. I would prefer email to be managed in our department, by people I know and trust and whom I can hold personally accountable. (And who don't make up asinine and unsupportable security rules that have the net effect of decreasing security, for example.)

as I can only choose one option, I'd like it to be server based so email could be read from multiple devices. An online service would work too.

UNM managed server also

Having central servers for shared drives and e-mail is a great way to manage & back up files.
I usually use the student folder however at the end of each semester I copy everything on to my flash drive and onto my laptop!

Gmail!!

I like to just be able to access it. I don't mind that it is all stored by UNM. I just wish I could use my phone.

I'd like the ability to manage it via my phone but I'd want it stored on a UNM server so it doesn't slow my phone down.

The UNM managed server would have to be as easy and quick to access off-campus as well as on-campus. It would have to be as simple as Google documents, but I just don't feel comfortable with Google. But Google does make it convenient and easy.

Software migration (Outlook to GroupWise; Groupwise updates); has lost my entire email archives multiple times. Would like back up somewhere other than my office computer that is easily accessible by me.

After the episode mentioned above, I really wish I had an easy way to store and back up my emails personally.

I see no problem with using a UNM managed server as long as it's usability is significantly better than the UNM e-mail system. If it were as difficult to use as the UNM e-mail I would prefer online services such as Google / Yahoo, etc.

Mostly I just keep hard copies of important stuff.

As long as the data is together, centralized, and manageable, I'm a happy camper.

I use IMAP so I have my emails on my laptop and on UNM mail server.

I would prefer it if it worked well and allowed me enough space.

Gmail!

I loved the myunm email. Now I have stopped using webmail and have created a gmail account.

Gmail has really impressed me

I don't have a strong opinion on this. It would depend on the support available for each, and the privacy.

On server, just in case workstation crashes.

I just don't get why $10 to bring until it's gone...

I keep a hard copy back up of all work, emails, and address lists on my computer, but I use an online server as my primary source.

However, everything that I send, is either on my e-mail or on my BB.

It's really a tie between my phone and Google.

On UNM server if regularly maintained and user friendly otherwise online services can do the job.

and UNM managed server as a back-up if my desktop crashes I lose everything.

Gmail!

I loved the myunm email. Now I have stopped using webmail and have created a gmail account.

Gmail has really impressed me

I don't have a strong opinion on this. It would depend on the support available for each, and the privacy.

On server, just in case workstation crashes.

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However, everything that I send, is either on my e-mail or on my BB.

It's really a tie between my phone and Google.

On UNM server if regularly maintained and user friendly otherwise online services can do the job.

and UNM managed server as a back-up if my desktop crashes I lose everything.

hotmail.com

N/A

Given the recent Google compromise, I am uncomfortable trusting my email to a corporate 3rd party and would prefer to manage everything myself.

I'd like to use the unm email if the old email client was put back up.
**Question 9**
How many email accounts do you have?

![Frequency Table](image)

<table>
<thead>
<tr>
<th>Choices</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>5</td>
<td>5</td>
<td>0.13%</td>
<td>0.13%</td>
<td>0.13%</td>
<td>0.13%</td>
</tr>
<tr>
<td>1</td>
<td>339</td>
<td>344</td>
<td>8.78%</td>
<td>8.9%</td>
<td>8.84%</td>
<td>8.97%</td>
</tr>
<tr>
<td>2</td>
<td>1381</td>
<td>1725</td>
<td>35.75%</td>
<td>44.65%</td>
<td>36.03%</td>
<td>45%</td>
</tr>
<tr>
<td>3</td>
<td>1202</td>
<td>2927</td>
<td>31.12%</td>
<td>75.77%</td>
<td>31.36%</td>
<td>76.36%</td>
</tr>
<tr>
<td>4</td>
<td>478</td>
<td>3405</td>
<td>12.37%</td>
<td>88.14%</td>
<td>12.47%</td>
<td>88.83%</td>
</tr>
<tr>
<td>&gt;4</td>
<td>428</td>
<td>3833</td>
<td>11.08%</td>
<td>99.22%</td>
<td>11.17%</td>
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</tr>
<tr>
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<td>30</td>
<td>3863</td>
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<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Sum: 3863

Average: 3.81
Minimum: 1
Variance: 1.26
Median: 4
Maximum: 6
Std. deviation: 1.12

Total answered: 3833

**Question 10**
If you have multiple accounts, do you forward them to a primary account?
Question 11
What is the extension of the email account you use the most for UNM work/school (select one):

<table>
<thead>
<tr>
<th>Choices</th>
</tr>
</thead>
</table>
| @unm.edu
| @salud.unm.edu
| Other UNM-affiliated (e.g. @mgt.unm.edu, @cs.unm.edu, @law.unm.edu, Webct, etc.)
| Other non-UNM e-mail address (e.g. @gmail, @yahoo, etc.)
<p>| Not answered: |</p>
<table>
<thead>
<tr>
<th>Absolute frequency</th>
<th>Cumulative absolute frequency</th>
<th>Relative frequency</th>
<th>Cumulative relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cumulative adjusted relative frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1139</td>
<td>1139</td>
<td>29.48%</td>
<td>29.48%</td>
<td>31.09%</td>
</tr>
<tr>
<td>No</td>
<td>2525</td>
<td>3664</td>
<td>65.36%</td>
<td>94.85%</td>
<td>68.91%</td>
</tr>
<tr>
<td>Not answered:</td>
<td>199</td>
<td>3863</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
</tr>
<tr>
<td>Sum:</td>
<td>3863</td>
<td>-</td>
<td>100%</td>
<td>-</td>
<td>100%</td>
</tr>
<tr>
<td>Average:</td>
<td>1.69</td>
<td>Minimum:</td>
<td>1</td>
<td>Variance:</td>
<td>0.21</td>
</tr>
<tr>
<td>Median:</td>
<td>2</td>
<td>Maximum:</td>
<td>2</td>
<td>Std. deviation:</td>
<td>0.46</td>
</tr>
<tr>
<td>Total answered:</td>
<td>3664</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Frequency table

Question 12
Of the primary system you use for email, please indicate its most significant limitation and strength:
Levels feature set

Frequency table

<table>
<thead>
<tr>
<th>Levels</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
</thead>
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<tr>
<td>strength</td>
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<td>1941</td>
<td>50.25%</td>
<td>50.25%</td>
<td>61.15%</td>
<td>61.15%</td>
</tr>
<tr>
<td>limitation</td>
<td>1233</td>
<td>3174</td>
<td>31.92%</td>
<td>82.16%</td>
<td>38.85%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered</td>
<td>689</td>
<td>3863</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Sum:</td>
<td>3863</td>
<td>-</td>
<td>100%</td>
<td>-</td>
<td>100%</td>
<td>-</td>
</tr>
<tr>
<td>Average:</td>
<td>1.39</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Median:</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minimum:</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maximum:</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Variance:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0.24</td>
</tr>
<tr>
<td>Std. deviation:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0.49</td>
</tr>
</tbody>
</table>

Total answered: 3174

Levels reliability
### Levels training

<table>
<thead>
<tr>
<th>Levels</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>strength</td>
<td>2524</td>
<td>2524</td>
<td>65.34%</td>
<td>65.34%</td>
<td>73.07%</td>
<td>73.07%</td>
</tr>
<tr>
<td>limitation</td>
<td>930</td>
<td>3454</td>
<td>24.07%</td>
<td>89.41%</td>
<td>26.93%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered</td>
<td>409</td>
<td>3863</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Sum:</strong></td>
<td><strong>3863</strong></td>
<td>-</td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

| **Average:** | 1.27 | **Minimum:** | 1 | **Variance:** | 0.2 |
| **Median:**  | 1    | **Maximum:** | 2 | **Std. deviation:** | 0.44|

**Total answered:** 3454

---

### Frequency table

**Levels**

**Average:** 1.56  
**Minimum:** 1  
**Variance:** 0.25  
**Median:** 2  
**Maximum:** 2  
**Std. deviation:** 0.5  

**Total answered:** 2976

---

### Levels personal, 1x1 support
Frequency table

<table>
<thead>
<tr>
<th>Levels</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
</thead>
<tbody>
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<td>1218</td>
<td>31.53%</td>
<td>31.53%</td>
<td>41%</td>
<td>41%</td>
</tr>
<tr>
<td>limitation</td>
<td>1753</td>
<td>2971</td>
<td>45.38%</td>
<td>76.91%</td>
<td>59%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered:</td>
<td>892</td>
<td>3863</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Sum:</td>
<td>3863</td>
<td>-</td>
<td>100%</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Average:</td>
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<td>Minimum: 1</td>
<td>Variance: 0.24</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Median:</td>
<td>2</td>
<td>Maximum: 2</td>
<td>Std. deviation: 0.49</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total answered:</td>
<td>2971</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Levels phone support

Frequency table

<table>
<thead>
<tr>
<th>Levels</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>strength</td>
<td>1293</td>
<td>1293</td>
<td>33.47%</td>
<td>33.47%</td>
<td>44.02%</td>
<td>44.02%</td>
</tr>
<tr>
<td>limitation</td>
<td>1644</td>
<td>2937</td>
<td>42.56%</td>
<td>76.03%</td>
<td>55.98%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered:</td>
<td>926</td>
<td>3863</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
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<td>-</td>
<td>100%</td>
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<td>100%</td>
<td>-</td>
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<tr>
<td>Average:</td>
<td>1.56</td>
<td>Minimum: 1</td>
<td>Variance: 0.25</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
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<td>Maximum: 2</td>
<td>Std. deviation: 0.5</td>
<td></td>
<td></td>
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<tr>
<td>Total answered:</td>
<td>2937</td>
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<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
### Levels web support

![Bar chart for Levels web support](image)

<table>
<thead>
<tr>
<th>Level</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>strength</td>
<td>1770</td>
<td>1770</td>
<td>45.82%</td>
<td>45.82%</td>
<td>59.46%</td>
<td>59.46%</td>
</tr>
<tr>
<td>limitation</td>
<td>1207</td>
<td>2977</td>
<td>31.25%</td>
<td>77.06%</td>
<td>40.54%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered</td>
<td>886</td>
<td>3863</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Sum:</strong></td>
<td><strong>3863</strong></td>
<td><strong>3863</strong></td>
<td><strong>0%</strong></td>
<td><strong>100%</strong></td>
<td><strong>-</strong></td>
<td><strong>-</strong></td>
</tr>
</tbody>
</table>

| Average: | 1.41 | Minimum: | 1 | Variance: | 0.24 |
| Median: | 1 | Maximum: | 2 | Std. deviation: | 0.49 |

Total answered: 2977

### Levels storage

![Bar chart for Levels storage](image)

<table>
<thead>
<tr>
<th>Level</th>
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<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>strength</td>
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<td>2391</td>
<td>61.89%</td>
<td>61.89%</td>
<td>74.42%</td>
<td>74.42%</td>
</tr>
<tr>
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<td>3213</td>
<td>21.28%</td>
<td>83.17%</td>
<td>25.58%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered</td>
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<td>3863</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Sum:</strong></td>
<td><strong>3863</strong></td>
<td><strong>3863</strong></td>
<td><strong>0%</strong></td>
<td><strong>100%</strong></td>
<td><strong>-</strong></td>
<td><strong>-</strong></td>
</tr>
</tbody>
</table>

| Average: | 1.26 | Minimum: | 1 | Variance: | 0.19 |
| Median: | 1 | Maximum: | 2 | Std. deviation: | 0.44 |

Total answered: 3213
### Levels spam control

#### Frequency table

<table>
<thead>
<tr>
<th>Levels</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
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<th>Cum. relative frequency</th>
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<td>100%</td>
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**Average:** 1.31  
**Minimum:** 1  
**Variance:** 0.22

**Total answered:** 3246

### Levels interoperability/syncing

#### Frequency table

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**Average:** 1.49  
**Minimum:** 1  
**Variance:** 0.25

**Total answered:** 2932
The feature set and reliability of Groupwise have been excellent as have the UNM spam filters. Setting up email sync with Blackberry was never a priority and still not used.

Reliability of the system is the #1 priority -- to stay functional with work.

Best strengths: reliability and personal 1x1 support
Limitation: spam control (exists, but could be better)
This is for department mail server.

haven't figured out how to use it to its best potential

Don't know what the two not marked are.

what is a feature set?
don't sync to anything so neither a strength nor a limitation

It is difficult to set rules in Groupwise, but it is backed up and the archive capacity is large.

These were hard to answer from a basic user standpoint,. I have no idea about the storage, syncing, etc.

I don't use a lot of this - I just need the basic features - send an email with attachments - and I rarely need Tech support - it's just email!

I have rarely had any problems with Gmail, and they have all be resolved through web support, so I have not ever needed to receive 1x1 tech support.

It's difficult for me to answer this question, as the IT area of the Law School does an excellent job of handling most of the areas mentioned - probably at great effort on the part of IT staff. I experience very little dissatisfaction with the functionality and usability of the Outlook system here.

The performance, speed, and ability to adjust the layout to my preferences are the reasons why I use a stand-alone email client.

I use Outlook

I use Mulberry and it is not IT supported so these queries do not really apply.

There is NO support for MAC users on the Health Science Campus. And there is no support for salud.unm.edu accounts from main campus. Main campus MAC experts are available and thank goodness they don't care which side of campus I'm on.

I use me.com (Apple's service) & have found no limitations.

Gmail is fantastic. I have no complaints about its usability.

I wish my phone could color code in the way smart mailboxes work on Apple Mail

These comments ratings relate to the @law.unm.edu account via webmail. It is truly awful.

Nice storage for Groupwise, but the on-line support is awful. I've had good luck with phone support, but know people who have never been able to have issues with Groupwise resolved. But they tend to be Mac users - maybe Groupwise isn't happy on Macs?

I rarely need tech support and I hardly ever go to sites where spam control is an issue -- and I have yet to search for training of anything. I'm not too sure if they are strengths or limitations.

What does 'feature set' mean?

Because I have been using email for a very long time, I don't actually use the unchecked items, so don't know if they are strengths or weaknesses.

Presuming this question refers to the mail service and not my client.

I've not really used the support or training possibilities, so don't know.

scratch this answer...think the radio buttons were mixed up according to how the question was phrased

Could not get Law School email to properly forward. The Global Rule doesn't work. Limited storage has now been upgraded, a big plus.
LIMITATION: I would REALLY like to see an automatic fill in of email addresses when a "nickname" is typed in for our contacts.

Outlook seems to work fine except for spam

I use Nescape which lacks support or updating yet is better than using UNM's email system. I only use webmail for vacation messages which I find questionable. Why can't a vacation message be done on UNM email.

I'm not a big Exchange fan in general. I use my Law School e-mail because (a) it's functionally required, and (b) it provides a convenient sandbox.

didn't mean to hit three.

UNM's system lacks the capability to send multiple or large files - I have to send those from a different account. Since it can receive large files, it would be nice to send them as well.

webmail is horrendously slow since you guys 'fixed'it 2 weeks ago!!!

I am required to keep GW calendar up-to-date for departmental scheduling. It is annoying it doesn't send out pop-up and email reminders. Really no training is necessary with Gmail!

I am unable to de-select items: strength of webmail is its storage capacity; limitation is its interoperability.

I use Outlook Express. VERY streamlined and powerful for maximum efficiency for sending/receiving email.

I actually don't use many of the features listed above

GroupWise is simply unreliable and not feature rich. It seems like a program from Windows 98 days. The server's imap support is terrible.

timeout on Groupwise web client is extremely annoying -- login lapses almost immediately

Would like to keep items much longer out of archive longer...much longer--as long as I want!

I really appreciate that you filter Spam, otherwise I'd be drowning in emails.

Support and training may exist, but I don't know about it or have time to figure out where it is. I figure stuff out quickly and/or don't use the feature.

I use Outlook and have had virtually no problems. Also, it is very intuitive. Thus, I haven't ever needed any support. By the way, when I was on GroupWise, there were a lot((!!)) of issues. There were several times when it just wasn't working and I needed to call support.

Not sure what interoperability/syncing is. Limitation may mean I don't use or need it.

Re. Qn. 11 use @unm.edu as student, salud for work

i do not sync/interoperate

I wish email addresses were both listed as first name/last name as well as last name/first name. This would make it much easier to find people's names to send them an email.

Don't know what feature set or interoperability/synching mean.

Groupwise stinks

Groupwise is fine as a stand-alone system, however, I interact with multiple organizations that all use Outlook and it is frustrating not be able to use the full functionality. My PDA won't sync with Groupwise either, but does sync with outlook.

I tried to uncheck "reliability" but the system wouldn't let me. I find Groupwise fairly reliable.

I don't like that the company stores the email in a server available to management at a later date but that is not available to the employee at a later date. Most things are one sided in our organization.

This question is really unclear. What is "feature set?"

Other strengths: storage. Other limitations: reliability.

GroupWise
Please switch to Gmail for institutions! The Novell clients are slow, difficult to use, and unreliable.

I would like to see frequently used email addresses pop up instead of having to locate a name each time.

Biggest limitation is the self-signed certificate for salud...makes syncing to handheld device frustrating and sometimes impossible.

Groupwise is very limited in what you can control and not. I feel that I have very little control over my email acct w/Groupwise so I try to avoid using it if I can.

This question is invalid. Once I clicked on something I couldn't unclick that area. I couldn't make sense of it.

Of all of these options, all of the programs or accounts that I access email through are pretty much even on the strengths. None are real limitations, and support is usually either not needed (can troubleshoot on my own) or I know people I can ask for help (like ITS support center).

Please allow GW to manage multiple POP3 accounts from one system. That would be really, really helpful.

I'm referring to Outlook
we use outlook 2007 so it syncs well with most peripherals and other email systems.

Groupwise is strong. No issues to report here.

Serously, Groupwise needs to go. This is the worst.

I use PINE with procmail to filter my messages. Since it is standard MBOX format, any mailer can read it. Since its simple as all get-out, little training is needed!

Training should not be an issue - the interface should be pretty intuitive.
Support - I'm not sure why personal/phone/web have 3 lines when they should probably be one.

In this case, "limitation" does not necessarily rhyme with undesirable or a negative. For some of these choices, it is just not ideal for my particular situation. Subjective to be sure.

GroupWise Specific

Groupwise is Very difficult to use. I prefer Outlook.

Most significant limitation is inability of GroupWise to provide for voting, which Exchange offers.

don't really have any answers for these.

storage, reliability, spam control and feature set are all critically important, and all weaknesses of the UNM system. Gmail doesn't have a significant limitation in my opinion

It's all good except that the helpdesk needs more training, can't ask them a feature question.

When I call I do get someone who answers. Which is really nice in the time of call waiting.

I don't like the new features where when you put a message in the trash you can still see it and there's no "back" button, if I want to return to my messages I have to start at the top everytime.

My answers to this question will not be helpful to you. Mostly because I don't know what you're talking about.....interoperability? What is a feature set?

Well, this is not a well-placed question. I use salud.unm.edu at work/school, but that is not my primary system. I consider my home system primary, which is Outlook. I would rate the two very differently....

I don't really like this question either. I use all three systems equally, just for different purposes.

Do you mean the e-mail software program such as Outlook or Thunderbird...?

I hate that the trash only stays around for a week.

I am using Mail for Mac, usually works fine.
What do "feature set" and "interoperability/syncing" mean?
See other comments above
I don't know what feature set means :(

I'm very happy with the features available through Law's Exchange server and storage. We are encouraged to archive to separate, personal server storage space after a period of time; however, some do not and it becomes a problem for the Exchange server. Law's server also poses problems for ensuring retention of email potentially subject to public records acts. Currently, we are relying on policies to ensure retention compliance.

biggest limitation: addresses, calendar on local computer, not server

GroupWise has a rich feature set, but sometimes it can be limitation for users who inadvertently change a setting.

Have opted out of Groupwise and use Outlook

On groupwise, it is difficult to set up certain features, i.e. out of office assistance. Groupwise can be user unfriendly at times.

I have never needed any support for Gmail, so I actually don't see the support as being a limitation. I have no idea how hard it would be to get support because I've never needed it.

Classic dilemma - Groupwise has better security features, but less interoperability...

@unm.edu has no strengths

some of these i am not familiar with

I've left unmarked those criteria not relevant to my experience

Groupwise sucks Exchange rules

Webmail needs much improvement!

GroupWise is the worst excuse for an email client in existence. I just can't say enough bad things about GroupWise. The university is getting cheated out of the license fees it pays for provide this terrible piece of garbage email system.

A serious issue is archiving. There are times when I need, for legal reasons, to document promotions file and such, find old emails only to discover that they have been removed and discarded. And I have not been told this is going to happen. It has been a serious problem.

Is this question about the client (thunderbird) or the server (whatever our department runs)? Both block spam...

not sure I can comment on the rest of these

Don't usually use personal or phone support, so I don't know if it's a strength or limitation. Same for training.

I cannot stand using Groupwise because I cannot sync it with my iPhone. Thus, I use both webmail and groupwise, which is completely ridiculous.

Presumably this refers to a mail client? I have no email system per se, just a heck of a lot of email accounts.

spam control terrible as is the amountn of storage at gallup.unm.edu

Our email system is maintained by our staff. Really don't know about it's limitations.

What is meant by some of these is quite unclear. UNM does not support Thunderbird at the tech level, though I can find out how to set it up. Using IMAP, Mail is universally accessible, and quotas are sufficient for my needs.

My problems mostly stem from my lack of knowledge of what each system is capable of--I guess training would be the biggest answer.

Feature set, reliability, storage, and interoperability are the most important

OK, I missed the "most" in the question and now can't delete the excess responses.

how about speed and security? nothing is safer and faster than pine and ssh.
This is a poorly structured question. Am I supposed to choose one strength and one limitation or answer all questions or what? Support(s) IMHO is neither a strength nor a limitation.

value of GW derives from uniformity of usage. any enterprise tool will have similar feature set - trick is getting everyone on it.

Spam control is also a limitation.

I've never really needed support.

It seems like the SPAM gets through, but I just delete it.

Spam control at mgt.unm.edu has become worse in the past month since the integration

This question is unclear and the radio buttons do not respond as apparently intended.

I don't use many of these features, so I listed them as a strength giving it the benefit of the doubt.

I'd like to say that most of what I find to be a weakness is unimportant. The storage space, syncing with mobile, and uptime are the most important, and they're fine.

Outlook rocks!

There are major weaknesses with published documents and not a lot of coherence in regards to Groupwise. Can't search for Opting Out, or the configuration for incoming and outgoing for GW, as well as configuring a resource.

also loads faster than webmail.

My only storage issue is with Linux/Unix account size limitations (rather than inbox size, which is fine).

it is slow

Please fix/offer a patch for the problems UNM email has with Firefox/Norton Security.

The limitations and strengths pertain to Gmail which is quite robust, particularly when compared to UNM webmail-

like I said, more GW training please, if we continue using it

(see comment for #13)

My main problem with the email is that it brings up all messages from oldest to most recent which is just plain stupid.

very slow

I found the old E-mail set-up easier to use.

Improve interoperability-syncing!

I like a central virus protection filter and firewall. I don't want to have to personally worry about my work computer's "safety"

I am very frustrated with recent changes to Webmail, including the loss of the two separate delete function buttons. I also find it very difficult to find solutions to my questions and problems.

Again, sorry I don't understand the question. I do want spam mail not to go to my unm account.

Actually I use cs.unm.edu and unm.edu many times each day. I am happy with both and I like having both:

Mostly I use cs.unm.edu for research activities and unm.edu for teaching activities.

When i was using explorer 7 i was unable to open my email thru loboweb until i upgraded to explorer 8. the inbox takes an extremely long time to open. i preferred the old system in that when i composed a message it opened in a new window so that i could easily refer to an email as i was composing. the search option doesn't seem very user friendly. this new system is very boring looking, it could use a facelift.

I don't understand what some of these are.
This is in regards to the current UNM email system.

The UNM Webmail is soo different from other e-mail including the old UNM e-mail that it is very difficult to get used to.

Groupwise is the worst e-mail service I've ever used. Forced to use it here for unknown justifications. Unreliable, quirky interface, slow response, prefer Microsoft Exchange.

What does 1x1 support mean?  Also, what does "interoperability/syncing" mean?

the new updated system is very hard to navigate and is very unreliable cause it always tends to sign you out while writing an email.

On UNM email, I have been getting frustrated when I am in the middle of writing an email and my 15 minutes is up so I am logged out against my will. When I go back into email, the message that I had been working on has not been saved in drafts. It would be helpful if emails are automatically saved in drafts in case you are logged off in the middle of writing a message. Another small thing that I find it odd is that everytime I open my email, it shows old emails first. I have to hit "received" to see my emails in chronological order from newest to oldest. Finally, I have not been able to find a setting that saves messages in the sent folder.

This is a bare bones email system, it seems to me...

This question is unclear. I assumed I was suppose to judge the current use. I other words, the limitations need to be improved.

Spam control is a major weakness for UNM email.

feature set have no clue what that means

Unm.edu email is really no bueno

Gmail has everything I need, and then some. UNM WebMail does not even come close.

The entire email was bad enough before, but now with webmail it is absolutely terrible. It doesn't open to new inbox email. It is VERY slow. Hard to understand with weird symbols and what not. And it always seems to be broken and drop emails and not recieve them or now be able to send, etc. Did unm upgrade to an email system from 10 years ago?

ALL the systems require extensive training BECAUSE they are overly complex and user-UNfriendly.

plus because i work at UNMH my school emails get forwarded to the groupwise account and I constantly have to change the information in the UNM demographics so I can actually get mail from my instructors. Very annoying!

I like the support but the system is too old!

I've never had to use phone support or web support, so just consider them null and void for this bubble set.

I am not sure if I am interpreting the question correctly. If so, for phone support the help desk is great when there is a problem which I seem to have frequently. Spam control is extremely inadequate. If I sent every spam message that I receive to spamdrop, I would not have time to do my work.

The systems currently in place are quite good. There is a chance to add new systems and so on...

this is a bad question because it's hard to understand.

The loss of groups and also having the inbox always orient with oldest emails first is a bit unnerving.

Not exactly sure what you're asking here. What if it's niether a strength or limitation? I have very few spam messages but is this because I have a really good spam blocker or just because I don't get them? If I do get a message that I wasnt to read and it's labeled as spam then I have no idea how to find it.

I don't use the support because I haven't had a reason to yet but I know about it so is that a strength or a weekness?

What is a feature set?

