Question 1: What is your primary affiliation with UNM? ................................................................. 2

Question 2: How important is it for you to message/email with the following groups: .......................... 2
   - Levels faculty ......................................................................................................................... 2
   - Levels staff .......................................................................................................................... 3
   - Levels student ..................................................................................................................... 3
   - Levels colleagues at other institutions ................................................................................ 4
   - Levels community members .............................................................................................. 5

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   - Levels GroupWise ............................................................................................................ 12
   - Levels Exchange (usually via Outlook client) ................................................................... 13
   - Levels Gmail / Yahoo / online service ........................................................................... 14

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   - Levels GroupWise ............................................................................................................ 22
   - Levels Exchange ............................................................................................................. 22
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   - Levels Desktop ................................................................................................................. 47
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   - Levels your laptop/netbook ............................................................................................ 46
   - Levels Desktop ................................................................................................................. 47

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   - Levels feature set ............................................................................................................. 62
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   - Levels phone support ..................................................................................................... 64
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Levels Email..................................................................................................119
Levels Calendar............................................................................................119
Levels Instant messaging/chat.......................................................................120
Levels Texting (SMS, MMS).........................................................................121
Levels User/group updatable web sites such as Portal or Sharepoint..............121
Levels Social networking sites (facebook, twitter)........................................122
Levels Class websites, including WebCT.....................................................123
Levels Blogs..................................................................................................123
Levels Departmental websites.......................................................................124
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Levels Email..................................................................................................130
Levels Calendar............................................................................................130
Levels Instant messaging/chat.......................................................................130
Levels Texting (SMS, MMS).........................................................................131
Levels User/group updatable web sites such as Portal or Sharepoint..............132
Levels Social networking sites (facebook, twitter)........................................132
Levels Class websites, including WebCT.....................................................133
Levels Blogs..................................................................................................134
Levels Departmental websites.......................................................................134
Levels Google /Yahoo groups or other on-line group tools.............................135
Levels Web conferencing like WebEx...........................................................135
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Levels Easy access to old email (such as over a year).....................................138

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Levels A single interface for all your email/calendar activity and address book. 142
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Levels Putting school/work data/documents on the "public" web (in Google or Yahoo groups).................................................................148
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Levels Sending UNM school/data/documents over "public" email....................150
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Levels Keeping work/school data/documents on a UNM central server............152
Levels Keeping school/work data/documents on your PC................................152
Report info

Report date: Friday, March 5, 2010 3:49:59 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: 2606
Number of completed responses: 2606
Question 1
What is your primary affiliation with UNM?

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Total answered: 2606

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

Levels faculty
### Levels staff

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**Total answered: 2544**

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**Total answered: 2518**
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Total answered: 2487

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Total answered: 2493

**Text input**

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!

Often email is my primary mode of communication, especially for academics and professional relationships.
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 think that email is important for everyone who at UNM & in the community.
E-Mail and Texting are my main forms of communication.
family and friends also
E-mail is my primary communication.
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 motion 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.
Most of my professors and other instructors communicate through email.

nope

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.
I cannot access my unm email through myunm.edu anymore and it is very frustrating.
I hat what you did to my email i havign 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 no 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 median.
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.
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.
I need to know that I can depend on the UNM email system. Emails are a very critical means of communication.
The new layout sucks
an easier to organize and read contact system would be nice
The current system seems to be working well enough for my purposes. 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 don't like the new email, how it is setup

I receive regular e-mails from instructors and 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.

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 don't really 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.

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

I missed an appointment at shac because I couldn't access unm email from my home computer 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 critically 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 receive 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 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 new 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

E-mail is critically important for communicating with teachers, students etc.

This new e-mail system wastes too 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-mail 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.

webmail is so slow

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, facutly, 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 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 use this email for academic communications, mostly within the UNM system.

I prefer using my unm email to other email.

only email, no need for messaging

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.

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.

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 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.

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.

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 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 e-mail only. I'm not sure what other "messaging" might be meant.

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

Its 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.

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 email 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.
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.

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.

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.

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.

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.

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 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.

I am a law student and it is imperative that we have the ability to access all members of the school and community.

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.

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.

I just like having easy to use Email.

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?

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 have noticed that I am unable to access UNM email when I'm using campus WiFi.

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

<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>1481</td>
<td>1481</td>
<td>56.83%</td>
<td>56.83%</td>
<td>57.4%</td>
<td>57.4%</td>
</tr>
<tr>
<td>use daily</td>
<td>608</td>
<td>2089</td>
<td>23.33%</td>
<td>80.16%</td>
<td>23.57%</td>
<td>80.97%</td>
</tr>
<tr>
<td>use sometimes</td>
<td>251</td>
<td>2340</td>
<td>9.63%</td>
<td>89.79%</td>
<td>9.73%</td>
<td>90.7%</td>
</tr>
<tr>
<td>use infrequently</td>
<td>126</td>
<td>2466</td>
<td>4.83%</td>
<td>94.63%</td>
<td>4.88%</td>
<td>95.58%</td>
</tr>
<tr>
<td>don't use</td>
<td>114</td>
<td>2580</td>
<td>4.37%</td>
<td>99%</td>
<td>4.42%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered</td>
<td>26</td>
<td>2606</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Sum:</td>
<td>2606</td>
<td>-</td>
<td>100%</td>
<td>-</td>
<td>100%</td>
<td>-</td>
</tr>
</tbody>
</table>

Average: 1.75
Minimum: 1
Variance: 1.2
Median: 1
Maximum: 5
Std. deviation: 1.1

Total answered: 2580

Levels GroupWise
## 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>164</td>
<td>164</td>
<td>6.29%</td>
<td>6.29%</td>
<td>6.64%</td>
<td>6.64%</td>
</tr>
<tr>
<td>use daily</td>
<td>119</td>
<td>283</td>
<td>4.57%</td>
<td>10.86%</td>
<td>4.82%</td>
<td>11.45%</td>
</tr>
<tr>
<td>use sometimes</td>
<td>251</td>
<td>534</td>
<td>9.63%</td>
<td>20.49%</td>
<td>10.16%</td>
<td>21.61%</td>
</tr>
<tr>
<td>use infrequently</td>
<td>162</td>
<td>696</td>
<td>6.22%</td>
<td>26.71%</td>
<td>6.56%</td>
<td>28.17%</td>
</tr>
<tr>
<td>don't use</td>
<td>1775</td>
<td>2471</td>
<td>68.11%</td>
<td>94.82%</td>
<td>71.83%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered:</td>
<td>135</td>
<td>2606</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Sum:</strong></td>
<td><strong>2606</strong></td>
<td><strong>2606</strong></td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Average:</strong></td>
<td><strong>4.32</strong></td>
<td>-</td>
<td><strong>100%</strong></td>
<td>-</td>
<td><strong>100%</strong></td>
<td>-</td>
</tr>
<tr>
<td><strong>Median:</strong></td>
<td><strong>5</strong></td>
<td><strong>1</strong></td>
<td><strong>Variance:</strong></td>
<td><strong>1.51</strong></td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Std. deviation:</strong></td>
<td></td>
<td></td>
<td><strong>Maximum:</strong></td>
<td><strong>5</strong></td>
<td><strong>1.23</strong></td>
<td>-</td>
</tr>
</tbody>
</table>

Total answered: 2471

## Levels Exchange (usually via Outlook client)
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'm frustrated by UNM's email client, so I have all my mail forward to gmail.

My 'Exchange' is MobileMe

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.

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.

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

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 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.

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 mainly use IMAP to download my UNM and Gmail mail into Apple Mail (or Thunderbird when on Windows).

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 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 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.

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

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

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

Primary email service.