Are you training me how to use the email service or training over all?
synch is a huge issue
I DON'T UNDERSTAND THE QUESTION
One limitation of webmail's current setup is that when you go to webmail.unm.edu the cursor does not automatically appear in the net i.d. and password boxes, this wastes time.
simple, easy to use
I hate the UNM email system.
I use Gmail and honestly have no complaints with it.
What is feature set? do not know about the last option.
This is a confusing question. I don't like receiving spam. I do like storing old emails.
You can't save sent emails and all the addresses that were saved on the previous email setup were deleted once the site was revamped.
Gmail is Awesome... so organized and simple, hardly any spam. I forward my UNM email to my Gmail account.
It kills me that the hospital took away my ability to receive emails from groupwise on my blackberry in real time. I paid my $60 enterprise server license fee, no refund, and no email. I should be able to sign an agreement stating I will not ask for pay for my time spent reading email away from work. I am so inefficient because of this.
what?
I am not familiar with some of these.
The new interface is absolutely terrible.
Need to be able to block spam, and as many times as I try to, the system won't let me
None of these is really a strength for the GroupWise desktop client.
spam control for unm is very poor. I am constantly battling emails from random people or organizations that I do not know.
Email must be sorted in order from newest to oldest.
dont know what you are asking.
not sure what some of these are
Gmail has everything I need and is so easy to use, even when I have 2 minutes before class to check my email.
Thunderbirds quick filtering and search capabilities are a strength.
web mail is very slow i am currently trying to switch all things to my gmail account which is much faster
I don't like the current e-mail format changes, I like the old one. It deleted ALL of my address books.
I am very, very satisfied with Gmail email service/client
I have a unm account, a msn account and an account for work. I think it is a good idea to keep them separate but remembering passwords can be a hassle sometimes.
Easy to use and access, there aren't many links to go to, it doesn't have a pop up window to see and create messages, and I can remained logged in on my primary computer, chat capabilities, linked to a calendar, multiple inboxes for one e-mail address on one page.
I can only access outlook from my notebook.
Larger storage quotas would be a far better improvement to UNM email services than any of these fancy but low-value eye-candy services.
I did not mean to select the first row, feature set. Please disregard
The syncing is most important to me- the ability to get everything in one place is tops.
I use Gmail most often (all of my accounts aside from my UNM e-mail and my University of Wisconsin Alumni account are Gmail accounts), and its storage and reliability are "huge", but I don't think I could get any one-on-one support if something went wrong.

You need a 3rd "neither" option.

It is very strange in this poll that there is no way to select "I don't care / don't use"

UNM needs to increase the storage space for users on the Linux servers. 10megs isn't enough for one scale output file

I just forward it all to my Gmail, so I don't really use it...

These comments are about webmail.

Most of the limitations I typically do not use.

I'm not sure what this question was after. I decided to base my replies off of Gmail (the email I use the most). If this was asking about a UNM email system, I would have to reconsider my answers.

My personal is an AOL account and main one is a UNM student account and then my work account. The spam filter is so WORTHLESS that AND the platform is very limited for my student platform that I find myself using my work (outlook) also as my student email on occasion.

I've never needed any support with my Gmail account.

Gmail is the best!

I am not sure if I fully understand these questions

I have gotten spam mail a few times on my unm account and their is no way to mark it as such via the current system.

The ability to attach large files (10-30 mb) to outgoing e-mail would be very useful

I don't need support. Except for when I had trouble configuring out how to set up my unm email to forward into my gmail.

I'm pretty computer savvy but I cannot figure out some features of the UNMWebmail service. It seems like it has very robust capabilities but its just hard to understand what you need to do in order to use them. It needs to be a little more user-friendly.

This is the case for Gmail but not WebMail

I use Gmail b/c of its user friendly features and lack of spam or hacking

Gmail features excellent user interface. I have never experienced the need for support on this client.

Comments are for Mac Mail. The spam control on the UNM mail server is the best.

gmail with google calendar and google docs is pretty much the best way to go right now. I wouldn't use anything else.

Can't access unm email from my unm account, i have to go directly to unm webmail. This problem only occurred after the update.

All things look important to me.

see above

Groupwise

Primary system is kmail

I have 7 email accounts for various purposes and Gmail is the best one I have. Gmail is amazing.

I usually do not need any tech support though, so most of the time everything works out great.

It does what I want, and if it doesn't I can rewrite it.

UNM email is terrible but I have to use it
I don’t really know this. But it would be good to have some support available in case I need it.

I don’t really understand the above question. For my Gmail account, the items marked strengths are features that I love, and the other two, I don’t care about or need.

I think the new webmail is very uninviting and somewhat hard to use. There is no easy way of getting an answer to any question via help throughout loboweb including webmail.

the new interface seems more difficult to use. I can't figure out how to have it sort so that my most recent emails show up. It is always sorted by the oldest emails.

unsure

word processing tools.

This question, and the option of toggling multiple strengths/limitations, makes this question confusing.

webmail.unm.edu is soooooooo slow. Spam control seems OK, but not great. More space is always better. IMAP is great. LDAP is nice.

The choice sets are designed wrong on this one - responses are useless.

Didn't really understand this question.

difficulty with forward mail from unm.edu to GMAIL and Yahoo - they often see unm mail as spam - require all students/faculty to use unm email service to guarantee access from UNM depts and applications

The changes to the UNM email have limited all of my accessibility to fast, quick, important information. I am hugely disappointing.

I use iCal.app whose greatest strength is syncing across all my computers.

Using MacMail IMAP

I think the primary should be the most safe one first.

way too much jargon for a simple e-mail survey

This is a poorly conceived question. What do you mean by "system"? UNM IMAP server, UNM webmail, my personal email application (and its spam control, phone support, etc)?

Groupwise for MAC is almost non-functional. For the PC it is better, but still unreliable and kludgy.

I would, however, like a digest of the "spam" that is being blocked. We have experienced instances where valid emails from the NIH were detected as spam, but because we never see the spam emails, they were never detected until phone calls were received from the outside institution.

Settings system is crap

Gmail FTW

SPEED AND SEARCHABILITY!

I don't understand many of the above selections.

not clear what you mean by "system"

do not understand this question

I'm happy with the ample storage space and dissatisfied with the "booting" issue.

I have never had a need to contact support so I have no comment on that.

The UNM email program is/appears inferior in features to even MSN mail.

This is a trick question. I am forced to use Groupwise wherein I consider all the above as limitations. While at the same time I am able to use Outlook to interface with some parts of Groupwise and I think in Outlook all of the above are strengths.

I think you meant for those to be two (vertical) radio buttons, but now I can't unselect all except my top choice--sorry.
I have not found many of these features on WebMail to be useful, and there is not a place for 'do not use' for those I have no experience with.

Can't unclick a selection, oh well. Next time use a check box or a better designed radio button scheme.

Storage is the ultimate reason for using my Gmail account.

I use Gmail primarily and am not sure what interoperability/syncing is so that data might be flawed.

This is NOT the unm email.

Would like webmail to have inbox filter options, so messages from classmates/profs get filtered into a separate folder for the class, as set up at the user's preference.

Some of those I am not sure of.

UNM webmail functions for the most part, but it is very slow, and sometimes takes to changing formats by itself, which rearrange and sometimes delete certain buttons, including "compose" and "log out".

I don't know if Gmail has 1x1 support so I put strength since there is no in between option.

I use UNM webmail primarily because of the affiliation with the university, not because I like the service at all.

I wish that spam mail would go to a designated folder.

I don't understand a lot of these terms or what this question is asking me.

Gmail is the best.

G-mail is awesome!

I guessed at a lot of these, because I just use it, and don't have problems. I don't sync with anything because it's on the server.

It takes forever for the inbox to load and it seems to take a very long time to delete emails or switch to read another email message.

I very much dislike the format of webmail. It is not at all user friendly and little ability to be personally organized.

Yet again, I run my own server. I don't require external support, training, etc. I don't want, and will not use, another email system.

A major concern is the storage limit! Interoperability/syncing is a critical feature as mobile devices become an integral part of our lives.

Spam is a huge problem with the um portal!!

Primary system is Gmail.

No limitations on Apple's mail for my needs.

My family members who have non-UNM e-mail addresses NEVER receive my e-mails. I have to piggy back my e-mails on to one they sent me.

I access e-mail with imap so I get the same e-mail from many devices.

What the f*$k is a "feature set"? This is the dumbest list of things ever.

I do not understand the question.

I would very much like to have Groupwise sync with my iPhone. I can get no assistance on this issue with anyone at UNM. It is very inefficient to have no way to take my calendar with me when I leave the office.

N/A

I don't consider any of those things to be real strengths of Groupwise.

UNM's email system is unwieldy. I mostly access it via Thunderbird. Three or four times it has failed to recognize my "new" password after it has prompted me to change it [this is my 5th year at UNM, so that's a failure rate of approx. 40%].
I need an option to forward messages when necessary.

I guess I only use my email for basic functions.

My main account is through Google's Gmail.

Push capabilities offered as well.

I don't need support or synching, and I don't get spam.

gmail is the best!! easy to use, easy on the eyes, easy to navigate

I'm not sure what many of these things mean.

I don't know what “feature set” or "interoperability/synching" mean.

I find the UNM web portal hard to use. I really like the way Gmail manages my contacts - once I have e-mailed someone I just have to start typing their e-mail address and it pops up.

I cannot access my UNM email account from certain locations like I was able to from the old version on my.unm.edu. This is a major limitation because I cannot use my email when I really need to. FIX THIS.

I used to sync groupwise with my Palm but things got garbled and duplicated so I don't any longer.

Spam control is better but some still gets through.

The email program seems inefficient in that it reloads all frames on a page just to go from a message to the inbox, to do any thing at all, it reloads everything. Very slow.. Also, basic tasks such as setting the prog to display NEW EMAILS FIRST, always, without having to click the column header TWICE, every day, 5 times a day, should be easier or possible. I'm not sure what is possible because the settings boxes and dialogs are ambiguous and confusing. There are few if any explanations on the screen, and several useless or at least superfluous options; yet the obvious ones are difficult to find at all.

this survey has become too time consuming, sorry

Google and Apple would have ruled the world. Stupid Android and Nexus One.

Our e-mail system is stable and reliable, but web based functionality is a weakness.

The change to the UNM Webmail format was a bad choice. Is is clunky, slow, and not user friendly. Setting cannot be saved, and in the end it is more of a hassle than useful.

groupwise is not a particularly reliable or feature-full client - I would not choose to use it if I had a choice.

I don't sync my email to anything so I wouldn't know if it was a strength or limitation. Sames goes for support purposes. I interpreted feature set as interface of the email portal.

I have had times when the system will not open WebMail and would not show me my sent folder. This has mostly been resolved since the update. I enjoy the storage of emails, but need more memory for attachments in emails.

I misused this form! There doesn't seem to be a way to "uncheck" the radio boxes, so I'll state my answers here. Strength: feature set. Limitation: personal, 1x1 support.

spam control is a complete joke. in a two week period I had over 100 pornography solicitations to which I got an almost "o well" attitude from ITS support when I asked for help to get rid of or control it.

The system support is very slow and hard to use.

Don't use storage or syncing

Still can't synch my UNM email with my yahoo.

Having to change passwords every 6 months is inconvenient, unnecessary, and a real pain in the ass.
Does not allow you to send very large files, which is needed when working on group projects.
I've tried spam control for multiple emails from a faculty member and it does not work as well. I still get some of those multiple emails a day.

As I've noted earlier, recently I've been having many problems with the reliability of the email service.

I don't know what you mean by feature set or interoperability.

This is for my UNM account, which is my primary school account. My Earthlink account is my primary everything else account.

My main email is my unm.edu address however I don't use unm software. I hate groupwise and webmail so I use Apple Mail & Microsoft Outlook instead.

It is slow, sometimes retrieves messages two hours later in comparison to a gmail account... is always difficult to retrieve or search old mails. In the other hand, is a good way to receive information from UNM related issues.

I have two account's one for school and one for home. My school account I just check if anyone sent me any that is related to school.

Yahoo provides unlimited storage with the ability to create multiple folders.

I'm really not sure what this question is asking, so I am just guessing on the answers.

Would probably use my UNM address more often if it weren't so unreliable and unwieldy.

Better spam blocking would be greatly appreciated. I get added to about 5 new lists per week and receive lots of junk.

I use my local machine to sync to UNM email using IMAP. I have unlimited storage and very good spam filtering using my standalone client. I can work offline and my email is downloaded in the background and I am notified when new mail has arrived. Using a web-based client is simply not efficient in terms of productivity.

I need to change away from UNM webmail!

I don't really know too much about the email system with regards to these factors. I know that the old webmail was much more user friendly. The new webmail has taken some getting used to.

I am frequently unable access my account through Groupwise and have had two episodes in the last 6-months where IT was unable to resolve this issue for almost a week.

I don't understand the question?

The email service seems to be outdated in comparison to major email groups. The interface is somewhat user-unfriendly and since we're in 2010 one would expect an email service reflective of the technology capabilities.

I use the open source Thunderbird/Eudora client. Prior to that, I used Eudora for almost a decade, so I am very familiar with it and have it tuned to my liking.

The web client for the Mac does not support all the features that the Windows version has - this is a big limitation.

I like that I can access my GroupWise email and calendar from home.

We also use multiple generic GroupWise addresses for other users to send to; those addresses are tended by primary and backup staffers.

I personally only use email in the most basic way because I am limited to desktop use and access is slowed the more I have in storage.

Everything i use is mac, and with mobile me everything is seamless with my iphone, laptop and desktop. All my UNM mail i get through Mail. It always works great.

I access school email 24/7 on my handheld iPhone. I like to determine how mail is organized and archived as an important record of the class/organization.

I do not use 1 on 1 or phone support.

With my UNM email account, I have not had any problems.
I don’t know what all that means.

When I type Chinese for a reply email, I need to choose the "Text encoding language". I don't like that. I don't need to do that in my other non-unm email accounts. You may improve in this aspect.

Thanks!

the above is for my gmail account.

I use and enjoy GroupWise, but find it not to be intuitive and the University does not provide the training that is needed. This is especially the case with less technically savvy employees.

I know UNM's webmail system has been having issues and documentation is terrible. But, I do have to say it's very reliable.

I've never tried to use support before for my unm account, so I can't really say that it's a strength or limitation.

Limitation of GroupWise is reminder alerts that ask what program you want to run. Can't it be set to just open a reminder alert or dialog box? Even my supervisor has been miffed by his inability to set reminders in GW. Maybe staff need more training on reminders/alerts in GW.

It's not ideal, but it's easier to give other students as well as teachers my unm account.

The new webmail system at UNM is extremely slow.

I don't understand this question. biggest limitation to GroupWise is limitations in some of its features.

Hotmail is visually appealing and easy to navigate. UNM Email has become difficult read and challenging to understand and navigate. I had filters set & now they are no longer set. Being able to move mail to folders has never been easy on UNM email account.

Webmail has easy spam control. Everything else needs improvement.

I hate how the new UNM email puts all the new messages at the bottom. So inconvenient. Also, when the change happened, my entire address book was deleted.

One big issue is I knew how the old system worked; it had problems but I knew how to get around them. Now I'm trying to figure out the new system after I've already established it as my primary, reliable email.

I use gmail

I didn't mean to 'check' training and support as limitations, but can't seem to undo.

I really like Outlook better. Have not felt that GroupWise comes through and then I don't know why an email has not been received.

This is not the WebMail account

groupwise archives should last indefinitely. There have been several occasions that I looked for an archived email and was unable to locate it.

Gmail has got it down.

I primarily use Yahoo.

n/a

Webmail takes awhile to use. Not immediately intuitive and for a app that has not adverts it is very slow.

I know you are trying to say that Gmail doesn't have one on one support, but their online help is perfect. No one ever calls me for help with their iPhone or their Gmail. Hundreds have asked for help with their Groupwise, Webmail, etc.

I don't understand this question

These ratings are based on webmail

If webmail were a more user friendly platform with more features (like ones offered by gmail) I would consider using it as my primary email.

Scott Parker has been very helpful from ITS with Groupwise.
I have never found that I need personal 1x1 support.

I believe this question is unclear.

Why can I not control Spam?

Biggest weakness is that the email is not linked to my.unm, so even though I'm typing an email I get timed out. The email should save any unsent emails prior to the timeout to the drafts folder.

If you want to know how I Feel about this come talk to me ok! Jam_2122@hotmail.com I have A lot time to chat one-on-one

no readl sense of difference here

Interoperability/syncing sometimes I have problems, but not to often. Also, sometimes it delays to get the e-mails to my BB

not necessarily limitations- but not used, therefore I'm not sure about phone support, etc.

did not understand this question.

It won't let me uncheck these. The e-mail service is reliable. The only thing I don't like (and maybe there's an option to change this that I don't know about) is that it does not automatically save a copy of my outgoing mail to the sent folder.

WOULD LIKE BLACKBERRY SYNC BROUGHT BACK TO STAFF

SPAM CONTROL IS HORRIBLE. WE NEED A JUNK FOLDER!!!

N/A

I don't understand these questions

Don't understand all of these categories. I.E. training.

I really don't have an opinion about personal 1x1 support or phone support as I have tried them.

I only get 1 GB for UNM email and 7 GB for my personal Gmail account. To be fair, 1 GB is probably sufficient for most purposes. Mostly it is a matter of finding the time to clean it out periodically, which can be challenging.

The most significant limitation of GroupWise is that it is not intuitive.

MobileMe/.Mac Account

---

**Question 13**

How often do you use the following calendaring services for your UNM work/school?

**Levels Portal calendar**

![Levels Portal calendar chart](chart.png)

- use multiple times/day
- use daily
- use sometimes
- use infrequently
- don't use
## Frequency table

<table>
<thead>
<tr>
<th>Levels</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>use multiple times/day</td>
<td>138</td>
<td>138</td>
<td>3.57%</td>
<td>3.57%</td>
<td>3.71%</td>
<td>3.71%</td>
</tr>
<tr>
<td>use daily</td>
<td>101</td>
<td>239</td>
<td>2.61%</td>
<td>6.19%</td>
<td>2.72%</td>
<td>6.43%</td>
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<tr>
<td>use sometimes</td>
<td>371</td>
<td>610</td>
<td>9.6%</td>
<td>15.79%</td>
<td>9.98%</td>
<td>16.41%</td>
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<tr>
<td>use infrequently</td>
<td>236</td>
<td>846</td>
<td>6.11%</td>
<td>21.9%</td>
<td>6.35%</td>
<td>22.76%</td>
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<td>77.24%</td>
<td>100%</td>
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<td>Maximum:</td>
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</table>

## Levels GroupWise

![Bar chart showing frequency distribution of usage levels]

<table>
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<th>Levels</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>use multiple times/day</td>
<td>614</td>
<td>614</td>
<td>15.89%</td>
<td>15.89%</td>
<td>16.37%</td>
<td>16.37%</td>
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<tr>
<td>use daily</td>
<td>161</td>
<td>775</td>
<td>4.17%</td>
<td>20.06%</td>
<td>4.29%</td>
<td>20.66%</td>
</tr>
<tr>
<td>use sometimes</td>
<td>221</td>
<td>996</td>
<td>5.72%</td>
<td>25.78%</td>
<td>5.89%</td>
<td>26.55%</td>
</tr>
<tr>
<td>use infrequently</td>
<td>173</td>
<td>1169</td>
<td>4.48%</td>
<td>30.26%</td>
<td>4.61%</td>
<td>31.17%</td>
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<td>don't use</td>
<td>2582</td>
<td>3751</td>
<td>66.84%</td>
<td>97.1%</td>
<td>68.83%</td>
<td>100%</td>
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<td>100%</td>
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</tr>
<tr>
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<td>Variance:</td>
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</tr>
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</table>

## Levels Exchange calendar (usually via Outlook client)
Levels Google/Yahoo or other on-line calendar

Frequency table

<table>
<thead>
<tr>
<th>Levels</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
</thead>
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<tr>
<td>use multiple times/day</td>
<td>226</td>
<td>226</td>
<td>5.85%</td>
<td>5.85%</td>
<td>6.13%</td>
<td>6.13%</td>
</tr>
<tr>
<td>use daily</td>
<td>120</td>
<td>346</td>
<td>3.11%</td>
<td>8.96%</td>
<td>3.26%</td>
<td>9.39%</td>
</tr>
<tr>
<td>use sometimes</td>
<td>211</td>
<td>557</td>
<td>5.46%</td>
<td>14.42%</td>
<td>5.72%</td>
<td>15.11%</td>
</tr>
<tr>
<td>use infrequently</td>
<td>154</td>
<td>711</td>
<td>3.99%</td>
<td>18.41%</td>
<td>4.18%</td>
<td>19.29%</td>
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<tr>
<td>don't use</td>
<td>2975</td>
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<td>100%</td>
</tr>
<tr>
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<td>100%</td>
<td>-</td>
<td>-</td>
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<tr>
<td><strong>Average:</strong></td>
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</table>

Total answered: 3686

Levels Google/Yahoo or other on-line calendar
### Frequency table

<table>
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<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>use multiple times/day</td>
<td>467</td>
<td>467</td>
<td>12.09%</td>
<td>12.09%</td>
<td>12.67%</td>
<td>12.67%</td>
</tr>
<tr>
<td>use daily</td>
<td>250</td>
<td>717</td>
<td>6.47%</td>
<td>18.56%</td>
<td>6.78%</td>
<td>19.45%</td>
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<tr>
<td>use sometimes</td>
<td>464</td>
<td>1181</td>
<td>12.01%</td>
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<tr>
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<td>6.03%</td>
<td>36.6%</td>
<td>6.32%</td>
<td>38.35%</td>
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<tr>
<td>don't use</td>
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<td>95.44%</td>
<td>61.65%</td>
<td>100%</td>
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<td>100%</td>
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<tr>
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<td><strong>-</strong></td>
<td><strong>100%</strong></td>
<td><strong>-</strong></td>
</tr>
</tbody>
</table>

**Average:** 3.98  **Minimum:** 1  **Variance:** 2.15

**Median:** 5  **Maximum:** 5  **Std. deviation:** 1.47

### Levels My phone/handheld/ipod

![Frequency chart for phone/handheld/ipod usage]

### Levels My own paper calendar

![Frequency chart for paper calendar usage]
### Frequency Table

<table>
<thead>
<tr>
<th></th>
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<th></th>
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</thead>
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<td>use multiple times/day</td>
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<td>1058</td>
<td>27.39%</td>
<td>27.39%</td>
<td>28.49%</td>
<td>28.49%</td>
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<tr>
<td>use daily</td>
<td>738</td>
<td>1796</td>
<td>19.1%</td>
<td>46.49%</td>
<td>19.88%</td>
<td>48.37%</td>
</tr>
<tr>
<td>use sometimes</td>
<td>607</td>
<td>2403</td>
<td>15.71%</td>
<td>62.21%</td>
<td>16.35%</td>
<td>64.72%</td>
</tr>
<tr>
<td>use infrequently</td>
<td>193</td>
<td>2596</td>
<td>5%</td>
<td>67.2%</td>
<td>5%</td>
<td>69.92%</td>
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<tr>
<td>don't use</td>
<td>1117</td>
<td>3713</td>
<td>28.92%</td>
<td>96.12%</td>
<td>30.08%</td>
<td>100%</td>
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</tr>
<tr>
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<td><strong>3863</strong></td>
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<td>Maximum:</td>
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</tr>
</tbody>
</table>

### Levels WebCT Calendar

- **Use multiple times/day**: 1058 times
- **Use daily**: 738 times
- **Use sometimes**: 607 times
- **Use infrequently**: 193 times
- **Don't use**: 1117 times
- **Not answered**: 150 times

*Total answered: 3713*
### Levels Other UNM such as Advisor Track, WebCT

<table>
<thead>
<tr>
<th>Levels</th>
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**Average:** 4.19  
**Minimum:** 1  
**Variance:** 1.47  
**Median:** 5  
**Maximum:** 5  
**Std. deviation:** 1.21

Total answered: 3705

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### Frequency table

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</table>

**Average:** 4.55  
**Minimum:** 1  
**Variance:** 1.04  
**Median:** 5  
**Maximum:** 5  
**Std. deviation:** 1.02

Total answered: 3691

---

**Text input**

**Primarily use iCal**

**use iCal**

I sync my phone w/my Exchange calendar.

Because Outlook is not a primary e-mail program at UNM, the University has limited its functionality and support in terms of calendar and other features.
Sorry-I cannot get in to electronic calendaring....too cumbersome, no laptops so cannot access it in meetings but my trusty calendar book is always ready to go with me!

iCal
I just use the post it notes feature on 7.

Me.com also provides a calendar system which syncs seamlessly between my laptop, my phone, and a website so all three calendars I use are the same one.

I use a calendar system on my laptop multiple times a day.

My 'Exchange' is MobileMe
I tried to use the MyUNM groups calendar & never got it to work; sent in a request for help & was contacted & told they didn't know what was wrong - never heard anything else. I gave up & use a proxied Groupwise calendar, which is a hassle because it only allows access to people with salud accounts.

Use WebCT when an assignment is coming up.
The calendar on the email/web portal stinks. It is not user friendly and does not seem to work for the use I want it for (keeping track of class schedules and assignments due.)

For a digital calendar, I run Mozilla Sunbird
I like that GW can print nice calendars. I think that GW isn't too bad for calendering. It has features that I can't live without, especially finding open meeting times for groups of people and resources.
I use Google Calendar because it has far superior reminder capabilities compared to GW.

Calendaring - and syncing to handheld - is EXTREMELY important to me. Being able to access others' calendars on campus and to send/receive external appointments is VERY important.

google calendar synced to iphone.
I use Outlook, synced with Google Calendar's Exchange server.

Mulberry 4.0.8 now has a Clendar, but not sure how to tie it to groupwise.

It's all about syncing; if iCal can't sync it, I won't use it.

Google Calendar makes it easy to access from anywhere and synchronizes with my Android phone.

I use GW calendar only because we are REQUIRED to use it at my job

I continue to keep a paper calendar and/or place UNM events in my Gmail account since GW is so unstable and has no reminders--pop-ups or email!

not enrolled in any classes, so don't have any data in a WebCT calendar.

My phone automatically syncs with Google calendar which I use for activities, classes, and work - I use the paper calendar for homework mostly because the faculty doesn't allow for electronic devices in class

Would love to use groupwise on iPod.
I lost my ability to synch my Palm Pilot when Group wise came in. This is a continuing problem.

Love the Outlook calendar. Find it very useful and intuitive.

Use a shared xls document for our center's scheduling.

Apparently a lot of helps out there that I don't know about! More help to find these things needed for non-techie staff.

Limitations on exhange calendar and groupwise calendar sync
I would like to be able to upload my work calendar (GroupWise) into my personal calendar (Google) although I don't want to do the reverse. Neither has this function. However, Google advertises that they sync with Outlook.

is exchange even available to use?
I use my own iCal app for Mac very frequently, which syncs with my iPod touch and also works well with Gmail.

Please switch to Google Calendar for institutions! The Novell clients are slow, difficult to use, and unreliable.

Groupwise calendar is very cumbersome which is why I rarely use it.

Outlook calendaring is so much easier!

The one rule of calendaring: Only use one calendar.

UNMH uses www.amion.com as a significant resource.

Sometimes groupwise calendar looses my appointments and will show up after the fact.

I find the GroupWise calendar very limiting and frustrating compared to the ease of use of Outlook.

FWIW, I use a 'Droid

I would use an exchange calendar or Google calendar if it was easier to get some of these products to sync with my GroupWise calendar, which is the primary calendar I use.

I am able to schedule appointments a year in advance, for conferencing, test administration, weekly rotations. Even on 2-3 calendars using Groupwise. It's all you really need.

I primarily use Emacs-based calendaring. This is my "paper calendar".

I sync my groupwise calendar with my personal google calendar so it syncs back to my phone (via gsync) and and get text message notifications/reminders. (I had to hack with groupwise a little to get it to work and it only works in one direction.)

the unm calendars are unintegrated and difficult to find. They are also often not updated as far as I can tell, or available but completely unused so that they have no dates on them.

I also use SharePoint for calendaring. It would be most ideal if my email calendar would sync with SharePoint. If we had Exchange, it would sync well, and my team would know when I am not available, and people that are trying to schedule me would also see when I am busy with projects.

very important to me to have my GroupWise calendar synced to my blackberry, this currently works very well

The GW calendar feature allows me to check availability of colleagues, which is vital. Alos, in the library we use it for booking our various classrooms and facilities, which is essential.

In fact, I would love to have a good online calendar accessible on the net - I just have never tried one properly.

I use iCal

Not needed for part-time faculty

Am not aware of some of these being available

Law enjoys the use of proprietary course management software similar to WebCT but that is designed specifically for legal education. I use its calendaring feature usually daily.

Only use Groupwise for the calendar because it can be shared.

It would be great to have the patient scheduling program sync with the calendar program so that we could eliminate multiple calendars.

I use ical on my desktop

GroupWise is the worst excuse for an email client in existence. I just can't say enough bad things about GroupWise. The university is getting cheated out of the license fees it pays for provide this terrible piece of garbage email system.

I am not an early adopter. I assume that I will need to get to a completely electronic calender and that I will eventually pay for a phone that has internet access. But I hear people's complaints and I'll wait till the syncing bugs are fewer.

I am not sure what you mean by a calanaring service. If you mean some sort of automated sheduler, I've never used one. I use a PDA (from PALM) that has no connectivity.
I use the calendar on my Mac desktop.

I can't seem to change a time of an appointment on this calendar. I have to delete it and add it back in if the time changes -- or if I need to change any part of the appointment.

¡Cal rules!

Recommend appointmentQuest.com for online

Again, lack of training and awareness is my problem.

I wish everything was as efficient as Google Calendar.

Managing Calendar and Email with the same application for me is like asking the USPS to keep track of my calendar.

I only use GroupWise because it's the UNM standard

Google Calendar is the same calendar as used by Android systems, so handheld=Google Calendar.

I use the WebCT calendar during my online course.

moving to using groupwise calendar

will likely be using webct calendar in the future, for online teaching.

I use the calendar on my computer.

I am not familiar with any of these online calendars.

Covey binder

Not familiar with many calendaring services. Would love to have a synced calendar with groupwise/gmail/phone and or ipod... may already be possible, but not sure.

I have a personal electronic calendar also.

I use Outlook's calendar

Also use syllabi, either on paper or online

does portal calander sync with mac? nevertried, never had to

It is hard to use the UNM.EDU calendar because I just directly long on to webmail.unm.edu instead of using myunm.edu

Would love to use something that would sync all

The UNM and WebCT calendar is completely dysfunctional.

Going day by day means I don't have many long term plans to keep track of.

Not worth using, as it requires more work to set up than it returns in value.

I use an electronic calendar on my laptop.

I like to have a hard cope to cary with me of my schedule. It is also wise to keep a back up of calender appointments online as well for easy access.

Web CT should automatically put assignments due and tests on the calender as most instructors don't take the time to fill out the calender.

I was not aware of the other calendars available through UNM

Last 2 items are redundant, so I just completed one of them (WebCT)

I have my own desktop calendar that sits right on top of my background on my laptop. It works flawlessly. UNM email doesn't need a service like that when there are numerous other that are able to do it far more efficiently.

I use a laptop

Contrary to appearances, my responses to the items in Q13 do not indicate that I am technologically illiterate or technologically incompetent. I'm not a Luddite either. I just find it easiest to carry my paper calendar in my bag and never have to worry about accessing it, no matter what.
UNM calendar has things that say over due from two years ago and I have not a clue how to delete them
dont trust enough to waste time to use.
I keep a handwritten (up-to-date agenda) as well as digital reminders here and there. But if there is a strong advantage to switching to fully digital calandering, I might consider doing so.
I ask people what day it is and respond accordingly.
I most often just use a notepad saved on my computer to keep track of what needs to be done.
I use iCal on my Mac. Most of all.
I do not know how to use many features on UNM email.
you're not gonna believe this, but I use a thing called paper, which has an associated device called a "Pen" which makes marks and records the events in "book" which is organized by date and which I can carry around even into places where it would be inappropriate to use a cell phone.
I mainly use my UNM 2009-2010 Planner as well
I don't like the current e-mail format changes, I like the old one. It deleted ALL of my address books.
Would be nice to have WebCT calendar sync to smartphone.
again, before access was denied my handheld was synced to my calendar
It's sweet that UNM provides calendars, but they are confusing to use. I prefer Google or my cell phone calendar or my notepad.
c
Paper calendar = planner
I actually have my phone work with my google calendar.
The UNM student, portal calender is another worthless invention. Much like the square wheel.
I tend to use calendar services that are resident on my laptop. I don't trust my calendar and other personal information to third party storage when I can avoid it.
I didn't even know most of the ones UNM offers.
Because of the inperior feature of UNM mail, I do not use other service.
Calenders are great to use, but I wish the teachers would utilize the WebCT calenders more often.
Emacs org-mode.
My iPod calendar syncs with iCal on my mac.
I use ical for mac, google calendar, and the cal app on my iphone. all are synced and also sync with omnifocus
Groupwise will not sync with my other calendars.
I sync all my calendars through google. I also maintain a public calendar that I have posted on my webpage (again through google)
I also use desktop calendar clients that support syncing with Google and my mobile devices
Phone, Thunderbird, and Google calendar all sync.
I use Meeting Maker Calendar
I use my Macintosh's internal calendar and transmit info to it.
Exchange = iCal on OS X
I use iCal on my Mac to handle my regular schedule.
Some times I can not get website ,so the portable calendar is the most common one I CHOOSE.

Groupwise calendar busy & search features don't work on my MAC.

iCal

Manage calendar with my iCal which syncs with my iphone and MobileMe account.

I use iCal in Mac some -- and am in the process of trying out Google aps, like the calendar. If I could get my various calendars to sync reliably, I would use a digital calendar daily, the paper calendar much less.

iCal on my Mac

Google=Android phone and http

I mostly keep track of everything by checking in frequently.

I mainly use outlook 2007 from my home desktop for my calendar I would be interested in a more mobile option if one met my needs. can't say i have really looked into it though

I use a desktop calendar. It would be convenient to have access to GroupWise for students.

I use WebCT frequently.

If webmail could link it's calendar to my iPhone automatically, or even after syncing to my home computer, that'd be great. Otherwise, it's easier just to use my iPhone calendar.

I don't use Groupwise or its Busy Search because GW is so often down and therefore totally unreliable.

Do not use a calendar on my phone, but on my computer (not online, but a personal made one on Open Office Spreadsheet)

I use the calender on my phone and the one provided by apple

It's most important for calendaring applications to have something that's readily available at hand at all times.

I know, I know, I'm the last person in the world who uses a paper calendar...I would like to use an online calendar, but access is an issue since I don't want to pay to have email on my phone.

I normally remember what I need to without using other services.

I run my own server. I run my own calendar system there.

Groupwise Calendars don't sync with Android OS for mobile devices. This would be a helpful tool if GW Calendars synced with Google.

I actually use my Mac laptop desktop calendar the most

Ever hear of your Brian

iCal with me.com syncs my calendars across my 3 macs and iPhone

Primarily use Google calendar from my desktop, laptop, and phone, and WebCT to see dates posted by instructor for an online class.

I cannot edit the portal calendar from home so it is not practical. It also only lists the classes I took in the past at Main and not the classes I currently teach at UNM-Valencia.

I don't use unm much but I would love ti use it if it was user friendly.

Again, having the capability of syncing my GroupWise calendar to my iPhone would be ideal. I do not want to keep multiple calendars just so I can sync them.

N/A

Lack of ability of Groupwise calendar to sync with iphone is serious problem.

I was unaware of the benefits of webct or vista, they both seem to have limited functions and they are more of a hassel.
I use paper calendars because UNM websites are normally done on the weekends. At the inability to access a computerized calendar from an other provider is not a service I utilize with my cell phone.

I am planning to transition into using the groupwise calendar soon.

Calendars are for weaklings with bad memories. Stop coddling them and let the bastards fail.

I am at UNM-LA. I was assigned a user id and that was it. No training was ever given on how to use any of the computer services, so I don't use them.

because I have been told that UNM doesn't support handheld devices (currently Palm) and I have had a lot of trouble with this, I have been reduced to relying on paper + the handheld...hope this can be corrected soon

I use iCal which came with my Macbook Pro. (not online)

I would really like to use the exchange calendar but it works very poorly for mac

I use my outlook calendar at my work (CNM)

'There's an app for that.'

The functionality of the web based client is not optimal.

Groupwise access is too unreliable for me to want to move any calendaring options onto it. I have enough problems trying to log onto groupwise and having messages disappear to want to use it for anything else. gw is highly unreliable.

I use iCal on my MacBook.

I am a Mac user and use iCal daily

ical on the mac primarily

I mostly use the calendar for checking school holidays.

I'm still afraid of the whole system falling apart when i need it most (terrorism, global problems, etc. I want to KEEP my information.

I have a calendar software (ical) on my laptop.

WebCT? Seriously, this is 1990’s tech and isn't interoperable with anything else.

Google calendar is another feature in Gmail that would be of great use for UNM.

I use iCal on Mac OS

I rely mainly on iCal on the Mac.

Palm platform

My use of any of the above calendars is because I am personally limited to desktop access and not something more portable.

Apple ical

I want the BES back, not having this makes my job more difficult.

If you want do some calendar, it is better to have a feature that can import google calendar like that. Otherwise, it is difficult for me to totally transfer from google to another one.

Don't have portable devices available to me; no laptop or netbook, phone. Tethered to an office for those functions.

paper agendas are the way to go.

Google calendar can sync with my Mac iCalendar.

I use WebCT, but not the calendar service.

don't have internet of my own can't use when I would like

Mostly I write things on pieces of paper or just remember dates. Digital calenders are unwieldy and unnecessary.

Other calendar software, mainly iCal on Mac
The integration with Google’s calendar allows for flexibility with devices.

Most instructors do not put assignments onto the webct calendar because items are turned in in class.

Google Calendar just announced their own version of Busy Search, so there.

Setting up group meetings in GW is cumbersome. When inviting others to meetings, or accepting meetings from others, I'd like to be able to edit the meeting to add notes after the meeting is set.

It would be nice if the UNM Webmail offered a calendar feature that could be shared with other users making meetings and group projects easier to schedule.

getting introduced to advisor track

If you want to know how I Feel about this come talk to me ok! Jam_2122@hotmail.com I have A lot time to chat one-on-one

i use ical

N/A

Groupwise syncing problems are the reason I do not use the GW calendar often

Question 14
How satisfied are you with these services?

Levels Portal calendar

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Total answered: 3681
Levels GroupWise

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Levels Exchange calendar (usually via Outlook client)
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<td><strong>Average:</strong></td>
<td>4.42</td>
<td></td>
<td></td>
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### Levels Google/Yahoo or other on-line calendar

![Frequency Table Graph](Image)

### Frequency table

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<tr>
<th>Levels</th>
<th>Absolute frequency</th>
<th>Cumulative absolute frequency</th>
<th>Relative frequency</th>
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<th>Adjusted relative frequency</th>
<th>Cumulative adjusted relative frequency</th>
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<td>100%</td>
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<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
</tr>
<tr>
<td><strong>Average:</strong></td>
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<td>5</td>
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<td></td>
</tr>
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</table>

### Levels My phone/handheld/ipod

![Frequency Table Graph](Image)
## Frequency table

<table>
<thead>
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<th>Levels</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
</thead>
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<td>28.83%</td>
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<tr>
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<td>3.26%</td>
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<tr>
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<td>36.14%</td>
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<td>100%</td>
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<td><strong>-</strong></td>
<td><strong>100%</strong></td>
<td><strong>-</strong></td>
</tr>
<tr>
<td><strong>Average:</strong></td>
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<td></td>
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<td><strong>Variance:</strong></td>
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<tr>
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<td><strong>2</strong></td>
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<td><strong>5</strong></td>
<td><strong>Std. deviation:</strong></td>
<td><strong>1.72</strong></td>
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Total answered: 3680

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**Levels My own paper calendar**
## Frequency Table

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<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
</thead>
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<td>30.62%</td>
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<td>31.98%</td>
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<tr>
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<td>31.74%</td>
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</tr>
<tr>
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<td>100%</td>
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<td>-</td>
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<tr>
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<td>-</td>
<td><strong>100%</strong></td>
<td>-</td>
<td>-</td>
<td>-</td>
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</tbody>
</table>

Average: 2.65
Minimum: 1
Variance: 2.72
Median: 2
Maximum: 5
Std. deviation: 1.65

Total answered: 3699

## Levels WebCT calendar

### Frequency Table

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<th>Relative frequency</th>
<th>Cum. relative frequency</th>
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<tr>
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<td>5.65%</td>
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<td>100%</td>
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<td>184</td>
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<td>100%</td>
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<td>-</td>
<td><strong>100%</strong></td>
<td>-</td>
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<td>-</td>
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</table>

Average: 3.96
Minimum: 1
Variance: 2.08
Median: 5
Maximum: 5
Std. deviation: 1.44

Total answered: 3679

## Levels Other UNM such as Advisor Track, WebCT
WebCT calendar interface very clunky, slow to add entries

I use Google calendar for personal accounts and like it. Synch is the only real issue for the phone calendar.

satisfied with iCal. it meets my needs and has multiple calendars which i like. i don't wish to make my calendar public, but it would be nice to be able to access on multiple computers/devices and have reminders on those other devices.

I would use the Groupwise calendar more extensively if it were more intuitive, in fact, more similar to the Outlook calendar.

I use different calendars for different purposes. It is unlikely that I could get the same functionality from one that I get from an intelligent combination of three.

Windows OS phone syncing with Exchange

I would prefer using Outlook as the only program and not having to shift to Groupwise for my calendar.

I will attend Lobo Track training next week and hope to learn about calendar features.

My ‘Exchange’ is MobileMe

I'm happy with my paper calendar - but I need an on-line system that can be shared for scheduling!

Groupwise is functional enough to manage, but it is nowhere near as effective or as compatible as Outlook for my purposes.

the outlook calendar seems to be fine

Blackberry calendar has trouble keeping synchronized with GroupWise

Google calendar works perfectly for my needs; having to copy over meetings from groupwise is irritating.
Limitation is that not everyone uses it or keeps it up to date and limits scheduling meetings.

I used to be able to synch my home calendar (Outlook) with my work calendar. I have been unable to do that since Groupwise became our department's provider of email and calendar services.

I use a paper calendar to keep a back up record of my chair's calendar as GW has a tendancy to crash at the wrong time.

Individually, they are fine, but its when we get to integrating all the calendars where the trouble starts.

Limitations on exchange calendar and groupwise calendar sync

I would like to be able to upload my work calendar (GroupWise) into my personal calendar (Google) although I don't want to do the reverse. Neither has this function. However, Google advertises that they sync with Outlook. I would like to have one master online calendar that the company could not poke their nosy noses into.

Outlook is easier and more intuitive.

again, if exhange is avaiilble to school of medicine faculty I would love to know about it.

recurrent dates difficult to formulate

Please switch to Google Calendar for institutions! The Novell clients are slow, difficult to use, and unreliable.

I hate having to use my paper calendar (daily planner) it's bulky - but it's my only other option.

Again unable to sync calendar with palm os through groupwise...also other calendar programs like gmail much easier to use and read.

Not currently taing classes but when I do I want as many options as possible to send and receive information with Web CT and e-mail

When you use Google Calendar (and you're a student, not staff that needs to use Groupwise, etc.), there isn't really any reason to update information on a UNM calendar system.

I would be much more satisfied with my handheld if I could get it to sync with the GroupWise calendar.

I LOVE the GroupWise calendar. Now, if I could get it to sync with my IPod Touch, I'd be very, very, very happy. The one drawback, which is MAJOR, is that it is also archived...this is not appropriate.

Use of paper calendar is to print out my daily routine for posting outside my door, I get this printed from GroupWise. It's really all need.

Groupwise is not the best, but it does function. Cost benefit analysis of moving to something else would be recommended.

Phone calendar would be better if sync'd with all options.

GroupWise doesn't even let you edit events - extremely critical and basic function in my job.

I can't get it on my blackberry anymore and it is important tool for work.

GroupWise is good, don't take it away.

Don't know of a way to get calendar reminders to come up on groupwise. A needed feature, which causes me to miss appts.

we are not allowed to share our outlook calendar because of the network restrictions set by it.
Never seems to work the way I think it will. For instance, I had schedule a series of meetings with 10 people and needed to cancel all of them, so I deleted from my calendar and said yes to delete them all. It only deleted from my calendar and did not even ask if I wanted it deleted from others. This made everyone including the meeting room have to manually delete these meetings themselves. It should have been automatic and I can swear at other times it has been. Also, when I've moved meetings in the past, it doesn't remove the prior scheduled time/date so it looks like a duplicate meeting; then when I've deleted the first meeting it deletes the first and the rescheduled meeting too, so I have had to start all over to set the meeting. I can go on and on about all the problems, limitations, and lack of capabilities GroupWise has for calendar management.

iCal is fine

Not needed for part time faculty

The GroupWise calendar is a good system and works well, but my dissatisfaction is due to not being able to use my electronic device any longer and we had not notification that this support was going to stop. These devices are not inexpensive so a "heads up" would have been nice before I went out and purchased devices only to find out that they are no longer supported or that it would cost a ridiculous amount of money to use each month if I wanted to take advantage of the ability to receive emails, etc from work. My paper system works, but it labor intensive and costs more time to maintain.

Law enjoys the use of proprietary course management software similar to WebCT but that is designed specifically for legal education. I am very satisfied with its calendaring feature.

We need one reliable service which can sync with multiple platforms.

I mainly use a palm pilot. I've held off on getting newer technology because I'd like something that would sink with work and personal software so I could have everything in one place.

Wish more training was available for managing GW calendars for executives.

I cannot sync Groupwise calendar to iPhone without some convoluted method, like going through gmail (unless something new has come out in the last few months)

GroupWise is the worst excuse for an email client in existence. I just can't say enough bad things about GroupWise. The university is getting cheated out of the license fees it pays for provide this terrible piece of garbage email system.

I currently use a Blackberry since this is the only platform that is supported with Groupwise calendar. In the past, I was NOT able to use a Palm OS or Windows Mobile OS to synch my calendar, in spite of herculean efforts with IT support folks.

Multiple calendars lead to problems. The SOM is trying to have the students look at only one calendar so faculty only have to make changes in one place. Personally, I keep a paper calendar because it lets me see a whole year at a time. It also lets me associate notes with meetings in a manner that, primitive as it may be, I know I can safely archive.

iCal rules!

Recommend appointmentQuest.com for online

Groupwise calendar is not horrible but not great, either. I just use it because I have to. Still, I synch it with Google calendar so I can have stuff on my smartphone, etc. I just think Groupwise is a complete waste and I don't like having to use it.

Have not used the Outlook calendar as a shared calendar because we also have an NMTR Intranet site and it has a shared calendar (Sharepoint) on it-mostly for abstractors, but we could use if needed.

Being aware of the possibilities would make a positive difference in my world.

I want my Groupwise calendar to sync with google calendar so it can dump to my Android phone (along with my personal calendar data), but I can't figure it out.

Wish we could have everyone use email calendar--makes it easier to find times for meetings.

Groupwise does not work with firms outside of UNM

Just starting to use GroupWise
There are too many difficulties and problems with syncing Groupwise to blackberries. Departments are not all willing to pay for enterprise server allotments when the phones are not department paid, yet this is the way individuals are expected to maintain information -- whether personal or work related.

satisfied but not happy with it.

I would like WebCT to be compatible with more browsers. I like to use Opera browser and the incompatibility bothers me as it is the only browser I find lightweight and convenient enough to use everywhere.

Would be better if all class schedules on WebCT were consolidated into one calendar rather than a different calendar for each month

Groupwise does not sync with anything except a blackberry. This is unacceptable

Haven't tried the Advisor Track because it's probably full of as many lies as before.

The calendar features are very confusing. Should be more "user friendly."

Is advisor track new? I use(d) Itel to keep on track.

The Groupwise calendar is not user friendly. I would prefer that everyone at UNMH/UNM use Outlook. Outlook has features that Groupwise does not have. I would be VERY supportive of switching to Outlook!

don't know what Groupwise is

WebCT gives an easy to read service of what is due and when.

Most of the upcoming assignments that are due for classes do not come up in the WebCT calendar.

I want to keep everything in one place, but find that difficult...

I would LOVE to have Groupwise sync with my blackberry if I could afford enterprise

n/a

I only use the WebCT calendar when I teach an online course.

I want to get rid of all my electronics and live in the forest.

Wish I knew how to use Groupwise, or outlook

I have a Blackberry because it is the only system that UNM supports for email and calendar synch. I really would prefer another OS, but can't...

WebCT frustrates me at times

The Portal Calendar is also clunky and not intuitive.

g.w. for macintosh very limited

I use medcat calendar for my client schedule on a daily basis and I'm very satisfied as on some days my schedule may change at the last minute.

iCal works well for me.

Very confusing

The people at AT&T don't even know how to work my iPhone with the UNM email.

Nothing beats a good old fashion paper calendar or daily planner. these should be distributed to students annually.

Again, Groupwise on a Mac is terrible.

Sometimes the google calendar can get really messy, but the one on my phone synchs itself with the Google one and gives me unobtrusive alerts.

it would be nice if Groupwise were more functional from winters at UH

the WebCT calendar is slow and cumbersome to use compared to the iPhone/Mac OS calendar
I have to log in to a different portal to view WebCT and WebCT doesn't notify me via my unm email account when updates are posted. Since updates from my instructors are infrequent, I often miss them.

I don't like the current e-mail format changes, I like the old one. It deleted ALL of my address books.

the reason we were told that access was removed was not satisfactory...."a lawsuit back east that occurred many years ago..."

c

I keep calendar task in my phone because it is always accessible.

There are too many other easier options than using the UNM provided calendars

I have a problem keeping all my calendars synced. Especially because of the PC/MAC issue.

WebCT has MANY issues... the calendar is one of them.

The fact that there are so many places to look for emails and events is incredibly aggravating. WebCT is, by far, the worst as I rarely need to use it (so I miss events) and it uses popups (which are either blocked, pop behind, or steal focus).

You should have webCT sink with a students Portal Calendar OR completely get ride or redo the Portal Calendar.

Is there a way to link up our syllibs assignment from our classes and link due dates on a monthly shedual as an actual page that we don't have to look for or push something to open to see.

Wish teachers would input more of their due dates and data into the calendars from WebCT.

Basically, if I don't have to login to my.unm, I don't; it's an added step that I don't need unless the instructor ONLY uses one of the services, which then forces me to use it.

I want just one calendar... Having a different one on my mac, one on google, one on webct, etc is a royal pain...

syncing to wifi handheld is a must!

Phone, iPod, and iCal all sync together

iCal works great.

I like portable calendat.

I use google and Sync

On-line calendar emails me reminders, but I don't look at it directly on a daily basis.

Gmail & Yahoo work OK, but I am concerned about security vulnerability. And I hate the idea of Google using my info.

Had outlook at Pres, it sucked, many outages

As I noted above, I'm experimenting with calendars, so my comments here are not likely very useful.

groupwise calendar sux

Cannot sync groupwise calendar with my palm, main limitation of system

When Outlook and my PDA are sync'd things are good. When I have to interface with webmail or groupwise or use a connector from Outlook to something --- it seriously wastes my time at work.

no 'neither satisfied nor dissatisfied'

I tried to use the UNM portal calendar once and got pretty frustrated so hence, do not use it.

The calender entry is different if I login in at gw.unm.edu versus the calender entry from the icon link on my desktop. They should be the same. I prefer the entry from the website.

None of the solutions works perfectly or does absolutely everything that I want.
When you guys shut down or are having issues, your system can't help me keep track so I use my own system, it's more reliable and I can access it anytime.

I use mac's iCal

I don't use calendar services enough to form much of an opinion, but I know I need to find something to improve my system.

I use Mac iCal

N/A

The amount of downtime with WebCT makes it harder to use.

When I used GroupWise calendar, others were able to access my calendar and change things without my permission.

WebCT calendar (generated by professor) tends to be inaccurate.

ibid

Get rid of GroupWise

I'm a visual person, so I like to draw on my calendars...

Sync'ing GW to a phone is difficult so I don't do it.

When somebody sends me an email to my groupwise, account that I don't check daily, I don't receive them in my unm.edu account as well, people think I did, and sometimes this is not beneficial to me.

I wish I knew more about the services you refer to

I don't have any problem with GroupWise or Gmail.

problem is no communication between phone/handheld and groupwise - due to restrictions for hourly employees at hospital

I don't rely on most of these

I use a proprietary calendaring system developed by my organization within UNM for scheduling shared resources. It works well.

although my sociology class should offer more on web ct

My good old Day-Timer never crashes and my history doesn't get lost in archiving :) need training

See above comments on setting calendar reminders/alerts.

They're calendars. I only need them to do one thing.

The GroupWise 8 Calendar rocks!

We need more education about different calendars that the school provides. I'm a phd student and i'm not even aware of most of them!!!

n/a

At times the WebCT calendar is confusing to look at. It should be more colorful and simpler.

I would like all webct callenders to be able to sync with my google calender, it puts all of my scheduling in one place and one calender.

The WebCT calendar is not easy to navigate, add to and modify. It is only useful for keeping track of assignments if professors make an entry.

getting introduced to advisor track

If you want to know how I Feel about this come talk to me ok! Jam_2122@hotmail.com I have A lot time to chat one-on-one

My paper calendar sometimes I forget to check it.

I haven't figured out how to avoid, when I enter a new item on the calendar, the end date flipping to the next day automatically. I have to change it back each time.
None of my teachers ever fill out the Calenders on WebCT.

If all of my professors don't use them except 1, then why use. Especially if other students don't.

N/A

I have had some frustrations with GroupWise calendar, for instance adding a person to a meeting or changing some other meeting detail requires canceling/resending the entire appointment. Setting up recurring tasks is not very intuitive, and the fact that it sends multiple emails for recurring appointments is frustrating. On the positive side, having the busy search is very helpful when scheduling meetings; I like being able to establish my normal working schedule; and the multi-user view is nice. The integrated tasks list is very poor feature-wise. Would love to have better task/to do list planning and management abilities.