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

i use hotmail

I use UNM Webmail in the sense that people email me at my .unn.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

I am not quite sure about the question. I never liked webmail, so i used what was accessible 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 used your WebMail untill you messed it up, recently.
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 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 forward my UNM webmail to my Gmail account.

UNM webmail is my primary school mailing address.

Like I said the new email sucks.

unm webmail needs a more user friendly interface

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

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

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

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

I filter webmail into my persona gmail account.

I have all UNM mail imported to gmail.

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

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 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 used 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.

I 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)

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

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.

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.

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 check my 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 gmos out going servers because I can not use unm 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 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 have my UNM email forwarded to another account as well.

I use IMAP/SMTP more than anything else.

I have my unm mail forwarded to gmail.

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.

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

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

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

This e-mail address is my main inbox.

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!

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.

unm web the most

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.

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 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

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.

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

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

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 now I forward it to gmail.

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.

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

the unm e-mail is very useful!!!

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.

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

I do have a private e-mail server for business.

All email is forwarded to departmental account and accessed via IMAP from there.
How satisfied are you with these email services?

Levels UNM WebMail/Portal Mail

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.

n/a

I dont 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.

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

I used hotmail, which is mail.live.com

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

When the changes were applied to the mail client of myunm, Ididn'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.

Question 4
How satisfied are you with these email services?
## Levels GroupWise

### 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>340</td>
<td>340</td>
<td>13.05%</td>
<td>13.05%</td>
<td>13.16%</td>
<td>13.16%</td>
</tr>
<tr>
<td>satisfied</td>
<td>992</td>
<td>1332</td>
<td>38.07%</td>
<td>51.11%</td>
<td>38.4%</td>
<td>51.57%</td>
</tr>
<tr>
<td>dissatisfied</td>
<td>611</td>
<td>1943</td>
<td>23.45%</td>
<td>74.56%</td>
<td>23.65%</td>
<td>75.22%</td>
</tr>
<tr>
<td>very dissatisfied</td>
<td>574</td>
<td>2517</td>
<td>22.03%</td>
<td>96.58%</td>
<td>22.22%</td>
<td>97.44%</td>
</tr>
<tr>
<td>don't use</td>
<td>66</td>
<td>2583</td>
<td>2.53%</td>
<td>99.12%</td>
<td>2.56%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered</td>
<td>23</td>
<td>2606</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
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</tbody>
</table>

Total answered: 2583

### Levels GroupWise

![Bar chart showing satisfaction levels](chart.png)

## Levels Exchange

### 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>88</td>
<td>88</td>
<td>3.38%</td>
<td>3.38%</td>
<td>3.6%</td>
<td>3.6%</td>
</tr>
<tr>
<td>satisfied</td>
<td>326</td>
<td>414</td>
<td>12.51%</td>
<td>15.89%</td>
<td>13.33%</td>
<td>16.93%</td>
</tr>
<tr>
<td>dissatisfied</td>
<td>111</td>
<td>525</td>
<td>4.26%</td>
<td>20.15%</td>
<td>4.54%</td>
<td>21.47%</td>
</tr>
<tr>
<td>very dissatisfied</td>
<td>65</td>
<td>590</td>
<td>2.49%</td>
<td>22.64%</td>
<td>2.66%</td>
<td>24.13%</td>
</tr>
<tr>
<td>don't use</td>
<td>1855</td>
<td>2445</td>
<td>71.18%</td>
<td>93.82%</td>
<td>75.87%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered</td>
<td>161</td>
<td>2606</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
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<td>-</td>
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</tbody>
</table>