**Question 15**

How often do you use the following devices to access your primary calendar:

**Levels iphone/wireless ipod**

<table>
<thead>
<tr>
<th>Frequency table</th>
</tr>
</thead>
<tbody>
<tr>
<td>Levels</td>
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</tr>
<tr>
<td>use daily</td>
</tr>
<tr>
<td>use sometimes</td>
</tr>
<tr>
<td>use infrequently</td>
</tr>
<tr>
<td>don't use</td>
</tr>
<tr>
<td>Not answered:</td>
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<tr>
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</table>

**Average:** 4.08  **Minimum:** 1  **Variance:** 2.27  **Median:** 5  **Maximum:** 5  **Std. deviation:** 1.51

**Total answered:** 3631

**Levels other cell phone/handheld**
### Frequency Table

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Total answered: 3655

### Levels laptop/netbook

- use multiple times/day
- use daily
- use sometimes
- use infrequently
- don't use
### Frequency Table

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**Total answered: 3708**

### Levels desktop

![Bar chart showing frequency distribution of levels of desktop use]

### Frequency Table

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</tbody>
</table>

**Total answered: 3704**

### Text Input

I would like to be able to access a calendar from my smartphone (Android phone).

Not applicable to paper calendar use.

.... although I wish that I had an electronic calendar that was portable!

just me eyeballs
I check my account online frequently at a distance from my desk. Having web access is very important.

In addition to desktop at work, when home evenings and weekends use my personal notebook and or desktop to keep up with work email because Android phone can't access GroupWise.

If only I could use my IPod Touch to access GroupWise, I'd be very happy.

At this point, I manually sync my phone with what I have in Groupwise to remind me of upcoming appointments, but at some point, I will need to Groupwise to Sync with the Blackberry Phone systems.

I carry my paper-copy planner with me all the time and access it without technology.

I use GroupWise web access on my iPhone.

I want to win the iPad.

critical to me to have one calendar, accessible from multiple devices

Groupwise calendar does not sync with iphone; to get calendar you have to go to GW web client which means it doesn't get used

Would use a reliable, easy-to-use method

Since I use "At A Glance" paper calendar, this question to me is moot. Even if I did, I will not be able to access my IT calendar from off-campus, according to my colleagues at UNM Gallup campus.

I want to use my iphone but cannot access groupwise calendar through it

GroupWise is the worst excuse for an email client in existence. I just can't say enough bad things about GroupWise. The university is getting cheated out of the license fees it pays for provide this terrible piece of garbage email system.

also network terminals in clinic/hospitals- and it is very burdensome

as noted above, i'd use the portable iphone if I had one -- more often than the laptop

Seek knowledge and training.

Blackberry is very useful

Blackberry

Use a smartphone...why is it listed as a cell phone/handheld? Why does it have to be a MAC product (iphone/wireless ipod)

GW does not play well with my VZW EnvTouch phone service

cell phones are very different than smartphones

mac at home

I personally use an agenda to keep track of scheduling instead of an electronic device

I use my phone's calendar because it is very convenient.

Calendar function is probably top in my list of unused applications.

The main computers are easier to read when using WebCT. Handhelds prove more of a hassle then a help.

sucka I just aks people what day it is. how many times do I have to tell you.

no server to push calender to iphone. grrrrrrrr!!!!!!!!

It kills me that the hospital took away my ability to receive emails from groupwise on my blackberry in real time. I paid my $60 enterprise server license fee, no refund, and no email. I should be able to sign an agreement stating I will not ask for pay for my time spent reading email away from work. I am so inefficient because of this.

paper calnedar

But havent been able to access webmail/calendar for several days
It deleted ALL of my address books.

would use it if I could!!

c
Paper calendar

t paperback primary

I don't have a desktop

Daily during class when receiving assignments.

Groupwise is my primary calendar. I cannot access it on my iphone without login in via the online groupwise portal (which does not work most of the time on my phone). This is very frustrating.

Don't own a laptop

Primary calendar is a planner notebook.

MAC iCal

I choose the laptop first since I do not need to charge them all time.

Can't get a reliable calendar push to my iphone. My productivity would increase significantly if I could get real-time calendar updates...or even read my static calendar directly from groupwise. gw.unm.edu is a reasonable workaround, but it does not offer me the functionality that I would like.

I carry a book with me at all times that has my calendar information.

I rely mostly on paper calendar.

My work schedule and calendar changes so fast and so often the only way I can keep up with it is on my PDA Smartphone. So, the PDA is primary but because the Outlook - Groupwise connector is so screwed up, I have to hand enter the info back onto my desktop/laptop when I get back to the office and attempt to work from a real computer.

Primary calendar is paper--not addressed here

this question assumes that student uses electronic/online calendar

I receive unm email on the iphone so i have instant access

I use my phone all the time to set appointments now.

I would use my Calendar on my handheld device if possible.

I would use my Iphone to access my primary calendar if I could do so without having to use the web interface, which is very awkward and inefficient.

N/A

I use the desktop on a daily basis

don't understand how to use the calendar - it isn't user friendly

handheld not supported by UNM

I would use a wireless handheld/iphone if I had one with connectivity.

ibid

Syncing calendar to cell phone is tricky and can hose on you.

paper calendars are more reliable, I can write down what I have due, or have planned for that day and then look at it in the morning. There is no need to access it online or go onto my computer to access it.

my primary calendar is on paper.

I don't use a calendar on the computer. I didn't even know they had one.

see above. use groupwise calendar all day long and use handheld calendar also - would like both to sync but not allowed due to restrictions for hourly employees at hospital
Primary calendar is a paper calendar
need training

My primary calendar hangs off the refrigerator, and I don't even use it that often.
I am not on the internet, as I was once hacked and ceased its use. I use public computers at the library and senior center.

n/a

If you want to know how I feel about this come talk to me ok! Jam_2122@hotmail.com I have a lot time to chat one-on-one
don't have a iphone or desktop only laptop.
I also use the Lobo planner to help with my schedule and keeping my information organized.

N/A

The desktop I use is a unm computer.

I don't currently use my iphone/other handheld to access my work calendar very often, but I think this is an important feature to support.

**Question 16**
How important is calendaring/ scheduling of people and resources with the following:

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<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
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<td>79.72%</td>
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<tr>
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<td>712</td>
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**Total answered: 3704**

**Frequency table**

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**Sum:** 3863

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**Sum:** 3863

**Average:** 2.2

**Minimum:** 1

**Variance:** 2.23

**Median:** 2

**Maximum:** 5

**Std. deviation:** 1.49
Levels staff

![Bar chart showing frequency distribution]

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Sum: 3863

Average: 2.3
Median: 2
Minimum: 1
Maximum: 5
Variance: 2.25
Std. deviation: 1.5

Total answered: 3696

Levels student

![Bar chart showing frequency distribution]

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Average: 2.3
Median: 2
Minimum: 1
Maximum: 5
Variance: 2.25
Std. deviation: 1.5

Total answered: 3696
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Total answered: 3692

### Levels colleagues at other institutions

### Frequency Table

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Total answered: 3668

### Levels community members
Meetings rooms and equipment (projectors, laptops, etc) are a necessity anymore.

We don't use in my department. We schedule based on email conversations.

Duplicate question to #2

I use an internal faculty listserve to schedule faculty!!

See my comment in question 2.

Community members meaning business partners to conduct business with the University of New Mexico such as consultants, vendors, state institutions etc.

Again, paper calendaring does not lend itself to this question, but an accurate calendar is very important to me.

This question is confusing.

While I like Thunderbird, I wish it had a calendaring feature.

I like doing things the old fashioned way--one on one voice contact. Email round robins also work well for scheduling.

Nobody else uses the outlook calendar to make appointments. I usually just create appts. for my own organization purposes.

Room calendars at the law school aren't exposed at all, if they were, they'd be in the "critically important" category.

I am a Virtual Librarian so I enter act with all of these folks.

Don't know students scheduled are student employees only.

What's a community member?
Schedule appts. of research study volunteers on a shared xls document.

Because of syncing problems and inability to access GroupWise with Android smart phone, I do not use GroupWise calendar at all, must communicate in person then manually enter in Google or in phone

Outlook is easier!

I need a class on what it is and how it could help me.

When scheduling meetings with others, times are set via email, no calendaring system is used. I will enter on my own calendar that I have a meeting with someone, but I don't "invite" them to the meeting or schedule with them on an online calendar.

Again, I am able to schedule appointments a year in advance, for conferencing, test administration, weekly rotations. Even on 2-3 calendars using Groupwise. It's all you really need.

There are calendar standards where you can attach meetings to an email. This is an ideal situation for me.

I don't use software to do this.

Vendors and other contacts, electronic newsletters, prof. org communications, etc.

Many refuse to use the calendar, others double book you and ignore prior commitments. Oddly enough many "important" meetings seemed to be scheduled during the time when many need to pick their children up from school.

You MISSPELLED "resources" in the text of this question.

Is "Calendaring" a verb now????

I mostly use online (Yahoo) calendars to schedule shared resources (i.e., laboratories, department resources like projectors and laptops, computer lab when used for a class, etc.) No available UNM calendars provide the flexibility I have with Yahoo for doing this.

I use Doodle for most scheduling, since I am bringing people together from all over UNM and the US and even England sometimes.

By calendaring I don't necessarily mean on-line internet-based calendar systems. I usually write newly scheduled appointments either on my lap top Outlook or in my Palm Pilot and then make sure that they are synchronized daily.

mostly just for meetings, and homework assignments

One system !!! with training behind it!!! and a mandate to use it would save more time, money and frustration than just about any other change, including email.

Very important (I runa resident rotation) but can't figure out how to integrate groupwise calendar easily so I do everything through a google calendar

Switching to Outlook would be helpful when scheduling meetings with Vendors and other parties that do not use Groupwise.

resources (sp)

I use my calendar to keep tract of long term assignments that are due and. sometimes, meetings that I must attend. -Shrugs- These are some god awful questions. You... Wait, YOU DO NOT NEED A CALENDAR SERVICE IN YOUR REPERTOIRE.

I get things done when I need to.

I frequently use my calendar to schedule meetings with students, but don't invite them via Groupwise for appointments, so I am assuming "don't use" is applicable.

This is vague.

facilities, i.e. resources!!!!!!!!!!!!

It kills me that the hospital took away my ability to receive emails from groupwise on my blackberry in real time. I paid my $60 enterprise server license fee, no refund, and no email. I should be able to sign an agreement stating I will not ask for pay for my time spent reading email away from work. I am so inefficient because of this.
I don't like the current e-mail format changes, I like the old one. It deleted ALL of my address books.

busy search for appointments is very nice when people keep up the calendar

c

Again, I am the marketing intern. I market for the

I'm ABD -- I only really have to communicate/meet with faculty, and rarely.

This is confusing in the same way as question 2. Also, you spelled resources wrong. do you mean "resources?"

The faculty is the most common group I think.

i really don't understand some of these questions

groupwise calendar is terrible. would strongly prefer outlook or google calendar

"Resources"

That's what we do!

Think about rephrasing these questions regarding importance so they're clear.

I schedule everything, but that doesn't mean that it is critically important. I just like to be organized.

I am not an administrator and so don't do this activity with much regularity.

N/A

Calendaring is a good system if other individuals know how to use it

Scheduling should be very important for everyone.

ibid

Once again, GW is unreliable so I won't use it for calendaring

there is a typo with "reorces"

As a student it is very important for me to be aware of people here on campus, but I'm also a student leader and work with colleagues at other institutions and in the community quiet often

I use a regular calendar/unm academic planner.

use calendar all day.....wish it could be linked to blackberry and get email and calendar on blackberry - cannot due to restrictions placed on hourly employees at hospital

It doesn't seem that the people listed above use the calendar either and is another reason I don't use it. If they did, I would certainly coordinate with it.

Prefer to schedule personally via phone calls, e-mail, or face-to-face, rather than by sharing electronic calendars

I haven't utilized it with other people much yet but I think it would be nice to be able to do that without much effort.

TYPO IN QUESTION.

But I don't need lots of gadgets to do that.

*resources

Obviously everyone needs to be informed of events and meetings.

n/a

FYI, "reources" is misspelled in your question.

For calendaring with community members and other institutions, my GW calendar is critically important but it is not critically important for me to be able to view calendars of colleagues outside UNM.

I do not use a calendar therefore I do not feel the need to answer all of these questions.
If you want to know how I feel about this come talk to me ok! Jam_2122@hotmail.com I have a lot of time to chat one-on-one.

I have to be in constant contact to faculty, staff from my department.

N/A

It would be nice to have the ability to schedule with people at other institutions and community members, but I would not need to use this much so would rather have other resources (like a tasks list) be better. Others may find the scheduling ability important though. Also, it would be nice to be able to schedule with faculty, but my sense is faculty compliance with using the tool would be limited, making the ability to schedule with them difficult no matter what system is used.

Question 17
Of the primary system you use for calendar, please indicate its limitations and strengths:

Levels feature set

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Average: 1.31 Minimum: 1 Variance: 0.21
Median: 1 Maximum: 2 Std. deviation: 0.46

Levels reliability
### Frequency Table for Levels Training

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**Average:** 1.5 **Minimum:** 1 **Variance:** 0.25 **Median:** 1 **Maximum:** 2 **Std. deviation:** 0.5

**Total answered:** 2753
Levels personal, 1x1 support

Frequency table

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Average: 1.59 Minimum: 1 Variance: 0.24
Median: 2 Maximum: 2 Std. deviation: 0.49

Total answered: 2746

Levels phone support

Frequency table

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Median: 2 Maximum: 2 Std. deviation: 0.49

Total answered: 2739
Levels web support

Frequency table

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Average: 1.5 Minimum: 1 Variance: 0.25
Median: 1 Maximum: 2 Std. deviation: 0.5

Total answered: 2776

Levels storage

Frequency table

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Sum: 3863 - 100% - 100% -

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Median: 1 Maximum: 2 Std. deviation: 0.45

Total answered: 2868
### Levels spam control

#### Frequency table

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Average: 1.36 Minimum: 1 Variance: 0.23
Median: 1 Maximum: 2 Std. deviation: 0.48

Total answered: 2719

### Levels interoperability/syncing

#### Frequency table

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Average: 1.47 Minimum: 1 Variance: 0.25
Median: 1 Maximum: 2 Std. deviation: 0.5

Total answered: 2830
most of these limitations and strengths don't apply

The feature set and reliability of Groupwise have been excellent. Setting up synch with Blackberry was initially troublesome and has recently stopped working again.

There is nothing that I dislike about Google Calendar.

my own paper calendar

same as above comment

Duplicate question to #12

Groupwise only saves information for one year and then it's gone. That is very limiting.

It's just a calendar - I have never needed support.

As with my gmail account, I have never had problems that were not easily resolved.

See my comment for question 12.

n/a to me

???

Some of the features above are inapplicable.

answers to this question refer to my paper calendar.

see # 12 above.

I like the simplicity of a paper calendar and I like being able to see multiple months at a time.

Using Groupwise calendar has limited functionality when using it from home.

for iCal

I think I've griped enough about the calendars!

paper --- rarely use it as well.

i can not give good insight on the calendars because i do not use one

I use paper calendar mostly so this doesn't really apply.

My most significant limitation with the calendar I use is that not all my colleagues use the same calendaring system.

LIMITATION: Need an automatic fill in of email addresses when a "nickname" is typed in for our contacts--there is none at this point.

semms OK to me

I use a paper calendar so it's strength is that it doesn't depend on any external support, tech and non tech.

CalDAV and multiple calendars are critical. Features are good.

N/A

Web portal and GW to sync!

primary calendar is paper

N/A

I don't need to use the calendar system very much.

Actually, most of the categories above are N/A since I use a paper calendar.

At home, I use Outlook.

Again, have never really needed support with Outlook.

Since my primary calendar is paper, a number of these do not apply.

I really don't use enough to determine.
I've had Windows Mobile phones, Palm phones and now a BlackBerry and for work, BlackBerry is the best.

I do not know how to properly use groupwise or yahoo calendars

Never have received any instructions other than from co-worker on how to use the calendaring feature on Groupwise.

Support is good with groupwise, but non-existent with outlook

don't use calendar

Question unclear - don't see how these relate to my calendar.

I've asked for training. Has not become available since December.

Android phone and Google calendar

Haven't used much...because it seems difficult to make appointments, unlike with Outlook

I use Google Calendar as my primary calendar, and "delegate" my Groupwise appointments to it.

Google calendar doesn't really sync reliably/well with iCal (haven't tried with Thunderbird). Reliability is a strength assuming that I always have internet access.

Do not use calendar features; no training.

Outlook

don't use

Re GroupWise: Can't sync it; and the fact that it autoarchives is a problem.

need better functionality for viewing multiple users & changing meetings (e.g. add/delete folks w/o resending entire meeting)

Emacs rocks!

Another case of 'limitation' maybe not rhyming with _bad_, just a limitation. For example, "feature set" on the Groupwise calendar is strong, but clunky and not intuitive (in my opinion.) I see countless errors in scheduling by my colleagues even after using the application for years; and I frequently mess up as well, even when trying to be very careful.

I use groupwise because of the interoperability, but would prefer not to.

don't have answers for these.

Again I don't know what you mean by this.

N/A

it is only my desktop, i cant see it from elsewhere.

Well I mostly use a paper calendar so of course little web & phone support :) 

See above

I marked limited, but it really isn't applicable to a paper system

I don't know what feature set means.

MS Exchange via law school

biggest limitation: not on server, can't check at home or travelling

I checked strength only because there is no alternative choice. For most I would have checked "not applicable". I am disappointed that GW calendar info disappears after about a year. that's one reason i keep a paper calendar - it's my archive

again, irrelevant items left blank

Groupwise sucks Exchange rules

carry a small paper scheduling book at all times with phone numbers, calendar, key information I use daily
GroupWise is the worst excuse for an email client in existence. I just can't say enough bad things about GroupWise. The university is getting cheated out of the license fees it pays for provide this terrible piece of garbage email system.

can't comment on those left blank -- no experience

Groupwise calendar should sync with Google Calendar or iCal.

I have to pay to sync GW to my Blackberry. UNM won't pay for this.

Not all of your categories match the function of calendaring electronically.

Everyone in the HSC uses the same, very convenient

My desktop/paper calendar is what I use because I have never, specifically, sought training in something more efficient--my fault!!

Don't use.

I think calendar is an excuse for people to miss meeting on purpose. If a meeting is important for a person, even a sticky is enough to remind the person for the meeting.

See comment from question #12. I do not like the structure of this question. In my situation, most of these items are irrelevant to my use of email and calendaring.

enterprise app makes broad calendaring possible. multiplicity of systems at UNM is deeply frustrating

n/a

I don't know what you mean by interoperability/syncing. my system's limitation is that it isn't automatically populated when someone sends me an email about an appointment.

primary calendar is my paper calendar.

It's the Blackberry calendar... simple and easy to use... make regular use of the alarms.

i use a paper calendar - i can access it while in vehicles, etc.

Really these mostly are not relevant, as I use a paper calendar.

These questions do not pertain to my paper calendar, so they are difficult to answer.

I do not use a primary sys.

can't comment

The limitations and strengths pertain to Gmail which is quite robust, particularly when compared to UNM Groupwise or portal-

I do not use the calendar to this level of detail

AS I use a paper agenda this question doesn't really apply.

I don't do synching -- my desktop computer is too locked down.

i generally use a paper calendar first, so none apply

I don't use calendars, so this question is a waste of my time and yours.

Interoperability/syncing could and should be improved and implemented.

Pen and paper - Love it!!! Easy to learn and totally portable! Just have to remember to take it home.

I don't use this feature, therefore the above is irrelevant.

When making a survey, please check to see that all the terms are easily understandable.

Interoperability? Training?

Groupwise does not sync with anything except a blackberry. This is unacceptable
don't need spam control or most of that stuff for a simple phone calendar to record yearly events (birthdays).

I do not see how most of these apply to my paper calendar.

Why would spam be a problem on a calendar?
Gmail has a very effective calendar, as does my iPod.

I don't use a UNM calendar.

don't understand the question

I use Google Calendar, which is accessible from my laptop and any internet connection, and it also syncs wirelessly with my phone. I share my calendar with my associates so we can place mutual appointments in our shared calendars. Google calendar also allows me to show/hide sets of calendars, and has completely customizable settings for repetition, reminders, and organization (appointment types can be color-coded). The system is ideal, and the UI is brilliantly simple.

Paper doesn't get spam or crash or go down.

Who could possibly need personal, 1x1 support to figure out how to use a calendar?

It's the easiest program that I've ever had to use, there are few limitations to it. Mainly those being that you can't see all of what you type in for a certain day, so there's the possibility that you might write something down and not see it. Of course, I've never had this happen.

I see none of these limitations.

I don't care about an online calendar and I don't think most students do. scheduling time for beer pong really isn't difficult.

Dont use

My primary calendar is my paper calendar, its only real limitation is that it is too big for me to take to school.

Don't sync with other device, so unsure.

GW has a problem playing nice with other calendars for synching. Fortunately many other calendar systems have figured out a way around that and I have as well.

I use an agenda so I can take it with me since I don't have a smart phone.

awful for macintosh. grrrrrrrrrr!!

None of these apply as I use paper calendar

I primarily use a paper calendar. I would like to use my phone but it doesn't work well.

i just use a hand written calendar instead.

don't use

PAPER

it's the paper calendar -- works fine

It kills me that the hospital took away my ability to receive emails from groupwise on my blackberry in real time. I paid my $60 enterprise server license fee, no refund, and no email. I should be able to sign an agreement stating I will not ask for pay for my time spent reading email away from work. I am so inefficient because of this.

paper calendar

I don't really know enough about these subjects to answer intelligently.

I don't use calendar at all.

I like using webCT calendar for classes.

Again, none of these is a real strength of the GW desktop client.

don't use

I use a paper dayplanner and am fine with it. Please keep in mind when looking at the above answers.

I don't like the current e-mail format changes, I like the old one. It deleted ALL of my address books.

planning to switch to an Iphone to make it all easier
But, I don't need 1x1 support.

I primarily just use a paper calendar/planner.

My laptop's Calendar program allows me to e-mail myself alerts, to play a sound, or to open a document or a web-page as an alert, and to specify when that alert sounds. The only real setback is that it doesn't sync with my cell phone.

I use a weekly paper planner, so the above questions don't apply.

How does storage apply to a calendar? Or spam control for that matter? And again there is no "I don't know / don't use" option.

As a programmer, I wish I could modify and add to the calendar program on my phone.

Again, not sure if you were after a UNM solution that I use or my primary (i.e. Google) system. This was based off of the Google Calendar system.

I use Thunderbird 3.0 with the Lightning integrated calendar.

No spam can get to my agenda in my backpack. :O)

I use a paper calendar, as it is more portable than a desktop or laptop computer.

I don’t understand this question at all. what does interoperability mean?

These questions don't really pertain for me.

Don't use

why would I need support for a calendar?

Because I use a paper calendar, this question didn't really fit so I just selected strength

I dont use a calendar system

Google calender

Microsoft Works calender is the best for sorting data and works better than Outlook.

Do not use

Do not use an online calender system.

Groupwise Calendar is Dismal

I really use google calendar for my calendar, that's about it. I access the semester class calendars for initial info only, then transfer info to google cal.

I wish that this calendar could be synced with my iphone. the task/note function in funky and does not carry over tasks that aren't completed to the next day
gmail syncs fine to my laptop, but to the iPhone it's a little flaky. It takes time to set up right.

Have not looked into any of these.

I would like to be able to sync more than one groupwise account calendar with my phone.

I use my Iphone.

Don't use calendars. I have a head with memory. ;-)

I do my own calendaring. These systems are not reliable enough. The UNM Webmail is having trouble loading, slowing my computer down and my new emails are not on the top where I can look at them.

it has always worked, I've never had an issue (OS X, isync, etc)

The GW calender does not offer the flexibility of adding notes, creating a task list that is easily viewed. I also do not like the way to view a calendar and have GW email up at the same time. I need to have a calendar that shows me every day of the week every 24 hours preferably with fifteen minute intervals. It is not an option.

MAC iCAL

I usually like to command on my calendar, so I think it should be safe first.
I use a calendar notebook for myself that I carry at all times.

I can't answer this because I do not use a calendar system regularly enough to offer useful information.

I don't do calendaring.

I don't think of it this way ... so ...

Don't use

I'm not going to answer because I use my own paper calendar.

It's a paper calendar... no web support

Convenience is it's primary strength...it's always on me and is easily accessible. Can't think of any limitation.

Everything that applied to email in question 12, also applies to calendaring in this question.

I use a paper calendar, so this list isn't all that relevant.

what is 'feature set'?

I primarily use a paper calendar.

This is NOT the UNM calendar.

Again, not sure about some of these.

Since I gave up and use paper... it really has no limitations. Not many features, though. My faculty, my dept chair, and many of the researchers I know also gave up and use paper.

"not applicable" feature unavailable. Unclear what questions are asking. How can I have web support or phone support for a paper calendar?

I use a phone so I don't see how some of these categories apply, like personal 1x1 support, or phone support, or spam control.

Paper calendar.

I use a my own personal paper calendar.

I don't understand this question.

Really, for a paper calendar, most of these don't apply. It is very reliable and accessible, and doesn't require any training or support...

paper calendar

I don't use a calendar.

iCal with me.com works very well for my needs and has no limitations for my uses.

don't use computer calendar system

Primary source is a paper calendar/schedule, so these didn't exactly translate.

One major problem I have with electronic calendars is that they all seem to be unsyncable with other calendars and I have never figured out how to combine calendars except manually. This is a fairly annoying problem because all of my classes have different learning systems and they all have different calendars than Groupwise etc etc. I unfortunately rely only on my memory because of all of this fractured mess.

stupid.

Again, what in the world does this mean?

Don't use

See earlier comments about not able to use off campus.

This question is irrelevant because I use a paper calendar

N/A

I don't use calendaring systems. I just write everything down.

These questions are irrelevant to my experience
Its okay

i dont use calendars!

?  

I really like this question since I only use a paper calendar :)
The mere existence of calendar software is a limitation.
its a paper calendar, there is no support offered. (duh)
NA.
I use goosynch to synch google calendar and palm
GOOGLE!! I'm home from da club.
Overall functionality of GroupWise is poor. Syncing to cell phone also problematic.

Hm. Groupwise calendaring is pretty klunky/ not intuitive. But it works. [shrugs]. To my knowledge, UNM hasn't done anything to support the app or train people on it. But maybe I missed something. Having a web interface can be handy at times--is that what you mean by "web support"?

Like I said earlier I use iCal on the MacBook.
N/A  I don't use a calendar.
Don't use enough to say.

spam control for a calendar?
i don't know what you mean by feature set or interoperability.
For best balance, I suggest some variation of the iCal system -- it's standard in most workplaces.
I use Apple's iCal with MobileMe. This allows me to sync my iPhone, laptop, Desktop, and work computer.
i don't understand the question?

GroupWise 8 is the best but not all of UNMH has been upgraded. many PCs still on GW 7
GW calendar is not compatible with Outlook calendars (appointments sent from outlook do not appear correctly in GW). Some of our primary contacts use Outlook.

I haven't had time to go to training on Group Wise calendering. It would be nice to have an online Learning Central training.
again - see comments above

I use a paper calendar as my primary system, so I'm not sure how to address this question. Need a Not Applicable option.
I do not use calendar from UNM
n/a

spam control is not applicable
Paper calendar is reliable, never breaks down, doesn't need training.

paper agendas are bad with phone support.

None are applicable to a paper calender
Reliability is also a great strength. I have my Outlook exchange calendar synchronize with my Gmail calendar which synchronizes with my Android phone (Motorola Cliq). However, my phone doesn't have the same features / options as Outlook / Gmail, such as changing the time of snooze, categorizing, etc. Also with Outlook, you can't create a series (such as a bill reminder that repeats each month) and change the category for just one event in the series (such as changing it to paid, etc).
GroupWise bookings disappear after a year. This makes it necessary to keep multiple calendars (paper) so that the lost data (appts., meetings) are available particularly for performance evaluation/self assessment purposes.

I use a paper calendar.

Again, never tried to use support.

The ones not marked aren't really limitations. They haven't had an effect on using the calendar.

Again, don't understand the question.

Didn't mean to click web support, but couldn't unclick it. I like the accessibility of my paper calendar. I don't need to log onto a computer or have internet access to see what I need to see. I can view my entire year by flipping from page to page.

This is a weird question. Why would I worry about 1x1 personal support with my paper calendar?

As it is not an online calendar, spam control, web support, and other things pertaining to the web are irrelevant.

A question that would mean more if I had any interest in using a digital calendar.

This section irrelevant for me.

Google calendar also has it down.

n/a

Do not use.

I use a paper calendar, hence the above items do not really apply.

Again, I don't understand this question.

I only use GW calendar, so responses same as in question 12.

Scott Parker has been very helpful from ITS with GroupWise.

Never have wanted phone or personal support, if I have needed help there are lots of forums with great information... or I've just figured it out on my own.

I use my agenda.

feature set?

If you want to know how I feel about this come talk to me ok! Jam_2122@hotmail.com I have a lot of time to chat one-on-one

Blackberry does everything for me.

N/A

I use me.com & Yahoo calendars (which sync with each other). I am not aware of a way to sync GroupWise calendar with my iPhone or laptop otherwise I would use it.

not clear what feature set means.

do not use calendars

N/A

not relevant

gmail calendar

My paper calendar may seem a little out-dated but it is the only thing I can constantly carry with me.

where is the n/a option? don't think this is a reliable survey.

It's paper, it doesn't have a whole lot of support... no training required, no phone or web support, spam control needed (I'm not going to spam myself)
I use palm. The palm desktop program is outdated and there are syncing problems.

Apple iCal/MobileMe

Question 18
How important are the following methods for storing your UNM school/work "stuff:"

Levels In your email folders

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<tr>
<th>Levels</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
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<td>0%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Sum: 3863

Average: 1.71
Minimum: 1
Variance: 1.16
Median: 1
Maximum: 5
Std. deviation: 1.08

Total answered: 3710

Levels On your laptop/netbook/workstation
### Frequency Table

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<td>-</td>
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<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
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</tbody>
</table>

**Average:** 1.55  
**Minimum:** 1  
**Variance:** 1.08  
**Median:** 1  
**Maximum:** 5  
**Std. deviation:** 1.04

Total answered: 3690

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**Levels On your own external drive (hard drive, USB, etc.)**
**Frequency table**

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**Levels On a department file server, i.e. file shares such as an H:\ drive**

![Frequency table chart]

**Frequency table**

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<td><strong>Total answered:</strong></td>
<td>3675</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Levels On a department web server**
<table>
<thead>
<tr>
<th>Levels</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>critically important</td>
<td>498</td>
<td>498</td>
<td>12.89%</td>
<td>12.89%</td>
<td>13.68%</td>
<td>13.68%</td>
</tr>
<tr>
<td>important</td>
<td>692</td>
<td>1190</td>
<td>17.91%</td>
<td>30.81%</td>
<td>19.01%</td>
<td>32.68%</td>
</tr>
<tr>
<td>unimportant</td>
<td>587</td>
<td>1777</td>
<td>15.2%</td>
<td>46%</td>
<td>16.12%</td>
<td>48.81%</td>
</tr>
<tr>
<td>very unimportant</td>
<td>103</td>
<td>1880</td>
<td>2.67%</td>
<td>48.67%</td>
<td>2.83%</td>
<td>51.63%</td>
</tr>
<tr>
<td>don't use</td>
<td>1761</td>
<td>3641</td>
<td>45.59%</td>
<td>94.25%</td>
<td>48.37%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered:</td>
<td>222</td>
<td>3863</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Sum:</strong></td>
<td><strong>3863</strong></td>
<td></td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
<td></td>
</tr>
</tbody>
</table>

Average: 3.53  Minimum: 1  Variance: 2.42  Median: 4  Maximum: 5  Std. deviation: 1.55

Total answered: 3641

Levels In Web CT for those classes
Levels In a web based tool such as the Portal or SharePoint

<table>
<thead>
<tr>
<th>Levels</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>critically important</td>
<td>914</td>
<td>914</td>
<td>23.66%</td>
<td>23.66%</td>
<td>25.08%</td>
<td>25.08%</td>
</tr>
<tr>
<td>important</td>
<td>909</td>
<td>1823</td>
<td>23.53%</td>
<td>47.19%</td>
<td>24.95%</td>
<td>50.03%</td>
</tr>
<tr>
<td>unimportant</td>
<td>318</td>
<td>2141</td>
<td>8.23%</td>
<td>55.42%</td>
<td>8.73%</td>
<td>58.75%</td>
</tr>
<tr>
<td>very unimportant</td>
<td>110</td>
<td>2251</td>
<td>2.85%</td>
<td>58.27%</td>
<td>3.02%</td>
<td>61.77%</td>
</tr>
<tr>
<td>don't use</td>
<td>1393</td>
<td>3644</td>
<td>36.06%</td>
<td>94.33%</td>
<td>38.23%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered</td>
<td>219</td>
<td>3863</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Sum: 3863 - 100% - 100% -

Average: 3.04 Minimum: 1 Variance: 2.81
Median: 2 Maximum: 5 Std. deviation: 1.68

Total answered: 3644

Levels Using Google docs or Yahoo documents/groups

<table>
<thead>
<tr>
<th>Levels</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>critically important</td>
<td>298</td>
<td>298</td>
<td>7.71%</td>
<td>7.71%</td>
<td>8.21%</td>
<td>8.21%</td>
</tr>
<tr>
<td>important</td>
<td>449</td>
<td>747</td>
<td>11.62%</td>
<td>19.34%</td>
<td>12.38%</td>
<td>20.59%</td>
</tr>
<tr>
<td>unimportant</td>
<td>419</td>
<td>1166</td>
<td>10.85%</td>
<td>30.18%</td>
<td>11.55%</td>
<td>32.14%</td>
</tr>
<tr>
<td>very unimportant</td>
<td>100</td>
<td>1266</td>
<td>2.59%</td>
<td>32.77%</td>
<td>2.76%</td>
<td>34.9%</td>
</tr>
<tr>
<td>don't use</td>
<td>2362</td>
<td>3628</td>
<td>61.14%</td>
<td>93.92%</td>
<td>65.1%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered</td>
<td>235</td>
<td>3863</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Sum: 3863 - 100% - 100% -

Average: 4.04 Minimum: 1 Variance: 2
Median: 5 Maximum: 5 Std. deviation: 1.41

Total answered: 3628
A variety of file sharing options are needed to meet various personal, departmental, and public needs. of the items marked 'critically important', we host in-house.
dont know how to set up files like in unm.edu, cant figure it out like i used to
Don't know or care I guess.
DropBox has been very effective for some kinds of collaboration. It would be great if UNM could get a better price for more storage for UNM community members using DropBox.
If we had a department server, it would be important - but we don't. The H:\ drive used to be useful, but I've had constant problems with it for years now & have given up - hence my use of Google docs.
What is Web CT?
If UNM provided a server with sufficient space, I would use it but I am not aware of any such resource with sufficient space. Moreover, there are no organized backup plans for faculty which is a standard offering at other large universities to ensure the integrity of files related to the university mission.
your questions is beyond me. i don't recognize some of the terms
The wireless breaks access from Macs to servers. If the subnetting scheme were better planned, I'd use departmental servers heavily. Also, network printing.
It is very important to be able to save work done and make it portable either by external drive or a client such as Google docs.
not enrolled in classes
Currently no work related files are on google docs, but instead either reside on a departmental file server or on linux.unm.edu
At the moment I don't have a good solution for sharing documents with others...

We have a web server? Do you mean where our webpage is stored?

I use Google docs and my external drive for personal work, but not for work work. For my personal electronic management, they are both important tools, especially the external drive.

Our H drives are not reliable so I use Google Docs. Many of of have been burned more than once. IT says that it's a Microsoft bug but it's been months and then sometimes we run out of space.

I don't think I've gotten to the point of relying on cloud storage. But I can see it coming though I don't know what I will use.

Don't understand what the last four refer to so I put don't use.

Our main issue is with our shared drives and our home drives, been a huge problem for everyone in my dept since we moved to AD. Sometime they are there and sometimes they are not. Please FIX ASAP.

We don't use Google docs at UNMH so most people won't be familiar enough to know if it would be a good option to start using them.

I don't use Google or Yahoo to communicate UNM business because of confidential nature of UNM info which I communicate and store.

Please switch to Google Documents for institutions! The Novell clients are slow, difficult to use, and unreliable.

I am used to Outlook at Arizona State University and found it so easy to use and navigate. GroupWise seems difficult in comparison.

This is a huge limitation of GroupWise. Yes, new folders can be created, but messages are automatically deleted. Another option... build in a print/export to pdf. The print/save tool in GroupWise also leaves a lot to be desired.

I'm told that I'm not allowed to use USB drives due to the incidence of viruses, but there are no other good ways to construct a lecture that is portable between home, work, and the lecture hall.

For web based storage I use Dropbox, but I usually store important files in at least four places at once (on my laptop's HDD, on my USB drive, emailed to myself, and stored in the cloud on Dropbox). Yes, I am that paranoid about losing data. ...I also burn a CD of all my school files after the semester is over.

don't use

Being able to retrieve archived emails, regarding sent information, or directions is critical. Back-up documentation for approvals.

need options for sharing files across departments

I only use google docs for schoolwork sharing b/c UNM does not have a good method for file sharing among students

I am a strong believer in not keeping data on my computers, a shared file server with good security is how I try to do everything. That doesn't mean I don't sometimes put data on external drives or my laptop, but when I do it is encrypted with a strong password key.

i guess by Portal you mean ereserves.

Law enjoys the use of proprietary course management software similar to WebCT but that is designed specifically for legal education. It is critically important to my teaching to use it to store course materials for electronic delivery and 24/7 student access.

I checked Unimportant because I am not very knowledgeable about the capabilities in this area.

I don't store much in Groupwise folders because of the auto-delete. I wish we had a reasonably easy, SECURE means of accessing my file server files offsite (either on my wireless laptop or via the web).

In the History Department, there is NO SERVER SPACE available to us. This is just stupid at a research university. I pay to store all my documents with an online service.
GroupWise is the worst excuse for an email client in existence. I just can't say enough bad things about GroupWise. The university is getting cheated out of the license fees it pays for this terrible piece of garbage email system.

I have given up on WebCT and shifted to Sharepoint; have never used H and O drives

Using WebCT less and less because of it's limitations. Increasing use of Sharepoint.

I would not trust WebCT as a storage space --more of an access for students space

Dropbox is best

Most of my work is stored either on my computer or one of the NMTR servers.

Our departmental web site resides at ITS. We don't have it on a local server. This service is vital to us since we don't have the hardware or expertise to work locally.

Knowledge and training would make a difference.

I use folders on my desktop to keep my stuff. Important emails are saved to the appropriate folder.

slightly confusing question question as having one method may exclude need for the others

There isn't good technical support or compatibility for my Mac with the UNM servers and systems. This is a very important limitation to my ability to interface with others through electronic systems.

Would prefer to have 1 reliable place that can be accessed from any location and shared with multiple groups.

I am not familiar with how to use these.

I like being able to back things up in the Cloud

Would love to have SharePoint available to students as well. I do use SharePoint for work quite a bit but has limitations due to all the AD tree issues.

departmental file server would be great--it would take less time than backing everything up on cd and or usb

Email is of the utmost importance

Transitioning to SharePoint, but personal sites are unavailable for home directories at this point.

Big limitation that don't have access to WebCT for residents, again must use a separate system for rotating residents versus medical students

work and personal can't be together

Wish I could store my work on WebCT for those closes. USBs get stolen all the time--I've had three stolen in the last 4 years. Storing at home does you no good if you need them at school.

I've only used the webct email maybe twice. Ever. But it was easier to get in touch with classmates to ask them questions or arrange meeting times.

portal share point no clue what that means

I use dropbox to store my schoolwork generally.

I don't have a flash drive so I continually have to sent myself files through my own unm.edu email adress.

my usb drive was lost or stolen and I just lost 8 GIG worth of info most of which I think was backed up, but not sure. Would be great to have online, but am weary of security.

I am currently taking Soc 481L and our instructor showed us how to have a piece of storage at UNM, other than him teaching me my senior year, I did not know about this.

USB flashdrives are so common these days that any online storage service is sort of worthless. Not to mention that UNM email only seems to have about a gigabyte of storage; my flash drive has four and can be plugged into just about any computer and work flawlessly.
I don’t store my email, I don’t think.

I don’t use Google docs right now but I plan to explore that storage option.

the more resources I have to store things in the better. nobody likes to lose something they need/put effort into.

We have started to use Google Groups for some of our team activities and it is working well. If we continue to expand the use of this system, it will become critically important.

I didn’t know that students had an H: drive to use. Someone at the beginning of my school year told me that there is none for students.

I don’t like the current e-mail format changes, I like the old one. It deleted ALL of my address books.

Again, UNM needs a centralized place for this stuff.

I use the Linux servers for input files, but the storage space is so limited that I can’t use it to store output files.

I use Dropbox so, technically, all of my docs are online and on my computers.

I don’t really use Google Docs or Yahoo documents BUT . . .that doesn’t mean other studentss wouldn’t. That might be very helpful.

The ftp for the university does not have enough space for students to store information compared to an external hard drive.

I just don’t trust Google or other third parties with my data.

If the Psychology Dept had a server, I would use it!

WebCT is very difficult to use, and in desperate need of some usability improvements. It fails frequently, is not intuitive, and may make life easier for professors, but makes it more difficult for students.

I would use the UNM webmail to store different emails into different folders if it was fast enough. Also, not sure if it supports a feature where you can automatically route certain email addresses into certain folders to make it easier to keep track of emails.

I've switched to almost exclusively using google docs for all of my homework, projects and research.

I would like to learn about file shares, and departmental file servers, but I do not know if one even exists.

Primary storage on group NFS/Samba/Web/Wiki server

Storing data is SO important to all students with their information. Sometimes, we save the same document multiple times on multiple different computers/usb/email.

I tend to just email things to myself, or leave them on my shell account.

I use my gmail to find document attachments related to school stuff by using the search features or taggng.

I love to use sharepoint

I've used Google Docs several times to coordinate composing a document with a group for academic purposes.

I have difficulty VPNing in - very frustrating so more is stored on my laptop than I like.

Dropbox has been critically important to share documents and files

It matters far less to me where it is stored, and much more that I can have access.

the email folders are the ones I usually use, so I think it is the most important one.

Can't connect to my department's file server.

I use Dropbox to manage files that I need to print at school.

I have started using Google Docs instead of Microsoft Office.
I am under the impression that macs cannot access shared drives (like H drive) for backup storage.

I have used google docs in a class with class mates and it was very useful tool.

MACs can't use the H drive or the dept server.

I don't trust any of the 'offsite' services enough not to want my own personal copies of things.

what the hell does "stuff" mean? Could you be more specific?

I find google docs cumbersome and basically incompatible with work. starting to explore sharepoint.

See previous comments regarding "important" questions.

Make it easier to create new folders please!

Sharepoint sucks. Mostly just because it works like crap with any browser besides IE which isn't even on macs or linux.

N/A

Storage of information is important.

I was unaware until the instructor told our class that we had our own little piece of storage at UNM that we could save school related material on that storage space. Sadly, I barely found out about this my senior year.

Department Servers are not available.

The problem with departmental web based storage is the inability to access the information off site. The COE Tech computers is a good example of the convenience to store data, but the inconvenience to access it off site.

Also back them up from my hard drive to my personal drive through UNM. It's a Z:\ drive. The department drive is a Y:\ drive.

Nothing I do at unm is important.

This is like a physiological test where they just keep asking the same question over and over again, to see how I really feel.

Active Directory needs to be fully supported campus wide.

Would like reliable desktop client with UNM server backup and decent syncing.

I count on the programs I use to keep copies of everything I do. I make backups, but I prefer to know the original is safe and stored.

Right now it's difficult to store any "stuff" on the UNM program because of it is not really reliable, as it automatically logs me off.

I do not like the departmentalization between WebCT, Erserves, MyUNM, etc. One access for everything would be good.

I do access my unm account using ssh and ftp, this I find useful.

80% of my files are online, it keeps me secure that I will be able to retrieve my docs when I need, from any location, but... it would be a problem if one day one of those platforms crash.

Use Yahoo infrequently, but when I do, it's important.

Suggestion: UNM could host a wiki, which works far better for workgroups than does email.

Google Docs is the best place to store things because you can access it from anywhere!

I can always get to Google Docs.

I don't have access to a Portal of Sharepoint for storage, it would be nice to have this.

I would much rather have a webpage than use WebCT-- I wish this resource were available to instructors.

They're all extremely important but as long as one of the many options work, then it's not critical that each works.
Question 19
Where would you prefer to manage/store your master copy of UNM related contacts?

<table>
<thead>
<tr>
<th>Choices</th>
<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Portal or Webmail contacts</td>
<td>1139</td>
<td>1139</td>
<td>29.48%</td>
<td>29.48%</td>
<td>31.53%</td>
<td>31.53%</td>
</tr>
<tr>
<td>Groupwise</td>
<td>558</td>
<td>1697</td>
<td>14.44%</td>
<td>43.93%</td>
<td>15.45%</td>
<td>46.98%</td>
</tr>
<tr>
<td>Exchange (usually via Outlook client)</td>
<td>292</td>
<td>1989</td>
<td>7.56%</td>
<td>51.49%</td>
<td>8.08%</td>
<td>55.07%</td>
</tr>
<tr>
<td>Google, Yahoo or other on line service</td>
<td>707</td>
<td>3296</td>
<td>18.3%</td>
<td>69.79%</td>
<td>19.57%</td>
<td>74.64%</td>
</tr>
<tr>
<td>My phone/handheld/ipod</td>
<td>608</td>
<td>3304</td>
<td>15.74%</td>
<td>85.53%</td>
<td>16.83%</td>
<td>91.47%</td>
</tr>
<tr>
<td>My own paper notes</td>
<td>308</td>
<td>3612</td>
<td>7.97%</td>
<td>93.5%</td>
<td>8.53%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered</td>
<td>251</td>
<td>3863</td>
<td>0%</td>
<td>100%</td>
<td>100%</td>
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<td><strong>100%</strong></td>
</tr>
<tr>
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<td></td>
<td><strong>Minimum:</strong></td>
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<td><strong>Variance:</strong></td>
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<td><strong>Std. deviation:</strong></td>
<td><strong>1.75</strong></td>
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<td><strong>3612</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

sometimes, it's necessary to have reliable accessible file sharing options for working with colleagues in different departments and at different universities.

Most dependent on personal file server.

i store my homework and school related items on both of my email accounts and on my PC
n/a

I also use google wave

I wish that UNM IT would bring back the "briefcase" that they offered before. It was nice to have a centralized place to save things. Flashdrives are too easily lost or forgotten and emailing messages becomes cluttered.

If you want to know how I Feel about this come talk to me ok! Jam_2122@hotmail.com I have A lot time to chat one-on-one

Sometimes it's hard to manage my data. I have to deal with my laptop, but also I have my work computer plus my blackberry. Sometimes I don't know what I have on where

N/A
Actually my preference is to store in the Mail program I use
My desktop computer
ON MY MAC
preferably, on my computer. It would be nice to share contact lists with computer and smartphone and all devices/computers I use.
cant figure it out easily on unm.edu
No preference.
where they can be easily transferred to a new system
I've found that the contact-system on Gmail is much more efficient and easy to use than Groupwise or Webmail.
The answer to this is in whatever system UNM eventually chooses. Currently the Law School is using an Exchange/Outlook system. The contacts I need for work, I would prefer to be accessible at work - the type of system isn't important.
On a UNM server, with more flexible access than any of the above options.
Mulberry:)
Don't know.
My 'Exchange' is MobileMe
Paper is the second choice; Google if UNM went that route.
I don't have my contacts in UNM webmail because I am not too sure how to do it -- or maybe because it seems to time consuming.
Actually, I use my desktop computer and my home desktop. I use memory sticks to keep them coordinated.
Actually, I don't care, as long as it's accessible from the web. For the most part, I think that the existing LDAP service works great when I need to find someone affiliated with UNM.
cloud provides an automatic backup
laptop
in outlook
I currently use Netscape. I would prefer UNM but only if features I need are made available.
Access to IDAP Address server would be best. Most of my contacts are on GWIM
As previously mentioned, Exchange only exposes functionality to Outlook, while commercial services (Google, Yahoo, etc.) raise privacy concerns.
although i use google for contacts and calendar, i'd prefer for it to integrate with Webmail. I don't know of a way that would work with my android phone though.
don't understand the question or options. I store them on a server in outlook.
I do not store UNM contacts on Gmail account.
I would like to use Groupwise, but the Law School doesn't use it.
as long as it synchs with handheld and desktop devices
Desktop Machine
I would like to be able to sink to a handheld devise.
But I can't because it isn't reliable
I think Groupwise is quite good.
It would be most convenient to have my contacts in the same service, but I am not sure of how user-friendly it is right now.
In the email software on my PC (Mozilla Thunderbird).
Exchange would, if nothing else, allow for greater compatibility with different email clients (Mac mail and Entourage included) and handheld devices (iPhone, Android, Blackberry), as opposed to the extremely restrictive compatibility of Groupwise.

I used Outlook on UNM/Main Campus and it worked well. I believe that since we are a Microsoft using university - then we should use Microsoft Outlook as our Managed/stored master copy.

I don't really care, as long as it is EASILY ACCESSIBLE from a variety of places and mediums.

still use a rolodex

I would say GroupWise and Google equally.

Not sure how I would use this.

Not sure how this effects how I could access contacts.

For business contacts, on whichever system is the primary business email system at the time.

Address Book app for Mac.

Again because of confidential nature of communications, I do not use Google contacts/groups

again, consolidate everything to maximize efficiency

Both the email account (Groupwise) AND my phone

Groupwise only if it were better

Can reach it at home

Not really sure since I don't have good interoperability options now. GroupWise is inadequate.

It would be nice if groupwise was more functional. I don't find it very user friendly or well featured.

Actually, I store my UNM contacts in Thunderbird.

It would be nice if webmail contacts could sync to my email program like my email does through IMAP, but I don't know if that's possible.

client is not important, access is everything

I strongly dislike how Groupwise handles the various contact lists. I can never get it to default to the one I want and so it frequently fills in the wrong email address.

Laptop/Desktop

Directory service (LDAP). Any outside contacts could be maintained departmentally, externally. All of these listed here use something like LDAP, .... so I guess this question is probably dumbed down. :P

I only say this, because it is the standard application. Whatever the standard email application were, is where I would want my contacts to be stored.

Would rather have anything other than Groupwise...

desktop

Apple's address book

A central UNM directory of any kind is fine with me as long as I can access via an email and messaging client AND find it on the web.

I might say 'exchange' if it were fully implemented at UNM. I prefer to store my master copy of contacts on a central server, maintained by UNM, but accessible from remote locations and my blackberry.

Access them any time is needed.

I don't care where it is stored as long as I can get to it from multiple devices.
If the Webmail system worked better.

I like both; I really like Outlook because it is what I know, but I cannot get to my contacts from elsewhere.

I have no idea what Portal, GroupWise, Exchange, etc. are. Perhaps IT should really invest in educating the UNM community in these important matters. We don't even know what applications would be available to the UNM community. Most people don't even know what IT is and/or what it does.

or GroupWise's replacement

not sure

I have my contacts in Address Book

I picked GroupWise probably because that is my primary tool for storing email, etc.

Webmail is the only one that will store groups I can access from anywhere. GroupWise vanishes my folders and my contacts, making it completely useless.

I would be equally happy to store my master copy on a portal or Webmail contacts as long as it synchronizes with my smart phone.

Store all my contacts on my laptop via Outlook.

Whatever would work

GroupWise + Blackberry/handheld, with good handheld sync and backup

unsure

contacts are the most difficult thing to reliably sync at this point. Google wins at this point because of a network effect, where it is most linked to.

Mac address book

Outlook would also be a good way to manage these contacts if UNM shifted to Outlook

Some people think they have license to change content on policies just because they are faculty or have a certain rank (not Dean), then blame you for not locking the file. Always best to have an original signed/dated copy.

GroupWise is the worst excuse for an email client in existence. I just can't say enough bad things about GroupWise. The university is getting cheated out of the license fees it pays for provide this terrible piece of garbage email system.

don't know

or its better program

I don't have a master copy. Don't need one.

Actually, none of the above. I store all documents on an external drive.

I need to be able to access from any computer.

Again, I would love to see UNM host Exchange for some enterprise applications.

Depends on what I am using them with.

I also like my contacts to synchroniz with my UNM cell phone.

I do this with my own Email client for UNM work. I use Gmail for maintaining my personal contact list.

Because of my lack of knowledge, this is difficult for me to respond to--I do know I would like something that is efficient and accountable rather than my continual paperwork.

my own encrypted file in csv format

most easily exported/migrated between devices & applications

not sure, but definitely not GW.

And in Outlook on my laptop.
I don’t really understand this question. Do you mean my email contact list? I guess I have that on my msn account.

I don’t care where they are stored as long as they are in an open format accessible from any device.

I use Eudora and can use the list of contacts it has.

Second option --> Portal or Webmail contacts

If the UNM portal/webmail were more user friendly, then I would use it.

This is an odd question. Prefer? With all my other email 'stuff.' It that is GW or Google and can be accessed/synced to my phone and is reliable then I don't have a preference.

Laptop

Some contacts I keep in my google account - important coworkers & faculty, etc., the rest in my unm account - students etc.

no longer have any

I would prefer this, but do not know how.

But I do not like the new universal interface

this question is unclear--email contacts ? I prefer to keep them in webmail BUT I'd like one address book there, not three.

I really don't care where they are stored, but it needs to remain consistent so that the lists can grow and be functional!

Not sure.

I have a personal electronic notebook

Outlook

Sorry, don't understand. I had all my contacts (private and school related) on my unm account and not they are gone.

and it's synced with gmail

Anywhere that the contacts will remain safe with all of the additional notes I add to the contacts. Currently my contacts in Groupwise are unreliable, including the additional notes I add to the contacts in my Blackberry.

Currently store contacts on Groupwise, but would love to use Outlook. Outlook has features for contacts that Groupwise does not. (For example: you can email a contact to someone.)