Total answered: 2445

### Levels Exchange

![Bar chart showing satisfaction levels](chart.png)
<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>126</td>
<td>126</td>
<td>4.83%</td>
<td>4.83%</td>
<td>5.17%</td>
<td>5.17%</td>
</tr>
<tr>
<td>satisfied</td>
<td>317</td>
<td>443</td>
<td>12.16%</td>
<td>17%</td>
<td>13.01%</td>
<td>18.19%</td>
</tr>
<tr>
<td>dissatisfied</td>
<td>79</td>
<td>522</td>
<td>3.03%</td>
<td>20.03%</td>
<td>3.24%</td>
<td>21.43%</td>
</tr>
<tr>
<td>very dissatisfied</td>
<td>35</td>
<td>557</td>
<td>1.34%</td>
<td>21.37%</td>
<td>1.44%</td>
<td>22.87%</td>
</tr>
<tr>
<td>don’t use</td>
<td>1879</td>
<td>2436</td>
<td>72.1%</td>
<td>93.48%</td>
<td>77.13%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered:</td>
<td>170</td>
<td>2606</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Sum:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>100%</strong></td>
</tr>
<tr>
<td>Average:</td>
<td>4.32</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><strong>100%</strong></td>
</tr>
<tr>
<td>Median:</td>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>100%</strong></td>
</tr>
<tr>
<td><strong>Total answered:</strong></td>
<td>2436</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Levels Gmail / Yahoo / online service**

![Bar chart showing frequency table data]
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>1179</td>
<td>1179</td>
<td>45.24%</td>
<td>45.24%</td>
<td>46.73%</td>
<td>46.73%</td>
</tr>
<tr>
<td>satisfied</td>
<td>870</td>
<td>2049</td>
<td>33.38%</td>
<td>78.63%</td>
<td>34.48%</td>
<td>81.21%</td>
</tr>
<tr>
<td>dissatisfied</td>
<td>56</td>
<td>2105</td>
<td>2.15%</td>
<td>80.78%</td>
<td>2.22%</td>
<td>83.43%</td>
</tr>
<tr>
<td>very dissatisfied</td>
<td>16</td>
<td>2121</td>
<td>0.61%</td>
<td>81.39%</td>
<td>0.63%</td>
<td>84.07%</td>
</tr>
<tr>
<td>don't use</td>
<td>402</td>
<td>2523</td>
<td>15.43%</td>
<td>96.82%</td>
<td>15.93%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered:</td>
<td>83</td>
<td>2606</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Sum:</td>
<td>2606</td>
<td>-</td>
<td>100%</td>
<td>-</td>
<td>100%</td>
<td>-</td>
</tr>
<tr>
<td>Average:</td>
<td>2.05</td>
<td>Minimum: 1</td>
<td>Variance: 1.95</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Median:</td>
<td>2</td>
<td>Maximum: 5</td>
<td>Std. deviation: 1.4</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total answered: 2523

Text input

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!

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.

My 'Exchange' is MobileMe

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.

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

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.

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.

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

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

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.

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.

I do not like that I have to keep logging back in a losing 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.

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

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.

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

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....

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

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

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 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 mail servers sometimes go down for lengthy periods of time.

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.
<table>
<thead>
<tr>
<th>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</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>email sorting features are not user friendly, and email service has been unavailable alot</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>myUNM e-mail is a bit confusing, does not look as modern in contrast with other e-mail providers</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>the new email is hard to navigate and hard to understand</td>
</tr>
<tr>
<td>This new email is horrible! please let us go back to the old interface...please!</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>I use pine a lot</td>
</tr>
<tr>
<td>I really do not like the changes made to the UNM email service.</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>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</td>
</tr>
<tr>
<td>Gmail is a really smooth email service that allows me to easilly email and file important messages away.</td>
</tr>
<tr>
<td>i was satisfied until you guys combined the two</td>
</tr>
<tr>
<td>UNM email is unreliable and difficult to use.</td>
</tr>
<tr>
<td>hate the layout! wish that sent messages were saved to a sent folder. want my most current messages to be displayed first!!</td>
</tr>
<tr>
<td>I've run into problems not being able to access UNM email.</td>
</tr>
<tr>
<td>Ever since e-mail changed i find it slower and more difficult to use. There was no problem with e-mail portal before.</td>
</tr>
<tr>
<td>WebMail is not very user friendly</td>
</tr>
</tbody>
</table>
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.