I lost all my contacts with the change to webmail :(.

I keep everything on my phone, which backs up automatically to Google’s servers and my Google accounts. This system is ideal, but I would like to be able to have something similar in my UNM e-mail that is easy-to-use for contacts I e-mail only infrequently.

It is reliable. There are not chances I won't be able to open a file.

something handheld and easily accessible would be ideal for storing school related information.

or on my computer

Hopefully, once I learn Outlook. I had listserves on Mulberry up to 2 years ago.

A personal file stored in multiple locations under my control.

I think this question was asked once before.

I don't know what that is, so I like to try it. The portal is very reliable however.

Where ever there is security, and the ability to maintain records for more than a year for reference.

I do not know enough about Portal to answer. Does the Portal store master copies?
I say online service because, again, I want to be able to access it anywhere in anyway that I want to access my contacts.

my desktop that i sync with my iphone
Webmail contact storage SUCKS!

want to be able to access it later, even if im not a student here. You are missing a choice; my desktop computer. I use Apple Mail.

On my laptop
phone = close second
I use explorer.

once again, nice to access from anywhere
i prefer to use the UNM directory.

I don't like the current e-mail format changes, I like the old one. It deleted ALL of my address books.

c

My Desktop

Preferably, my workstation and laptop, but these options aren't listed here

The Mail program on my laptop. (Probably the Outlook on someone else's Windows PC/laptop.)

Unfortunately, the Webmail service is awful.

Linux servers so I can access my files anywhere in the world.

With as many services that tie into my Google account it would be crazy for me to not store contacts there.

Basically it would be nice if there was ONE central location that then in turn could sync or update all the other places ..

or vice versa or that matter. Much like I have my iphone synced with my outlook which is my work account (for the Anderson Business School) and I have my AOL personal email address there too. However, AOL has SERIOUS limitations but my email address is my name so I can't just delete that. It would be nice however if my UNM student account was able to be accessed through my phone and updated that way 

On my calendar on my laptop.

again, the portal system is slow. My email is not even at half the capacity of the allowable storage space an it runs as if it were on a computer from the 70s.

I don't know what groupwise is. I'm curious.

I prefer to store them on my UNM-issued laptop.

my own computer

Webmail is the most related for storing those types of contacts.

Emacs org-mode.

Synced with address book on my mac

I store my master copy on my computers address book. it is synced across gmail, iphone, etc.

Id like to compile a list of all my contacts easily and in one location that is compatable with other email providers so I can easily import them.

Google

Some place that is user friendly and has easy accessibility.
I don’t see why it would be advantageous to use another contact management service apart from my personal email client.

The management of my UNM contacts should be compatible with the system I use for all of my other contacts and integrate seamlessly for access to both UNM and non-UNM contacts.

None of these
does not matter
On my desktop computer
Personal computer
.mac

if the Webmail went back to how it used to be. the new version appears dated, slow, and no recent emails are easily accessible.

The mac contact manager while simple has the advantage of easy syncing.

My Mac's address book.

I utilize the address book on OS X on my laptop
I like Outlook but my college does not offer it
I think I need to share it with my friends so I think webmail is the best one.

and synced to my MacBook Pro

I've lost all my emails and address list several times on Groupwise when the server went down or they migrated to another server.

my machine

Google contacts syncs with Gmail, my Android phone and with Facebook Contacts.

hotmail will be my second choice

I really miss the online briefcase.

I use Groupwise (because of my department) but don't like it or find many of the features easy to use (i.e. out of office messaging)

It would be nice to have an IPOD because it is convenient but for now since I don't have one, I use yahoo

only place I can put critical info and have it at a moment's notice no matter where I am or what emergency may arise. Alternately, maybe on a laptop.

Gmail

my computer

Safest.

Question doesn't make sense, if it refers to contact information, I keep this on my computer, which is not an option.

Why isn't there an option for on my computer? I store all my contacts on my computer.

I would prefer to keep them in my UNM email account, but I think when it was updated it erased them all!

I use Webmail, and sometimes expect it to have all the UNM contacts, but it frequently times out.

Again, on my own server.

On my laptop address book

Actually, none of the above. I prefer and do store on my laptop and desktop in addition to my iPhone. me.com syncs them automatically

My Google contacts list is available in all of my computers and in my phone.

master copies should always be on paper. even if it's printed out, still.
Gmail seems more reliable than webmail
I use a rollo card index to store contact information. It's faster and easier to access.

I don't want a master copy.
I don't because the system is unreliable

I don't know what GroupWise is.

WebMail storage just makes email and contact easier.

Right now it's the reliable source of inputting data. Even with other on-lines services my resources could get lost too.

Synced with iCal

The older email system was more user friendly.

It depends on what my colleagues use; I need to be on a calendar/scheduling system that I can share with colleagues. Right now that is Groupwise.

Although I would prefer this. I don't store my contacts in Webmail because I can't always access it.

But that is not possible anymore, we need to think about the environment, so on my office computer.

If the UNM webmail site was more user friendly, I'd probably be more inclined to use it. As it is, though, I prefer Gmail contacts because it's interface is much more polished and refined.

GroupWise but synced to Gmail

Don't know what some of these are.

Mac Address book

GMAIL

I was very disappointed/upset when my contacts were deleted with the recent change to Webmail and that just confirms why I should look to other ways to store important information.

UNM Server

I use OSX Contacts-Mail

accessible via the email I use which is not listed above.

Outlook was a more robust & user-friendly product, as I recall, than Groupwise.

Gmail!!

wherever they're stored, they have to be accessible by me at any time without intervention.

If it were more reliable.

In my Hotmail contacts.

Outlook is so much easier for saving emails and folders.

UNM Medical Group needs to be on UNMH and not UNM servers

Other Contact Management software, Apple's Address Book and my e-mail client's built-in address book.

I prefer to centralize around the Google services.

n/a

facebook
all google android phone(are on all major phone networks) automatically save phone/email contacts with automatic syncing. would be very useful to sync unm contacts with gmail as well 

I can easily backup my phonebook and easily email from my phone.

If you want to know how I Feel about this come talk to me ok! Jam_2122@hotmail.com I have A lot time to chat one-on-one

Exchange

Also, I have saved the contacts that I used more.

Only because that is the system we use.

I use both GroupWise and paper address book.

iPhone syncs contacts on my laptop. None of the other services sync.

dONT CARE

N/A

In my preferred email client (e.g., Thunderbird)

---

**Question 20**

How important are the following collaboration tools for your work/study at UNM?

**Levels Email**

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<th>Relative frequency</th>
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**Total answered: 3727**
Levels Calendar

Frequency table

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Total answered: 3702

Levels Instant messaging/chat
### Frequency table

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### Levels Texting (SMS, MMS)

![Bar chart showing frequency distribution of levels for texting (SMS, MMS)]

### Frequency table

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### Levels User/group updatable web sites such as Portal or Sharepoint
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Total answered: 3634

**Levels Social networking sites (facebook, twitter)**
Levels Class websites, including WebCT

Levels Blogs

Frequency table

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Levels Class websites, including WebCT

Frequency table

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Levels Blogs
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Total answered: 3661

### Levels Departmental websites

![Diagram of frequency distribution for levels of departmental websites]
### Frequency Table

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Total answered: 3688

### Levels Google / Yahoo groups or other online group tools

![Bar chart showing the distribution of responses](chart.png)

### Frequency Table

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Total answered: 3664

### Levels Web conferencing like WebEx
Levels Video Conferencing such as Skype, Adobe Connect, MS Live, etc.

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Total answered: 3663
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**Total answered: 3672**

#### Text input

The items I marked as unimportant are those I currently do not use. However, if they became widely available and used throughout the UNM system as a means of communication, then I could see a great benefit for regular usage. This is why I did not mark them as "don't use."

Would like to use more video conferencing type tools for class meetings and such but it is not an option--school doesn't have the technology available (though I do).

I would like a calendaring program, but don't currently use one.

Department websites need to be maintained; many have outdated information.

Texting in a UNM context is useful for campus alerts, but not otherwise as far as I can see.

I don't use such tools as WebEx or SKYPE, -- Trouble -- (timing issue -- almost got kicked out of system again!!!!) but think it would be beneficial if I needed it or was expected to use it.

The eReserves service by the library is my method of choice for posting class related materials. It has proved very satisfactory.

I would really like to see an automatic fill in of email addresses when a "nickname" is typed in for our contacts.

wickies

I use Skype in lieu of a cell phone, but not generally to video conference.

**Video Conferencing, how intrusive!!!**

**GroupWise Messenger is very valuable!**

Don't use web & video conferencing now but would like to in future.

Will be using Moodle in the near future; not sure if it will involve any collaboration.

We just got web confering but until it is widely know about with easily accessible general rooms for use with knowledgeable convenient support it won't be used.

Use UNMCC web site for placing IT support requests I HSC Compliance site; UNMMG subcontracted billing vendor for UNMCC uses GoToMeeting which we use with them almost daily.

Would like to use web conferencing or video conferencing...but have not experienced it myself

As I am here longer, I'll probably use more of these

Sharepoint is not an email system.

**A Wiki is our primary documentation and collaboration space.**

**Text messaging is a waste of time!!**

---

**185 / 230**
Again, google is only necessary b/c the UNM collaborative tools are limited for students.

I use twitter and facebook for personal purposes, don't need them for work

we dont use video conferencing now because of our network secuirtyt settings, but it would sure be nice to use internally and externally as needed. would save lots of money over time.

I attend web seminars quite often, but I don't know what tools are used so I answered the last two questions as critical, but the vehicle used is not important, just my ability to attend via whatever is used by the offeror.

We don't use video conferencing much in the organization, but I think we should have that capability, especially for meetings since it can be difficult for those who are off-site to get to the main hospital.

I use google sites to make a webpage/blog for every course-semester I teach.

Oddly the calendar does not seem to matter because nobody checks or read it. The social networking tools are great for classes and studying.

GroupWise is the worst excuse for an email client in existence. I just can't say enough bad things about GroupWise. The university is getting cheated out of the license fees it pays for provide this terrible piece of garbage email system.

I would probably use some of the above if I felt I had support in initiating.

My group currently uses an o drive. We may transition to sharepoint but productivity would grind to a halt without such collaboration tools. They have to be reliably accessible and routinely, centrally backed-up. If better things are out there we are not hearing about them effectively from UNM.

WebEx has only been used in my experience as a tool for vendors to correct product errors on a vendor supported system.

have found portal collaboration tools to be cludgy and support difficult to obtain. sharepoint only recently available, AD challenges remain. largely rely on offsite collaborative tools (37 signals, copper project, google wave, adobe jamjar) - UNM is WAY behind the curve on making collaboration available and easy.

I no longer use the chat and other communication features for WebCT in my classes because students where posting inappropriate material/language. I text and use Skype and facebook, but not for UNM-related communication.

I am the Coordinator of a Program (HIT) and do not have a program website. The department website does not give information about it.

I don’t understand why WebEx and AdobeConnect are in separate categories -- I think they have almost the same feature sets.

I have rarely used WebEx or Skype myself, but I have seen how important it is for other users, so I support those services.

Plan on using more videoconferencing in future

Living in Sandoval county, I've made lots of use of Skype to have meetings without having to make the hour-long drive or use up my cell phone minutes.

I expect some of this to change as I begin teaching online, & add more to my traditional classes. For example, IM, text or blogging relevant current events to students.

Citrix and PCO critically important

I would use our Dept. website but it is terribly out of date and useless in its current form (Teacher Ed). I would also use Skype to communicate with field centers if it were available.

A Web Conferencing Tool is critically important to my online class...however, "Video" Web Conferencing is not.

Plan to do more with Skype later, but need to get a camera first. It's best for international collaborations.

UNM-Gallup uses my personal yahoo email address to communicate with me, as this is the one I read daily. Why can't main campus use this one?
I am responsible for the UNM Tour Show, which uses google calendar, google email and TWO blogger sites.
Private: unmtourshow.blogspot.com
Public: dogboyshow.blogspot.com

Perhaps institutional calendar is important for administration, but I think most of the staff use their own calendars anyway.

I've only ever checked the department website to double-check the specific credit requirements for my major.

Would like to use Skype or GottToMeeting
I use Google Wave for collaboration/group work
web ex have no clue what it is

We use Skype to communicate with people overseas during research meetings.

Departmental websites would be a key resource for me for class information, professor contact information, and general information about the department, but are so underutilized and unmaintained that they are usually unhelpful and disappointing. For example, the Department of Spanish and Portuguese website is so poorly organized that there are pages I can only find by asking for a direct link to them. It's so infrequently updated that syllabus, study abroad, conversation group times, and extra credit opportunities are often more than a semester outdated.

A lot of professors don't agree with texting or facebook, yet that is a commonly used portal for students to interact with eachother regarding school work.

I use the e-reserve system provided through the library system. Nearly every course I teach has a folder there.

I enjoy the freedoms of my own personal organization. But if UNM can help me more, I will accept good systems.

meeting at libraries is cool too.

Would like to use syke,web conferencing and other means, but unable to

I am not a work/study student

Could not live without ability to instant message with staff.

It deleted ALL of my address books.

Video conference is included, but what about phone conferences? Skype is an excellent tool for this purpose, and often used.

ITV is good. I use that

If some of these other services ACTUALLY worked without being a pain in the ass i think you would find many more students using them.

WebCT is very good for connecting with students, and on the terms I've taught I've used it extensively, in addition to other communications methods. Only unimportant here because I'm not teaching this semester.

You spelled important wrong.

All I need from my UNM webmail is EASY and FAST access. The new system is slow and frustrating. I do not need special features for my UNM webmail-that's what other sources and WebCT are for

I put user/group updatable web sites as important, but if we could store copies (movies) of lectures, etc. I would say critically important. I'm just not sure what you mean.

Most of the current Sharepoint/Portal tools just aren't as elegant (and thus are more frustrating) as Google/open source tools.

I talk to most of my fellow students in class or though some sort of technology to be able to finish or complete assignments. Sometimes during class too (i.e. texting).
I would prefer not to have to use WebCT, but the professors insist. Sadly WebCT is so important. It is a terrible place to have to work, but often there is no choice.

I might use some of the other available systems of networking but I have found a lot of the things available on UNM web are hard to locate and I'm not even sure what is available and where to locate it.

It's only important to me if the instructor is using any of the above tools.

I would love to use Skype in our department as we are spread out and difficult to get together in person. I would love to use Sharepoint and Texting if possible.

"how important are the following" and "how important could the following be (if they were accessible)" are very different things. I find WebCT to be very clunky but would be open to using another tool that serves the same purpose.

UNM should facilitate rather than hinder, as it is now the case, the use of Skype etc (free internet communication)

I am now trying to create a new email account and re-route my UNM emails through there because they are so important to my daily life and receiving them has become an unnecessary hassle

A Departmental website could be useful, but our current site lacks functionality, is outdated, and otherwise not a useful work tool

I always choose email as the most common one for communication.

Skype is essential if working internationally.

Sharepoint not usable, my answers above relate to pbworks.com

These are important but they shouldn't have to be. Things such online quizzes and online things to do is frustrating but email is okay.

Incorporating a blog for each class in WebCT would be brilliant so students can have running dialogs...

Again the only problem I have is getting everyone's email together to send files and email to groups of students in a class. I am unable to make personal announcements and therefore must try to get everyone's email a different way.

We recently conducted a video conference through Ilinc using an inexpensive camera and conferencing phone that was very effective, however, if the client had chosen to use another program such as Skype, we might have had issues with having the proper equipment, etc. This is the way of the future and we should invest more resources in different programs.

Skype is getting to be important. I plan to set it up. We are holding more and more meetings using this tool.

WebCT is important when teachers use it. Not all teachers use it, and it isn't necessary.

Library links, databases, electronic resources

Departmental websites frequently have links to the faculty, and on to the class websites.

Important, important...

I used to use Skype to do teleconferencing with collaborators. Since last year, Skype is not working for me which has damaged my contact with collaborators.

WebCT has a very clunky Web interface but I use it because I have no choice for some online classes.

What is "Portal"? This crap is confusing.

N/A

Collaboration is a form of weakness.

We are planning on using Skype for clinical contacts when we get the correct connections.

Although I haven't used Skype of Facebook for classes, I could see how they could be important/useful.
skype and adobe are additional good ideas. Maybe for classes where being there in person not as important.

WebCT is vital for most of my class work.

please make iChat available. The lines are much better than those of Skype. Thank you in advance.

Instant messaging would be good to have. To communicate with eachother you sometimes have to wait until you get each others e-mail, which may be a day or two for a response.

In todays technological world it most of these tools are critical to the overall success for students. It is vital that we are able to maintain reliable communications with colleagues that are sometimes in universities which are located on opposite sides of the country.

Because professors use WebCT for class files, it is of critical importance even though not preferred.

my students and everyone else uses texting, I need that because of them. WebEx is infrequent, but critical when I use it. I am deaf and video-conferencing is critical from time to time.

We need features like Wave and Buzz in our collaboration system.

It would be nice to be able to use Skype more frequently.

I like WebCT when professors utilize them properly, but I understand they find limitations which keep them from using it.

I prefer personal meetings.

Although our team does not currently make much use of web-based venues, I expect that to change. We are looking at creating more online resources for UNMH employees.

need trainging

Taking User/group updatable sites to include wiki's

n/a

im tech support is very helpful

I wish that individual departments would be encouraged to use one portal to present information to students -- such as just WebCT. Instead of using WebCT for some, ereserves for others and then departments websites for others. You would think that with the era we live in today professors would embrace tech a bit more and streamline the process for their students.

If you want to know how I Feel about this come talk to me ok! Jam_2122@hotmail.com I have A lot time to chat one-on-one

I don't like WebCT, It's more possible that I forget a job to turn in.

We use these for marketing purposes

outside companies that have programs we use daily or services daily.

I really like google wave, just wish more people knew about it. Could be really powerful when putting together a group paper assignment.

N/A

Video conferencing is not available for classes I am taking

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**Question 21**

How important is it for UNM to provide common tools for the following services?
### Levels Email

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Total answered: 3724

### Levels Calendar

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Average: 1.19  Minimum: 1  Variance: 0.28  Median: 1  Maximum: 5  Std. deviation: 0.53

Total answered: 3724
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**Average:** 1.9  **Minimum:** 1  **Variance:** 1.43  **Median:** 2  **Maximum:** 5  **Std. deviation:** 1.2

**Total answered:** 3685

### Levels Texting (SMS, MMS)

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**Total answered:** 3655
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**Levels User/group updatable web sites such as Portal or Sharepoint**
**Frequency table**

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**Levels Social networking sites (facebook, twitter)**

![Bar chart showing levels of importance for social networking sites](image)

**Frequency table**

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**Levels Class websites, including WebCT**

![Bar chart showing levels of importance for class websites](image)

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**Average:** 1.95  
**Minimum:** 1  
**Variance:** 1.82  
**Median:** 1  
**Maximum:** 5  
**Std. deviation:** 1.35

**Total answered:** 3661
### Levels Departmental websites

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Not answered: 258

Sum: 3863

Average: 3.45

Median: 3

Minimum: 1

Maximum: 5

Variance: 1.93

Std. deviation: 1.39

Total answered: 3605

### Levels Google /Yahoo groups or other on-line group tools

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Not answered: 198

Sum: 3863

Average: 1.86

Median: 2

Minimum: 1

Maximum: 5

Variance: 1.38

Std. deviation: 1.17

Total answered: 3665
### Frequency table

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### Levels Web conferencing like WebEx
### Frequency table

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### Levels Video Conferencing such as Skype, Adope Connect, MS Live, etc.

![Frequency table chart]

### Levels An email address @unm after students graduate

### Frequency table

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### Levels An email address @unm after students graduate
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Total answered: 3650

Levels Easy access to old email (such as over a year)
### Frequency table

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**Total answered: 3664**

---

**Text input**

access to? Or provide the tools. YES UNM should provide access to things like IM (currently not possible from mobile devices over wifi, and SHOULD BE)

It is critical that I be able to access old email -- as most of my projects are 3-5 years in duration. It is invaluable to go back to old email to use guidelines, criteria, etc -- instead of recreating the wheel.

most of these services are provided by own department, so not sure how critical i personally feel about many of these services, including email.

I need to go back 3 years for my appointments.

ia am a recent retiree and will no longer be using my salud account. have just switched over to unm.edu....dont like it.

There's a lot of important information stored on my @unm account, and I would like to be able to access it after graduation without having to forward everything to my Gmail account.

See my comment for question 21. [I know of other universities that allow their graduates to keep their e-mail addresses "for life," as an excellent way to keep alumni connected and a development tool.]

Project Management usually deals with projects from inception to completion and the duration of the project varies from one to three years and therefore easy access to old email (over a year) is important to employees with this type of responsibilities which is a requirement to perform their jobs efficiently and effectively.

email address @unm after faculty and staff retire is also important

Google provides such access and support and they are reliable and have the support that a small institution (such as UNM) cannot provide.

there is a need to communicate with graduated students; however, I don't know how many check their unm email or have it forwarded.

Groups tools would be nice; do we have them? I don't see why graduates keep their unm email address, but it is good for retirees (from what I've seen). Old e-mail access is somewhere between unimportant & important - maybe you could poke people to clean out their mailboxes once a year?

Although I rarely need an email message from a year ago -- it might be nice, but not necessary, to have access to it for a number of different reasons.

I think that folks should be able to choose their own email client. It would be great if UNM offered support for a few of the popular clients.

old email is very important and having a student email address for at least a couple of years is very important. it is difficult for us to keep up with alumni immediately after they graduate b/c they are often moving for jobs, etc. if we can stay connected with them for the first 2 or 3 years, it is easier to maintain a connection for the rest of their lives.
UNM should provide access to a full range of these tools. This doesn't mean they all need to be hosted at UNM, however. I would find Google's mail/calendar service perfectly acceptable as my only email. It offers a better interface and alleviates the space limitations currently imposed by UNM.

Students don't like to use @unm.edu because their own email system is better so while it would be good to have their email addresses after they graduate, I doubt they will use them.

wickies: provide/sell @.law.unm.edu to alums (fundraising contact....)

Absent a server feature to set expiration dates, a single folder that is not purged after an expiration date would be necessary.

It would be very nice to keep the @unm email for at least some period of time after graduation so that contact will not be lost.

I believe that UNM needs to provide common tools for the above services because E-mail, Calendar, and all the others that I have selected above are critical to the communication process that UNM needs. If we as a "University" cannot rely on the services that UNM provides then I believe we have failed in a critical communication role!

What exactly is "Portal" or "Sharepoint"? Maybe I use them and don't realize it...

Our office uses IM to communicate about quick issues and facilitates quick workflow. We also use the calendar to schedule appointments, meetings, etc. The other items- I'm not sure that it's important to have a common tool.

Use HSC department web sites for research and contact info. Web conference used interstate for business & statewide for compliance but others provide and pay. Old email critical: US OIG can go back 10 years for investigation/prosecution

The only e-mail tools I use are the IMAP servers.

Please switch to Google for institutions! The Novell clients are slow, difficult to use, and unreliable. I worked in IT at my previous two institutions, and participated in the transition -- it was a huge time and money saver for the institution.

Perhaps it's my age, but I don't understand how Social networking sites can be used for work.

Losing archived emails is a constant problem with each upgrade!

Employee communication may become pertinent at a later date...

I think an @unm email address is nice to maintain for graduate students (especially when the students might take a year or so off between a Master's and PhD). As for undergraduates, finding a new email address/program after graduation isn't that difficult (and most people have an additional email already). If you graduated a year ago, don't intend on going back to school, and are still using your UNM email address, something's wrong.

Emails should never be archived unless deleted.

We live in world of standard UNM-IT should provide service (e.g. IMAP) and platforms. People/Depts. can choose clients on their own.

email has a shelf life and we should not as an institution retain old email when data storage is costly both in maintenance and upgrades

There are already plenty of web-based tools from Yahoo and Google for accessing their services. Make sure I can get to their servers and all will be OK :) Any old mail I need to keep I keep "somewhere safe". I'd rather UNM *NOT* keep my mail longer than a year.

Regarding Sharepoint, needs to be 100% compatible with other OS's besides Windows. (50% of student laptops are Macs)

Common email and calendaring is critical, I should think and Instant Messaging control is desirable for security. Blogs and WebCT are also academically important for students and faculty. Video conferencing as an available service when needed is also necessary in today's world. I am wary of the perceived 'need' for UNM to have a presence in every available social networking site/service though.

Better versions of almost all of these are available for free online
Text messaging is a waste of time!!

Please use gmail as much as possible. It's awesome, and provides a lot that UNM cannot.

email for 6 months after graduation

Moderately easy access to older email would be OK - but very difficult would be a problem. I often need to refer back to communication on a project from 2 or 3 years ago.

so long as we have an option for email storage available if needed.

the dept website for architecture is never updated and could be a critical tool for students and faculty but now it's useless. and access to old email is vital.

what does "common tools" mean? We would all have to use the same programs? Ugh.

if UNM were to outsource its email service to a company like Google, which can provide expert service, I think that would be very beneficial.

I don't know that an alumni @unm address is important, but it strikes me as good PR. For me, easy access to old email is absolutely critical (for legal as well as professional reasons).

Please keep in mind that faculty and staff have different working needs than students, as we are here for the long haul and do access old records. It would be very convenient to be able to use a university-wide IM system and I can see how a shared calendar system could be beneficial to many people. It is a bit difficult now as staff when most but not all faculty/staff use groupwise but no students have access to it.

many of the third party tools operate in an environment outside UNM and will not benefit from official IT involvement.

this saved me on a grant once when the granting agency claimed they did not receive my grant on time but ITT was able to prove I had sent an email with the grant a couple days before the deadline. Proved that the grant server had bounced my grant proposal as spam.

@unm email for students after they graduate would be fantastic!

Part of the problem with the scheduling and document sharing at UNM is that a number of faculty and staff don't use the services provided. I can't tell you how many times I've had to take days to schedule a simple interdepartmental meeting because one person "just isn't comfortable" using the GroupWise calendar. Someone in the senior administration needs to send out a simple dictat that if you work here at UNM, you must use the email, scheduling and document sharing services provided - no excuses.

Archiving is too short! I would much prefer at least a year.

keeping students in unm.email if they so desire create more community and better access for alumni fund-raising...

The only thing I've signed up for as a UNM text service is the emergency alert, which has never worked on my phone. It is totally useless.

I don't use many of these features but believe it is critical for UNM to support them for those who do.

I don't understand what UNM's role would be in maintaining Google groups or whether UNM has to subscribe to WebEx. My students use iChat for meetings - I think that only requires hardware from UNM.

A centralized blogging system could be important if it could be structured for the large numbers of authors that class-centered blogs require. Blogspot doesn't allow more than 10 people to be informed by email whenever a post is submitted. For classes of more than 10 students (the majority), that reduces the ability to use blog posts to trigger student cross-thinking about class material in between class sessions.

I use GroupWise IM several times a day. It is the only UNM messaging, calendar, or e-mail product I use.

Easy access to old email is extremely important!

Common tools across campus is critical. Won't solve people not using them but people will do it if it isn't complicated. One system, please! Enough of HSC and UNM differences. Just merge already.
Even though I personally don't use all of these services, I believe that they are all valuable to have available through UNM.

If possible, I would like to keep my @unm email post-graduation. It's more professional than having a more disposable yahoo or gmail account.

Many of these are important and if there were more support, I would use them.

A Web Conferencing Tool is critically important to my online class...however, "Video" Web Conferencing is not.

and the ability to forward emails from archived files. In the current groupwise system, emails are retrievable for view only and does not have the ability to forward these emails. This is sometimes important when an issue rearises or there is something important that is historical in nature

accessing old email is massively important as we are in school for more than 4 years

An ability to store email long term is critical. Access does not have to be as expeditious as with regular mail but needs to be available.

Why is there no quick access to a local, UNM-G calendar from the home page? Why is there no banner flowing across the page announcing snow delays/cancellations, so that EVERYONE who needs to know doesn’t have to call the same one number at the campus? Why can't I see the calendar NOW for next fall?

Would be hugely helpful to have these services integrated in such a way that would work for residents, medical students, faculty, home and work, ability to access from anywhere

It is hard when you switch e-mail address to e-mail address when one becomes your main e-mail like @unm.

I wish more departments would use Sharepoint to enhance communication, especially in departments like mine who have employees scattered throughout different clinics and hospital sites.

What about Moodle?

Just make it a single window like gmail, and no pop up window interacies, those suck ass.

Gmail can access old email, why can't UNM?

The size limitations of my UNM e-mail account often require that I delete important e-mails. I have to copy the content to a Word file that I keep on my laptop. Also, there is a lack of searchability, so finding a specific older e-mail is nearly impossible. Also, it is important that after I graduate, for at least a year, I have access to my unm.edu address. I need time to update my e-mail address with professional organizations and other parties, in addition to using it to apply for graduate programs, etc. Using a .edu address for these purposes is ideal.

unm.edu email is very commonly used and everyone will have this type of communication. Facebook and texting should be handled by the student if they need further communication to other students. Email over a year should be the responsibility of the student to copy, not the establishment.

I will hopefully keep my UNM email address after graduation, because of contact information and additional UNM campus updates. I am interested in the university and what is changing day-by-day, and after a couple of years.

electronic storage is getting cheaper all the time. 1TB hard drives are like eighty bucks now.

ACCESS TO OLD EMAIL A MUST!! POST GRAD AS WELL!!

i think that older emails should be listed last rather that first on the current email system for unm. it is rather annoying having to change the recieved section to newest everytime i log in

I archive a large percentage of work-related email and feel that this is a crucial process and service.
when chat is / was blocked from unm student/public computers this was a HUGE problem, as some students DON'T HAVE A PHONE because they're too expensive. Too communicate live with other students or the public for research, online live communication was/is necessary and the wave of the future but also the present. When services such as Yahoo Instant Messenger download were blocked, this was a disservice to students trying to manage schoolwork and networking, to block students who may use such a service for disapproved of reasons but at their expense--at the expense of the scholarly, already disadvantaged student, at best, and at worst, promoting discrimination to perpetuate censorship.

The @unm email might really be useful for alumni relations....
Web CT is a waste of time, always slow, doesn't load right. Better off without e-classes
I don't like the current e-mail format changes, I like the old one. It deleted ALL of my address books.
Do you mean plug-ins to other platforms or in-house knockoffs of things like Gmail? Plugins/tools are useful, but UNM will never make a system as useful and powerful as Gmail.

I believe UNM should provide any tool available to help progress learning, and networking. If we have the technology, why not use it, and see just how far we can take it?

I'd be happy if I simply had a *@unm.edu email address which just served as a forwarding (and smtp) account. I am not at all sure what UNM providing a "common tool" for access to "Google/Yahoo" would even mean so I marked it unimportant (unless you are considering Google Apps for Education; it would then be very important).

Actually, I think the way you have it set up now is a good system. I believe that students would graduate have 6 months to access their email and change it over / forward it before you cancel it. It's more of a security hazard to keep a bunch of old ass account lying around. But you need to set it up so it is easy for students TO migrate their accounts when they graduate.

Once I graduate, I lose all my UNM support, so I don't rely on UNM services too much the last one about easy access to old emails is very important. I do not like to throw away possibly important emails from my college career so this should be seen as a priority.

I would like UNM to use available web services such as Gmail, facebook etc instead of building their own clunky software.

a great case of this is the new UNM SAC system for student groups that every student group was forced to register to this fall by ASUNM. I already use my groups website, google calender, and facebook to communicate with members. I don't want or need mandatory clunky UNM software to do these tasks! it's a waste of my time to have to update and monitor a redundant application. More importantly, it's a waste of UNM funds to build that application when there are better tools freely available.

Additional email addresses for students!
All services don't need to be provided, but no service should not be blocked over UNM network.
UNM should try to provide common tools for ALL of the above.
I would like to keep my @unm email address after graduating. At least for a while so i can transfer my information and contacts to a new email address.
A UNM email account post-graduation would be great as this is my mail email for both school and work.
I don't think UNM should dedicate IT resources developing any resources that could be outsourced to other services on the web.

Providing "common" (centralized) tools is far less important for me as a use than it is to provide "compatible" tools. I don't care if we use the same email/calendar/etc as the rest of campus, but it has to be compatible.

the above I CHOOSE all I think is the most important ones since I need them in daily life.
Email after graduation is very important, then students could use it on their resumes, plus UNM would always have a way to contact Alumni. That’s a win win situation

This is only relevant if UNM provides RELIABLE service and support. In my experience, the service and support IT is currently providing is deteriorating, not improving. Also it is CRITICAL that UNM not enforce standard tools. Our tools are very personal choices. It should SUPPORT, not MANDATE.

Must have access to old mail - this is critical information, should be saved and accessible.

I would really like to see an automatic fill in for my contacts when I type in the "nickname" or first name of a contact or group mailing. This is something that almost every other email type offers, but webmail is lacking!

It is very important for UNM to keep the Safe Text system for on campus emergencies

Why is "don't use" relevant to these questions? Can't I have an opinion about them even if I don't use them? In fact, maybe it's the unavailability of them that causes me not to use them.

I'm hoping that soon UNM will allow me to just keep my email. My UNM email has been my primary email for about 4 and a half years now and that I graduate I will have to create another and go through and change it everywhere.

Being able to keep my UNM email account after graduation would be really nice.

definitely would benefit from having an email address @unm after graduation. would save a lot of hassle of having to redistribute new email addresses.

i dont use face book ANY MORE

There are some students that I need to get into contact after they've graduated UNM but their email address I used was their UNM address, this made it harder for me to contact them. Some I still haven't been able to contact.

unm.edu is a professional email to use, however it should be possible to change the netid if necessary. Freshmen don't realize that once they choose a net id, it is used as their email and they are stuck with it throughout their college career and maybe as an employee later.

Re the last comment...some folks likely over load the system. So I am not too sure if that is a problem or not. I tend to save emails because I can't trust the Groupwise file cabinet. It erases my files.

Not being graduated, I wouldn't know how important email should be after one is graduated

I don't particularly like unm's system, but their are a lot of people who use this stuff and it is very important for the university to provide it to them.

I anticipate losing a lot of contacts if I don't have @unm email after I graduate. A lot of stuff is saved there.

Important to me or important to have available?

Very important to me. I found it takes me awhile to put away files from previous classes and have to refer back to some people and materials.

It would be nice if our email addresses weren't deleted after a year. I have many important documents in different folders and it would be such a hassle to move everything to a new address. It is very convenient to keep a unm address. Since I'm signed up for several list serves, I would still like to keep receiving those emails.

UNM provides facebook? Do you mean its services pass through the UNM servers? Why do you keep asking the same questions over and over again? Why do you keep asking the same questions over and over again? Why do you keep asking the same questions over and over again? Why do you keep asking the same questions over and over again? Why do you keep asking the same questions over and over again? Why do you keep asking the same questions over and over again? Why do you keep asking the same questions over and over again? Why do you keep asking the same questions over and over again? and so forth

Please provide standards compliant tools including support for GPG encryption using free/open source software whenever possible.

I store important e-mail messages for years. I would be very upset if there was an automatic deleting of old e-mail.
I think it would be a very nice feature if alumnis could keep their unm email after graduation.

N/A

It would be really nice to be able to search for a name in an email to have it "pop up", so that I don't have to search my database of saved emails.

You people are trying way to hard. Just give me a decent internet connection and get out of my way.

If you have email over a year old it should be saved on a hard drive for reference

I use my unm email for everything. Now that i am graduating and my account will soon expire i will have to inform the groups and people (that i can remember) of my email change

zzzzzzzzzzzzzzzzzzzzzzzzzzzzzzzzzzzzzzzzzz

We have to many divergent apps and systems out there.

I would really like to be able to keep my @unm email after I graduate. It has become my primary and professional email account.

As I said before, I have emails from the last 4+ years on my WebMail that I re-access often. Should be able to access all email for any amount of time, past emails could be important later.

We need a special "permanent" archive for critically important e-mails that may need to be saved for years.

Chat or instant messaging would be really good to have. As stated above, it is hard to get a response by e-mail, days later. This way you can communicate instantly and get your answers faster.

Information should not be hindered nor discarded -- keep backups of everything unless specifically requested to delete information. Ease and accessibility of information is of paramount importance.

One should be always able to keep the unm address in case of contact with faculty, other alumni, etc...

Instant messaging was removed from WebCT due to privacy concerns. It would be useful to have it back. UNM could address the privacy issue by simply allowing students to log in anonymously and allow them to block IMs from abusive users.

Sharepoint is not a good product. It is a multitude of bad products shoved into a bad interface. It is important for UNM to provide hosted services, but using individually hosted capabilities. (e.g. a blog engine, a CMS engine, a forum engine, a wiki engine, and each of these being the best of breed from the www).

All storage is limited and it would be unreasonable to expect a system to store emails older than a year or allow @unm long after a student graduates.

A year is not old by email standards. I regularly return to emails from over a decade ago to retrieve important contacts, information, and references. Essentially, email should never, ever be removed, except by direct user intervention.

Note that by "class websites", I mean a class website that I maintain on our departmental web server. I don't use WebCT, and have never felt any particular incentive to do so.

I manage a federal program that requires full auditability for 5 years after its conclusion. We try to be as paperless as possible, which means we will need to access electronic communications through reliable archiving as necessary to meet audit requirements.

It is critically important to get the whole university on the same e-mail and calendaring system. Whatever system the University chooses, they should force everyone to use it. It is frustrating when calendars don't sync and email is lost because we are using different systems.

It'd definitely be nice to have an easy way to move all email from UNM's server into an alternate email server like gmail and be warned well ahead of time before the account is closed.
Question 22
How should the next generation of email/messaging/calendaring be implemented?

Levels A single interface for all your email/calendar activity and address book

Should be mandatory for instructors to only use WebCT- not their own facebook or twitter.

I do hate and despise WebCT with a passion. That needs an upgrade far more than the email. Or at least a common concensus among teachers to stop requiring us to use it.

Will need to migrate old emails and correspondences back onto primary account once I graduate from UNM.

This is tough because many of these services are already available. The key is seamless, secure access for use of tools that are available.

n/a

I hate WebCT. How about Moodle?

I would really like to keep my @unm address after I graduate. I don't think that you should take it away.

If you want to know how I Feel about this come talk to me ok! Jam_2122@hotmail.com I have A lot time to chat one-on-one

Maintain my e-mail address after I graduated would be so good. However, maybe you can change the domain by @unmgrad.edu or whatever other suffix that understands you graduated from UNM. Is it make sense?

Having a second UNM email is useful for important departmental correspondance VS general use and contacts. Alumni email addresses are useful for a few years when transitioning into the workforce and still maintaining ties with professors and professionals who can assist with the move from school to work. Also useful to maintain when deciding on a masters/PhD program-stay connected.

I have worked a companies that provided internal instant/messaging instead of phones that worked well. Blogs only if faculty request information or an article, but I might make them supply if not internal and approved.

N/A

Providing common tools is a nice idea. Requiring the use of common tools is not a good idea. This is an important distinction.

I regularly work on projects that span over a year's time. It is important to be able to access old emails in relation to these projects.

Question 22
How should the next generation of email/messaging/calendaring be implemented?

Levels A single interface for all your email/calendar activity and address book
Levels A common email, messaging and calendar for all of UNM

Levels As individual interconnected departmental systems (no shared calendar)

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Median: 1 Maximum: 5 Std. deviation: 0.9

Total answered: 3647

Levels A common email, messaging and calendar for all of UNM

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Average: 1.8 Minimum: 1 Variance: 0.99
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Total answered: 3633

Levels As individual interconnected departmental systems (no shared calendar)
Levels With common practices for use of messaging, calendaring and collaboration tools

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Total answered: 3579

Levels With common practices for use of messaging, calendaring and collaboration tools
Text input

People should be able to choose their own system.

A common solution should be available but not exclusive, it should be able to interface with other solutions users may prefer/require.

As long as it can interface with Blackberry and I can still get email directly to my phone and I can update my calendar wirelessly, I am for it.

Everyone needs to use the same program and everyone needs to participate in calendaring

Don't understand the issue well enough to comment.

Most important would be a universal calendar with all classes signed up for, posting all work-deadlines, exams, etc

I'm concerned about the wording of this question and its answers. It may be that your interpretation of my answers won't reflect my intent in answering.

..as long as it is Mulberry;)

Make it easier to forward to a Hotmail account.

UNM has a history of buying off the shelf software that is outdated and outmoded. Instead of site wide software that must then be updated, try using a service that will do the updating, upgrading for you (like Google).

The trouble with single interface/platform is functionality--I prefer to use my own tools because those provided by the school are inferior.

I don't know if we all need to use the same interface/system for email, but it would be nice to be able to share calendaring.

I'm not sure about the "single interface" & "common e-mail" plans; that would be nice, if it is something the users like & not just what IT picks. Word "on the street" is that Groupwise will be the chosen system - not a good plan. It is clunky & a pain to use. So - choose a good system & we'll be happy, choose something we hate & you'll definitely hear about it!

I don't object to having a common email system for all of UNM. But it should be at the very bottom of the list of priorities. Highest priority should be reliability, security, spam filtering, and easy access for the user.

I don't really know the pros and cons of each of the above, but it seems like a common system would be the most simple/user friendly.

Not all schools share the same calendar (e.g., the law schools start early), and it's useful for outside contacts to be able to tell professional students from undergrads.

I don't understand these choices???

it is important for the calendar/email/messaging apps to be able to synchronize with mobile devices
trying to organize meetings across multiple calendaring systems is an unnecessary hassle.

Collaboration tools change rapidly. If the University settled on a single tool, such as Adobe's collaboration suite and required everyone to use it, it would limit innovation and creativity with trying new systems and practices.

MS Outlook.

Let's start looking (and acting) like we are ONE, instead of a bunch of pieces!

I'm not sure what you mean by a single interface. I know that most of my department uses Outlook and I would love it if everyone used Outlook because it would make scheduling meetings easier.

Scheduling meetings is difficult as not all people use a common calendar, I have had several people indicate that it's hard to synch. The calendar system should be easier to use, easier to synch and required for use by faculty and staff. The calendar should also have an option to find times for a meeting, similar to doodle.com

I hate Groupwise!

I don't want to see main campus users, eeks that makes the address book to big. We can always find them in eGuide when we need to.

The hospital address book is large enough, we don't need students in it.

I like using my own apps, but being able to share with others. Gmail does this - you can sync your Gmail calendar with Entourage, iCal, etc. And being able to use email on your own client.

Common practices important for communicating health and other confidential information; however departmental operational flexibility is important for maximum efficiency- not everyone works the same way

UNM should not dictate that everyone use the same e-mail program, operating system, or specific software. Just provide standards-based systems that everyone can plug into.

I am not sure why there is a division between UNM Main campus and HSC - I think one UNM is best!

I don't really understand the difference of these options in daily practice. But please don't FORCE us to use GroupWise for salud e-mail.

If you have only one interface that you're encouraging everyone to use and it crashes, then that can be a huge problem. Separate systems might be a little more reliable in that regard (although you have to navigate to them separately).

everybody in outpatient UNMH should have gw messenger and know how to use it.

don't want to comment since I only use email now.

Remember, Groupwise brings main and north campus together at my fingertips, but if you had one email system for both, that's just great.

Let me chose my own tools, please!

1.) A BETTER web interface for all the email/calendar/contacts management would be what I would like, but also still be able to use desktop clients like Thunderbird/Outlook/Evolution for email.

2.) I strongly agree that all of UNM should have the same email/calendar/etc.

I think UNM should broaden the scope of the discussion slightly. We should be talking about messaging/calendaring and collaboration as a suite of tools.

if common practices means gmail etc, I agree

Whatever client or software that is used should be easy to install on all platform with no strange behavior like Groupwise acts.

We already have a single interface for everything. It's main campus that's still in the dark ages.

All of UNM should be in GroupWise

GroupWise 10
I want a good infrastructure, but don't necessarily want to be forced into only one interface. I use GroupWise because I like it, but I still use the IMAP server because it also does some things better than GroupWise. And I don't have enough storage in GroupWise for all my saved folders.

My main concerns:
1. There are too many things that don't interconnect well (e.g. GW calendar and iphone)
2. Groupwise has too many limitations; should be replaced.
3. More support for Apple/Mac.

all of this I agree to only if the new interface actually works bc I really hate the whole my.unm interface for email and calendar.

Any department system outside of a collective implementation is a barrier to communication and collaboration and these need to be phased out. However, what is implemented MUST have robust features. We cannot afford to implement a collective system that is limiting or restrictive. The lowest common denominator is not an option. If that was the case, then I would prefer individual department systems, which is basically what we have now.

Again, this is utterly unclear.

Go with Google! It's done all the work for you so you can focus on other important parts of IT that will benefit UNM.

Something like Google but directly accessing @unm.edu.

I would prefer a nicely implemented common unm system. But if it follows the typical ITS solution, I won't be using it.

I am here to support my family and children, they come first. I feel that the calendar has been used as a tool to constantly point out that my priorities (i.e. career is not top priority) differ from the scheduler.

You guys need to dump GroupWise and get Exchange for the whole university. GroupWise is the worst excuse for an email client in existence. I just can't say enough bad things about GroupWise. It just sucks so badly. The university is getting cheated out of the license fees it pays for provide this terrible piece of garbage email system.

HSC may have different needs than main campus.

Groupwise has been very effective for the libraries and since we interface so often with so many other departments -- a shared calendar space especially would be very cost and time effective...

If we could use all use one uniform system that is compatible with both internal and external systems, that would be most ideal.

I see no reason to modify the provision of Email protocols as is currently done @unm.edu. Adding optional calendaring services and developing best practices for this and Email could be useful.

some of this would be extremely helpful

AOL doesn't allow forwarding, as far as I know - so that is always going to be separate. I don't understand what benefit the interconnected departmental systems would get us. I also think it would be hard to decree common email, etc. For the programs I have, it is important that we keep email documentation, so we keep POP3 accounts and backups.

The ability to schedule meetings/appointments with other staff/faculty is critical.

If UNM came up with some integrated system, that would be great. But if it did it would be REALLY nice if we were told how to use it. I am sure I have lots of wasted capability, but I just don't use because I don't know how. I don't have lots and lots of spare time to learn a bunch of new stuff.

However, the system is implemented it should use open standards so that users can choose how they access their data rather than being forced to use a single prescribe access system.

I don't think the entire university needs to be connected, as few people need that anyway. If I could easily communicate with anyone in my school, ASM, I'd be delighted!
I think all of these are important, but honestly do not know what they all are, but I am sure someone needs them.

this is unclear--especially #3; I think all of UNM should be on the same system/interface etc.

I am not really sure about this question.

single interface, but also other interfaces like GW and exchange... and smartphones and pdas

I have always wished that there was one giant calendar for all events at UNM; on any given day, I could see what seminars were being given, what arts events were happening, movies played, sporting events, etc. However, I think departments should be able to make their own choice about whether to integrate their events into such a calendar, and at the same time, if they want to, it should be extremely easy for them to do so.

The key will be mandate and training. Users will adjust. There will be forwarding. There will be continued old school practice, but the integration that is possible with one system will reveal benefits that most people do not understand at this point because they've never experienced it. They do not know what they don't know. It doesn't matter if it's the Microsoft stack or the Google stack or a blend that is integrated in a formal way. There has to be a 'system' and common way to work

A single interface sounds good on one level, but if it is a sucky system then it would be a problem.

duh, we already have A single interface for all your email/calendar activity and address book

GroupWise is working great as it is, don't change! The Hospital's IT dept and support are much better than HSC or UNM main campus.

I think it should be quite individualized to each department, or at least so each student has easy access to ALL relevant info, but nothing more.

Unless the single interface is REALLY good and easy to use (google), I don't think people will adopt it.

make it so it does not automatically log you off when you are in the middle of writing an email!!!! This happens to me often and it is seriously annoying!!!

The hospital has better support than UNM or HSC so why not outsource to them.

A single interface for email/calendar and address book would make the whole system simpler and easier to use.

I'm not an expert in this area, but I would like to see something that works better than Groupwise in terms of easy access of old emails, reliable contacts, etc.

Best to create just one system that is flexible enough to work with all departments, as students will take many classes outside their main focus.

Google Docs

UNM should allow for people to use different services other than those provided by UNM.

A single interface is ideal, because the learning curve on any new application is steep; requiring students/faculty/etc to learn multiple new systems will cause frustrations and under-utilization of new functionalities. Also, for students/faculty who are inter-disciplinary, having standalone departmental solutions is counter-productive.

the common email, messaging, and calender for all of UNM would be extremely efficient. Different professors use different sources, such as UNM Webmail, ereserves, and WebCT. It is confusing to keep track of all, and sometimes assignments can slip. If all three sources were made into one this would not happen.

I have no idea. UNM's systems haven't convinced me, to be quite honest.

Mostly, I'd just like the regular UNM email to actually work.

I have no idea what the above means.
The calendar could vary between departments, but it would be nice if all students had the same general style of calendar that is easy to read and work with. Then, maybe a tool where we could add, say, the "arts and sciences" calendar to ours.

nobody cares about calendars. focus on email and don't fix it if it isn't broken. minimal interfaces are nice too.

User friendly for non-computer folks to understand

I am very displeased with the current emailing system. It is outdated, confusing, and impossible to change sorting options. The previous email system was infinitely superior. I really don't know why anyone changed it. Also I can never access my emails from my laptop and neither can my suite-mates or neighbors. Which is very very interruptive to my scheduling.

compatible with variety handheld devices and laptops

Sometimes classes would be improved if teachers took advantage of tools already in place, such as calendars and webcat.

I will likely continue to use a private POP account with a non-UNM ISP, to give me more security, dependability, and privacy.

Not tech savy.

These questions depend greatly on the system used. Groupwise provides multiple functions, but works poorly with other systems and is difficult to utilize off-site. Google's mailcalender/chat is a better integrated system to use both at work and off-site, but may have security issues?

without using these, I don't know the pros/cons

I can't access UNM email from my Mac computer, this is extremely inconvenient.

I don't like the current e-mail format changes, I like the old one. It deleted ALL of my address books.

UNM e-mail cannot be accessed by blackberries and other phones, on government computers and in general places that people can access others like g-mail. Getting everything forwarded to g-mail is MUCH easier than using the UNM system which frankly is a pain.

Shared school calendars, but not shared personal calendars

c

I think that the greater number of tools -- such as e-mail, messaging, calendars, and address books -- that are linked within the UNM e-mail portal/site, the more likely it is that students will use it and spend time on the site, reading updates, e-mail from professors, and even responding to critical issues about the University.

All of UNM should be on a common system capable of being accessed in a variety of ways. Groupwise is great -- but I love that I can get to my email and calendar via gw.unm.edu or webmail.unm.edu.

If I understand the question correctly, I think it's a waste of UNM resources to have all these different e-mail systems. I think it would be most effective to have a full featured e-mail service such as Exchange and all users of non-windows platforms use POP and IMAP as they need. Having GroupWise or mulberry or these other systems that are unique to UNM are a waste.

First, I'm assuming the last answer is saying "Everyone can do what they want as long as they meet common practices;" while this would be an improvement, I would prefer a single interface. Now, that being said, such an interface MUST be usable in whatever way I want (i.e. if I want to pull emails, calendar, etc. down to Gmail or Thunderbird it should allow me to do so).

" As individual interconnected departmental systems (no shared calendar)" -- I don't understand this question. It would be nice to have an individual calendar and then the option to share it within a department or class, etc.
I like my current system, you are wasting your time. When you change things people get upset. I see no market that you can corner that someone else already has not done.

Whatever you do, make sure the server is large enough and fast enough to support everyone at UNM and allow them to access email without spending 15 per loading screen.

Outsource to google apps
And it should be google apps!

Email and Calendar service should be integratable and standard between departments, faculty and students. Ability to see others availability on a calendar would be very useful.

I believe that each teacher should design a calender along with the due dates of their syllabus. Then, students can find their instructor and upload it to their own personal calendar that way the student can have all of their teachers' assignments due dates in one common place.

I'm glad you asked, because I have a lot of steam to blow off. Simple data structures, open interfaces and interoperability, so that we can use the tools we choose, rather than having to wade through graphical and web interfaces made for six-year-olds.

a common e-mail, messaging center for all of UNM relating to the classes students are enrolled in.

As a university you will never be able to compete or keep up with commercial/free products, like Skype, google docs, etc. You shouldn't want to either. Provide good access for those people who do not own a computer. SIMPLIFY! How many portals are needed?

The easier the better. When there are a million different places and ways to do one thing it is very confusing.

With a good tool for all work-related things, I think I would be much happier. But... It must be accessible, syncable, etc...

Again, I'm not sure how many resources should be dedicated to these sorts of endeavor when there are already a multitude of services online with the same functionality.

I think it would be helpful to have one interface, however the firewalls need to be strong and storage needs to be great. I know that I can send larger files from Groupwise than UNM.EDU - when you are sharing files with collaborators you need the ability to share larger files.

Use open standards such as IMAP, XMPP, LDAP, SMTP, etc. Whatever you do, stay away from GroupWise and Microsoft lock-in! Have we not learned anything?!?

It seems the only thing that needs standardization / centralization is a calendar system.

I need only e-mail. I don't want it to be heavy and slow because of all this calendars etc. depends on what is offered.

I pretty much manage all of this on my own. A more simple interface for web mail might be nice for when I do not have my own computer or device.

i think it would be great to have calendar of all the UNM events in one place where i dont have to put it together

If some one indicate me what day is it ,i will be happy since I am very busy.

This all sounds great if it can be pulled off better than free online services such as Thunderbird, Gmail, and Google Calendar

I don't know what any of these mean. These questions contain way too much jargon.

I think if the university as a whole has more of an understanding of everything that is going on around campus, you will have more student involvement on campus and therefore more successful students.

You should contract with Google
I already have a single interface for all this -- Outlook. It just got screwed up when I was forced to integrate it with something else. Gimmie Outlook, a common email address (unm.edu, yahoo, gmail, etc), and a way to do busy checks on people's calendars that I need to meet with so I can send them tentative invites for the right times. I DO NOT NEED TO KNOW EVERY DETAIL OR EVERYTHING THEY ARE DOING ON THEIR CALENDAR. SOMETHING SOME MANAGERS AND SUPERVISE ATTEMPT TO USE AS A PEOPLE MANAGEMENT TOOL WHEN THEY SHOULD GET OFF THEIR BUTTS AND JUST SPEND SOME TIME WITH THEIR EMPLOYEES!!!

I'm having difficulty envisioning what each of these options means/what it might look like. Diagram?

It would be great if a student could get out an email to the right person because sometimes search results from My UNM are incorrect in listing the major field of study or even there are two of the same named students in the same major. The students need to update their majors and schools regularly so other can find them.

Not sure i understood the last two choices.

Suggestions are unclear. It needs to be flexible/cater to individual needs to prevent spam (someone in the English department shouldn't have stuff from the biology dept. all over their calendar.

WebCT is collaboration tool, yet no one uses it.

I'm not sure that I understand the options

I think that IT has a hard enough time making its current system usable that I would not recommend a more advanced system.

Those protocols should be open. Microsoft, Google, and Apple protocols are not open.

I wish for user friend icon oriented menu webpages rather than webpages with excessive text that require reading to figure out where to link to.

I try to avoid using UNM computer services due to reliability problems. Also the software is usually poorly designed with many unneeded extra steps, and it is slow.

What the fuck are you planning?? STOP IMMEDIATELY.

Everyone is different

N/A

Make unm email and library services such as ereserves accessible from

I don't know exactly what all of this means, but I think it's important for us to all have our own calendars and also one where we can check one another for scheduling purposes.

I dislike the fact that we have a current generation of email/messaging/calendaring. I'd like the system to be eliminated all together. A new generation is a waste of money.

Don't know

can't comment

I think the system is ok at present. Don't know much about future planned updates so difficult to comment

There should be an option to see interconnected departmental calendar listings. (So you have have your calendar uncluttered most of the time with irrelevant information, and when you need to know what's going on in a different department you can click a button or something and see what's going on in that department.)

I'm in favor of using Google or other out-sourced, stable, service with tons of storage space.

Hard to say w/out more info, I guess email and calendaring would together could be very useful.

But one thing's for sure: Email should have more space. Using my unm.edu account as employee and student (+personal) email for years leaves no room for large files. Constantly fighting to delete enough email to keep up w/new emails.

Just integrate it with gmail already!!!!
Can't we just get along???

Not sure how to answer this. (See question 8.) Depends on what "it" is.

I like stream-lined software. Everything should start off the same for interface, but allow for customization of work area for individuals and specific departments.

I'm not sure what these items mean except for the first one.

See comment above, under #21.

How it was before.

Departmentalization kills creativity and community.

Like I've said before, I believe we need to move to using Microsoft Exchange for everything.

Rally do not know enough to select the 'best' way.

These questions are strongly biased in favor of a centrally controlled and managed system. A decentralized system which allows individual departments to choose a solution and manage it is superior. These individual systems should interoperate. We shouldn't necessarily all be using the same product, but should be using the same protocols.

Google would provide most of this, if available to us.

If HIPPA, FERPA and other requirements are met than moving to Google would be the way to go. If we stay in house then getting all of UNM on GroupWise would be sweet. The hospital seems to provide much better GroupWise support than UNM IT or HSC so we should look at them as the model. Most support issues related to GroupWise are either lack of training or the use of an older non-GroupWise 8 client.

Moving to an Exchange system would be very costly in terms of training and we would have to hire additional FTEs and then we would be at about the same place we are now.

We already have a single interface for all your email/calendar activity and address book and it's called GroupWise!

With the exception of HSC students, we don't need other main campus students in the address book.

I think the purpose should be simplicity, ease of use, and accessibility. Departments do have a need to communicate with one another and often have to collaborate. But because a system is limited by capacity this isn't always feasible.

ability to sync with mobile devices - email and chat go together. Why not video chat... not so much next generation as NOW generation.

I think that it is most important that all UNM branches be able to "talk" to one another via chat, email etc without limitations that we have now.

We just upgraded to GroupWise 8, I don't see any reason to move to something else.

When you say common practice, it had better be common practice with HSC in the driver's seat.

We don't want non-medical students in our address book.

Shared calendaring would be useful, but not if it locks us into single tools or (worse yet) specific platforms. Whatever system is implemented must give users flexibility about platform and user interface/client.

i don't think it needs to be an "all-in-one" package as long as the tools can work together and are extensible.

I don't know enough to voice

Common electronic calendar system is essential for effective scheduling of meetings, etc.

It should be adaptable for use with other programs I prefer, such as Gmail. Adaptability is important, since I have a disability which affects the ways I can use the computer.
Question 23
How concerned are you about the security and privacy risks associated with the following: (data includes grades, schedules, financial aid, etc.)

Levels Putting school/work data/documents on the "public" web (in Google or Yahoo groups)

Being able to have a pool that all of UNM can tap into while still being able to maintain one’s own personal, private calendar, etc would be ideal.

It is really important for all systems on campus to be able to easily communicate with one another without patches and workarounds, particularly calendering, email and chat functions.

Just make it visually appealing and easy to follow...a person shouldn't have to try to figure out how the person who designed the system thinks in order to use the system.

I don’t really care so long as I have some access to a reliable email system.

The UNM Medical Group needs to be separate from UNM.

Not sure I understand this question.

All of main campus should be forced to use GroupWise.

The more centralized and easier to use the better.

This has to be synchable with mobile devices.

n/a

go Google!

I enjoyed the old email system that we had it was easy to use and convenient. The new one is confusing and takes a very long time to navigate around.

If you want to know how I Feel about this come talk to me ok! Jam_2122@hotmail.com I have a lot time to chat one-on-one

no clear opinion

Why does UNM use Groupwise when the standard practice of business is Microsoft Outlook. Groupwise is good for internal interactions, but not helpful for interactions with the outside world.

Mac and iPhone compatibility & support.

I feel a group calendar with individual ability to modify the calendar (for that person) would be useful.

outlook or forward to outlook at the least

Using Google Wave. Seriously a very good tool. All of that mixed in with social networking, surveys etc. AMAZING!

http://www.youtube.com/watch?v=p6pgxLaDdQw

N/A

A single interface would be nice, but it would be difficult (if not impossible) to come up with a tool that serves all of these purposes well. For email, most important to me is the ability to use whatever client I prefer (e.g., Thunderbird).
Levels Putting school/work data on social networks like Facebook or LinkedIn

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Levels Keeping work/school data on departmental servers

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Total answered: 3668
### Levels Keeping work/school data/documents on a UNM central server

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Sum: 3863

Average: 2.63

Median: 3

Total answered: 3645

### Levels Keeping school/work data/documents on your PC

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Sum: 3863

Average: 2.63

Median: 3

Total answered: 3651

### Levels Keeping work/school data/documents on your PC

- Extremely concerned: 777
- Concerned: 866
- Somewhat concerned: 946
- Not at all concerned: 1056
- Not answered: 218

Total answered: 3645
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Sum: 3863

Average: 2.84
Minimum: 1
Variance: 1.35
Median: 3
Maximum: 4
Std. deviation: 1.16

Total answered: 3650

Text input

offer services, not limitations based on one small group's sense of what works (which is usually PC based and fraught with holes).

Keeping data on departmental or central servers or on PCs is a manageable risk with proper care. Putting the personally identifiable data noted above in a public location would be a violation of Federal law.

not a student

I prefer using centrally located servers with home access to my work. I also prefer as stated above, a secure e-mail for mailing community contracts patient sensitive information.

Big concern about security it NetID and Password allows access to personal information, including SSN and routing number for bank if using direct deposit!

Thanks for asking and good luck with this incredible challenge..and oh, yes ignore typos please:).Karin

I'm not necessarily concerned with school related work, so much as I am with the security risks to work/private information (ie. work product, SSN, taxes).

Google has much tighter security than UNM could ever manage - I am totally unconcerned about the safety of our data hosted on their servers.

The one exception is client documents (I'm at the law school) which obviously raise a different level of concern.

I work for IT and have received a lot of complaints about the sorting mechanism for the new email system. People don't know how to have their most recent email permanently display first.

any confidential information is placed on departmental servers and not saved on local pc; directory and forms on public networks is good customer service resource as long as the information is current.
I only use the library eReserves to post class material because it is password protected. I only use my password-protected desktop for my research-related materials.

I send confidential emails to my students at their unm email address, telling them that the UNM network is secure but what they do with forwarding is up to them (though it may not be secure). I do not post grades publically, except in an individual email to the affected student.

Actual theft is one concern, but I'm equally concerned with with the copyright reservations at online portals. What interests besides mine the University contemplates are less worrying, but not moot.

The security is ridiculous. I have to change my email passwords for UNM every 3-6 months. I don't think anyone wants to break into my account enough to justify this and it only inhibits my experience with UNM's email/calendaring systems. In short, the required password change is unnecessary.

Security is a major concern and of course there are no easy remedies.

There is no Due Diligence on the Cloud. Storing ANYTHING on the "public" web is probably illegal and/or should be. No one should be required to use any "social networking" tools of any kind.

Not only fix the email system(s) but fix the choices we have with phone services

There is some information that needs to stay confidential.

I'm very concerned about where my data lives, and if it is under the care of *non* UNM entities. Outsourcing document and email storage will dilute the accountability for the data should something happen to it.

I don't think we have the space to put much more data on our server...

Honestly, I'm not exactly sure what you are asking. Sorry...

I have been here as a faculty member since 2009 and am VERY dependent on electronic connections. I would be happy to answer any additional questions and to beta test possible changes.

Most of the data I work with is not sensitive in nature

It would be convenient to have a one business and personal tool set however I don't want my employer seeing my personal information. My employee is already way too involved in my personal life.

Data integrity's essential,public sharing entities have ceased operation overnight; no confidential info should be stored on personal computers even w/ IT over-site because IT is understaffed & can not provide oversite for infallibility.

Departmental servers are often poorly maintained, have substandard security and poor backup, so storing critical data on them is very risky.

Not a big deal at this time.

UNM can offer basic security/firewall software to offset some of these concerns

Note that we have other email within UNM other than those ending in just unm.edu - for example we have the @unmmmg.org and UNM main campus needs to start recognizing those as valid unm id's.

I personally am mindful of what files I put on the web and what I do not. I'm also pretty good with security practices, but I know that the majority of common users at UNM are not. Perhaps there should be a mandatory training for incoming students addressing personal/sensitive information and the public web (similar to the training faculty/staff/GAs/RAs have to go through regarding student information such as grades).

School work is not staff work. Your unrealistic view and trivialization reduces seriousness of this survey.

Consolidated tools on assigned storage with limits is better than what we have now

The servers are safe. People shouldn't panic. This is what the I.T. Department gets paid to do. Let them Panic, we should trust the system to do what it does.
Not all departments are created equal. The University Libraries is a fine place to store data on department servers.

what is "public" email supposed to be?

Dear Moira:
Don't out-source email.

Overall, would use more technology if it was provided for my work. I don't use it because I would have to pay myself.

For faculty, intellectual property and its reliable and multiple modes of access is also of concern as is completely unrestricted collegial/community communication and internet access. I would prefer not use UNM systems at all (and personally pay for wireless/G3 access via personal devices) if UNM opts to restrict/limit/control such access and by so doing interferes with faculty/student academic freedom and freedom of expression which is critical within an educational institution. Clearly, it is preferrable for UNM to maintain secure, yet open/flexible systems which support its educational mission and support the academic/research pursuits of its faculty, students, and staff.

departmental servers is too broad a category, we have a well maintained and highly secure server, so I trust it, but the well maintained and highly secure is a critical component, I don't know if all servers at UNM meet that criteria

Most of my work is not 'secret' although sometimes proposals etc I am worried they'd get in the 'wrong' hands. It has never happened though.

None of the things that really matter to me and most of the people I work with are addressed in this survey. I would like to see the SITE LICENSING program extended (most other research one universities offer Endnote and we don't) and the co-pay reduced for software reduced($65 for Adobe professional is really steep; research universities usually charge $10). I would also like to have a LOT more storage for my UNM account. These are basic productivity tools we should really have.

I am always concerned about security. I would not voluntarily store or post documents unless I felt reasonably secure.

Am not a student, so this is not an issue for me

We should be able to store data on UNM central servers to better insure backups and restoration ability in the event of disasters. Data on department servers may be backed up but in the event of loss of the servers, it is more difficult to obtain replacement servers to restore operations. The economies of scale provided by UNM central servers are vitally important for disaster recovery planning.

Given that I work in clinical and administrative environments, privacy and security are critical.

I think one of the benefits to having UNM systems hosted by UNM servers is the control the university then has over security issues. I don't think it's appropriate to use public sources like Google or Yahoo for university business if it involves sensitive information. I also don't think students understand the risks/loss of benefits when they rely primarily on a non-UNM email system.

It's hard to tell if the first questions are intended to speak to misperceptions that everything on the internet is public. Lack of concern has to do with the idea that it is behavior, not tools that make the wrong things public.

UNM IT needs to provide more and better personal and workgroup storage so that documents can be saved and backed up from central file servers or collaboration tools. I can't tell you how often when people leave UNM or retire, all of their work documents are lost through neglect, purposeful or accidental deletion. Work documents need to be saved and managed centrally for all departments.

If one of these is high risk and I don't do it, how I am to answer this? If I don't to it, it is of not concern, but I would be concerned about doing so.....

Provided we have appropriate archiving tools for these materials, there is little need for concern. My concern is that we have not yet matched server space with necessary physical space.
protected public data should not be managed by private firms.

Feel free to contact me for clarification on any of my answers. Karma Shore, 277-8300

I appreciate your concern in the updating process of these issues and our email. I would like to update my own process, too.

We don't keep social security numbers, etc on any server other than our individual computers, as far as I know. We do keep Banner IDs on a departmental server. Hackers need to be imprisoned - and we are as careful as we can be to protect important information and what we put in emails.

Too many questions on this survey. Gads, don't have time for this many

I worry about the security of grades. I need to email students about assignments and they need to send me their assignments by email.

It is becoming very cumbersome to use webmail. From changing the password to now having to use cap and characters etc. MAKE IT SIMPLE!!!!!! I also have to restart webmail at least once a day because I cannot see the icons.

Public groups are completely unsuitable for those whose work is connected with human subjects research.

Maintaining the servers and our info on them is critically imprt. Backups in case of virus is extremely imprt.

On Question 11, I generally use gw.unm.edu the most as I've opted into GW.

depends on the documents too.

I trust that the ITS department knows what they are doing in regards to security; if they don't know then we are all screwed.

make the e-mail more user friendly and more accessible. i cannot reach my lobo web mail through the unm website after login into myUNM

LOCKSS!

RE #24 - great incentive and way to emphasize the use of unm.edu. If I win the iPad, I will give it to IT Customer Support to evaluate if it is going to be a supported device. I think it needs another couple generations to prove it's use for faculty/staff.

What needs to be fixed is are our drive mappings

I'm not paid to worry about this, that's why we have security.

Don't want it to be out of reach but I really don't want it to be accessed by anyone else.

I also would like to request that there is more training in current tech issues: such as maximizing work use of Blackberry or other smart phones.

Google Docs for Education

I just want the email to look and work like all the modern email services that are free on the web like gmail, yahoo etc. The new email system reminds me of my Prodigy email account from 1994!

In my classes, if someone gains access to certain of my coursework files, it is considered cheating and grounds for my expulsion from UNM. DO NOT REQUIRE PUBLIC STORAGE OF FILES, especially on a server not controlled by UNM!!!

I don't trust UNM to keep ANYTHING on a single server, what if it gets hacked? Which it will, they always do.

GO Lobos

the new email is very slow compared to how it used to work, hopefully it gets improved soon.

I am more concerned with pt info and the ability to encrypt email.

we need encrypted email in order to safely send patient information to community providers

Ease of communication and free access to information--both to achieve learning and improved outcomes--are much more important than security. At present, this is the opposite.
Need encryption

Very dissatisfied that there is no way of sending confidential patient care information via Groupwise. This has become an important practice management concern.

Privacy isn't a big deal to me. I can keep my computer safe as well as any information that I put on social networking sites. You, on the other hand, do not need to be on social network sites with any of my information. I don't trust you at all to know what I want put out there nor if you can even keep the stuff I don't want out safe. It's been shown the school computers are hackable, I don't really trust my information with you at all. You can store the information of convenience like my class schedule, financial aid, etc, but when it comes to anything else I will handle it. Look, just give me an email client through you that will work decently fast and doesn't need to go down for maintainence every five days, so I can can keep incontact with professors.

I would prefer to know where my informational data is at all times, or at the very least know how to find it.

Other than that I would trust a secure system.

UNM is doing a good job for me thus far.

Once again, keep up the good work!

I hope I win an ipad.

This survey was ridiculous.

This is an odd question. I don't think grades and other information protected under FERPA should be available on social networking or other public websites. However, I do think UNM needs to move towards sending UNM transcripts to other institutions electronically as well as receiving transcripts from other institutions electronically.

thanks!!! support mac!!!!!

keep up the good work! :)

I'm really disappointed in the new UNM email.

Why does it start with old email?

why is it so slow?

I don't care for the illustrated buttons/functions.

All individual data should be kept confidential unless permitted by the individual.

Just read a Daily Lobo article about how .edu email addresses can be "hacker magnets" due to relatively low security. UNM's central server has apparently been 'hacked' several times in my career here, and Google/Yahoo feel safer. I never mix business with pleasure by putting work-related stuff (or having work contacts) on Facebook.

What is "public" email?

I want to be anonymous as possible when using UNM e-mail services/internet unless I otherwise specify.

It kills me that the hospital took away my ability to receive emails from groupwise on my blackberry in real time. I paid my $60 enterprise server license fee, no refund, and no email. I should be able to sign an agreement stating I will not ask for pay for my time spent reading email away from work. I am so inefficient because of this.

Concerned about IT personnel abusing their privileges with access to student accounts. I had an IT staff member once access my account without my permission.

need to be able to send encrypted email in groupwise to non unm providers

the current email account is terrible. the email should go chronologically from newest to oldest. A calendar and web security also sounds great too. Thanks a gazillion!

I don't like the current e-mail format changes, I like the old one. It deleted ALL of my address books.
Document storage (I feel) is a separate issue (not related to email and calendaring). I'd hate to see UNM adopt an onerous, expensive, and resource-hungry system that doesn't well meet the needs for users concerned with documents, email, and calendaring. I'd rather see UNM implement well-designed (but independent) systems for document management/storage and email/calendaring.

I'm concerned that having each department manage their own IT services leads to several points of failure. I have to believe that UNM would function better with a single and central IT support group and infrastructure. Bring on the SAN!!

It would be super awesome if UNM could provide an easy to use encryption system for official email so that sending it to personal email accounts wouldn't be a problem.

I never use Social network sites so I don't give a shit about them. However, security is a huge concern and storing stuff on a private server or years and years and years is just plain fucking stupid.

I do not put my data anywhere that I would find unacceptable for the site owner to obtain access to it, so most of those are irrelevant to me.

those are all very important privacy concerns.

The unm network and internet service doesn't seem very secure

I know there was probably a valid reason for switching the email services, however, it doesn't seem any better.

As long as things are password protected and not viewable to outside sources I would feel safer.

Putting private documents on a public server that is accessible by the whole internet is ludicrous. I hope that is not what is being asked.

it's time to implement better firewalling on the entire UNM network and to support VPN for access from home/outside

Under no circumstances should UNM personal information be stored on any kind of social networking site

It's also time to drastically reduce the reliance on Microsoft products at UNM.

The school work could only pose problems if there is personal data or someone later tries to use it and gets caught plagiarizing.

Security is never an issue!! UNM has to relax a bit on their policy that governs it. I don't like that I can not get a grade via e-mail just because of security issues. Who really cares if someone finds out what grade I got? If I request it I'm already waiving my privacy rights, therefore, I should be able to receive my request via e-mail, text, or whatever else that is possible in today's techie world.

As long as there are security measures taken I'm not worried about information storing or sharing.

For me main issue is: departmental file space / WebCT file space / no computer pod file space / myUnm portfolio space / linux.unm.edu home dir / , should be "all the same file space accessible from everywhere"

Be sure to have your legal shit together here. Anything uploaded to Facebook is the property of Facebook. Unless there's a great reason to implement this sort of thing, I don't see why it would be important.

I use only Department web-site and e-mail for teaching and work associated activities. So I am not concerned about all this problems at all.

I think the data is the most important result so the related documents should also be concerned.

If it is on my PC and potentially restricted I encrypt it. Duh!

please make possible switching the dates from past to present

This survey was quite poorly put together. Question 21, for example, is nonsensical. UNM does not run Google.

overall, I think groupwise is terrible and use my Gmail as much as possible in lieu of it
Great survey. Thank you for the opportunity to provide my input in this process.

i think the only problem would be when numbers are sent out such as social security, credit cards numbers, and other numbers people could misuse for their own

Thank you! :)

I use unm e-mail everyday and I find it too slow, too many steps to get to my messages. I would like it to be more convenient and user friendly.

Now that question has a ring to it like "big brother should be watching everything just to keep you save". As President Lincoln put it so well, "Government big enough to supply everything you need is big enough to take everything you have." Teach people to take care of themselves in computer security or they will be dependents their whole lives.

i TRUST MY DOCUMENTS BEING HELD ONLY ON UNM WEB CT

there's a major difference in the level of concern i have over putting my schoolwork on Facebook and the school putting grades and my credit card number on Facebook. I think these might merit separate questions.

I probably don't worry enough about security...

Security is of vital importance since I have lost cd disks with homework and papers on it. To have a place where I can keep and store all my info and documents without having to worry about having it stolen or copied, would be great!

I run my own server. I am a very experienced UNIX admin. I run security and administer systems professionally. I do not trust others to do this for me.

What does concerned mean here? Many of my answers could easily flip significantly depending upon which of several possible meanings are attached.

I encrypt sensitive information in my computers. Encryption for files and especially for e-mail using standards compliant and free/open source software (GnuPG) is very important in my opinion. I highly recommend using free (open source) software.

Quotation marks betray the bias of this "survey".

I back up everything on my laptop to Amazon S3 in case of theft, fire, etc.

N/A

Security is very important to me

Get rid of UNM email. Use a third party site which actually works ie. Gmail. And why would I ever want to see my oldest emails first? I want to see my newest emails first. And what are all these buttons and why doesn't search work? Why can't things automatically be saved in a sent folder? - Thanks

There is a difference between my own data, the documents I create on my own PC, and data generated by the school. I would not be okay if my professor posted class grades on Facebook.

I get so many viruses from using UNM's wireless. It obviously isn't that hard for someone to hack into the UNM wireless to infect my laptop so it's not that hard for them to get my info. UNM's wireless needs way way way better security

It is a problem that we are unable to encrypt messages from Groupwise to community providers and patients.

uFFF... yeah why am i taking this survey?

Today, 03/12/2010 is my birthday. Thanks

There are major security concerns, but none that are not achievable.

Outsourcing needs to be considered very circumspectively

I entered this survey once and after i clicked 'finish' the software said it 'could not find the survey' and my survey was gone. Same thing has happened for gpsa and other surveys, and perfectly illustrates the frustrations of many with our IT system

I have personal data and unpublished work on all of these services. It is always important to me to make sure my files are secure.
I need me an ipad... please!

You guys should set up your own Google Wave server.
I think it's free source and it would allow for great collaboration and instant communication. If you're interested in trying it out and haven't already, I can get you an invite, just email me at the address I provide to win, (which I intend to) >:D

Just reiterating how horrible the new email really is, during your next "update" can IT undo their last "update"

The main reason I filled out this survey was for a chance to say this: the fact that I have to change my password for my UNM account so often, and to such odd and overly complicated specifications, is absolutely crazy. I can't even remember my own password, I've had to change it so many times! And in fact this makes it EASIER for other people to break into my account, not harder. I really wish this policy would change-- let me keep the same password! My professor can't remember his due to the same reason, so whenever I TA for him, I have to log him on the system-- he can't even use it as a result of this stupid policy. Thanks and please consider this! ALL of my grad school friends here at UNM feel the same way...it's extremely annoying and counter productive....

Put everything in once place, lock it up, and be very careful about who knows where it is. Centralized servers are fine if VPN/FTP access is used.

This question abuses the definition of the term "public". Many commercial services provide secure, non-public access control. Sites such as Facebook and Linked-In provide some types of access control. Other services (e.g. DropBox) provide even more fine control on a file-by-file level.

I like Groupwise a lot but really wish it were more compatible with other email appointments. I have also noticed that whenever an update is installed some of our settings are reset each time.

For the law school, this is critical as we work with clients and it is against State Bar rules that our confidential client information be unsecure.

The new e-mail is powerful, complex, and a change for the worse. It's most hated feature is the default to oldest files at the top of the stack. Why not the newest? And why can I not make a permanent shift to newest files on top?

I don't use google or yahoo groups, or I would be extremely concerned. I work with HIPAA protected info, so privacy is always a concern.

I support secure web apps maintained by the college. Too many 3rd parties become difficult to serve with reliability and security.

Facebook and Twitter are fun, but when used for delivering instruction, the instructor surrenders security, reliability, safety and control.

Not everyone is as honest as we would like them to be.

i dont like the email system since the updates very unreliable and slow. it is impairing my learning experience

Why is @unmmg.org not listed below? That's UNM for you.

When is UNM going to have our UNM NetIDs match our HSC NetIDs? (and not the other way around)

facebook is not an appropriate place to put data that should be secure.
for questions 1-21 you should have a "neutral" category.

I am not a student

giving students access to collaborate on a sharepoint site, across classes, student groups, and semesters...would be extremely helpful.

Security risks are a big deal to me, and I'm not convinced UNM doesn't allow entirely too many people access to my records.

No system is completely private or failsafe.
Please make our UNM NetIDs match our HSC NetIDs, for example jbinggel should be jbinggeli. amasciot should be amasciotra. Other than that GroupWise Rocks!

n/a

Anything other than the current system UNM has will be fine.

This survey is too long. Please consider eliminating some of the questions to insure better feedback.

If you want to know how I Feel about this come talk to me ok! Jam_2122@hotmail.com I have A lot time to chat one-on-one

don't use

I'm extremely concerned on keeping work documents on the "public" web.

No system is immune to viruses and malware

I do worry about security of documents using public websites or public email, but I think that if Google (for instance) has a great calendar system, then we should use it. GroupWise is the pits--Outlook is much better. For my position, I need people from outside my department to be able to schedule appointments with me, so whatever implementation you decided to use, it should be University-wide, not department-specific.

If work documents can be public sure, there should also be a back-up if lost. Public to whom really?

why are your oldest emails put on the last page? your newest emails should be the ones that appear first.

N/A

The risks to privacy/security are real. The recent attacks on Google are disturbing (and probably worse than what was reported in the paper). The prospect of my work-related private data being in anyone's hands but my own is unacceptable.