UNM Webmail is efficient and productive.

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.

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

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.

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 infernally 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

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.

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 acessed 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 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 emails.

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 chronolalogical 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!!

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.

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.

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.

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.

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.

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.

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.

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 hope 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 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 WebMial 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 superfluous 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 horibble! 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?

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

Please fix the email system!

The UNM WebMail cite 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 then 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 can not 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 themselves. 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 CAN'T FIGURE OUT YOUR NEW EMAIL SYSTEM????????? REALLY????

Webmail is ugly

I don't like the way the new webmail system looks. And I don't understand how to change my personal settings. I go to the change settings options and don't 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 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.

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.

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.

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 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 WedMail and would like to write a letter of complaint to anyone higher up that will listen and be able to take action.

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.

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

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.

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

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!!

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.

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.

its 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...

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.

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 occurred. 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 upgrade 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.

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.

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 dont like how the new webmail is set up. 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.

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.

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 still think that it needs some work.

spam is still a huge issue with email clients

WebMail isn't intuitive and user friendly.

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 doesn't 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!

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 foward icons all look the same.

I really dislike the new format for the lobo email. I dont understand why they had the need to change it.

The new UNM Webmail is harder to use. Its really not user friendly.

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.
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.

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.
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 maneuver 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.

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.

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.

It works as an email client.

Now that our space allocation has been expanded, much better, before not enough space.

since the webmail was reconstructed most recently it became more difficult to navigate the settings & go straight to new inbox messages.

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)

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.

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 newset 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.

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.

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

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 horrible and is very hard to use. you should have left it alone!

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?

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.

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 unreliablesometimes 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.

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?

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<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
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<td>Std. deviation:</td>
<td>0.55</td>
<td></td>
</tr>
</tbody>
</table>

Total answered: 2593
I have a Windows netbook, and run an iMac in my dorm room.

Both Windows and Mac

However, there are times when I use MAC and LINUX.

or windows.

I use all 3 equally

I use Windows and Mac OS equally

I also use Windows on my desktop computer, which I use for ArcGIS. I mostly use a MAC laptop for daily use.

I also run Windows simultaneously 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.

all of the above equally

I use windows and mac equally

ssh in pine

I use both windows and mac

macs when i usually go to the it pods

as well as Windows Mobile 6.5

I use Mac OS and Linux frequently as well.

Don't take Macs off campus!!!

Macs FTL

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 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.

snow leopard

My computer is a Mac, but I use the windows computers at school a lot.

Macintosh is the devil... proprietary nonsense!!

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.

equally with windows

I use Windows for work and Mac OS for home/school purposes.

Ubuntu, Slackware, and Redhat. Also, windows (less).

Windows 7

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

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.

I use Windows at the lab, Mac at home/outside of the lab

Use Windows XP mostly

Windows XP Home Edition (laptop)
Windows 7 Home Premium (desktop)

I use Windows and Mac the same amount

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

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 cones to software.

Thank you for keeping current with the Windows program, I appreciate it.

N/A

This is the only program we have to use

Windows and Mac OS equally

all Mac all the time

I aslo have a MAC

Bu I'm comfortable with both. Mac at home, PC at work.

I also use my iPod Touch and my iPhone for retrieving email.

The iPhone.

second is windows

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.

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 compatibly is very important for the diverse student population.
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!
i belive it is easier to understand
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.
but also Mac OS. I'm the IT for a Department from UNM
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

![Graph showing the frequency of using devices for email]
Levels other cell phone/handheld

<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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<tr>
<td>use sometimes</td>
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<td><strong>-</strong></td>
<td><strong>-</strong></td>
<td><strong>-</strong></td>
<td><strong>-</strong></td>
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</tr>
<tr>
<td><strong>Median:</strong></td>
<td><strong>5</strong></td>
<td><strong>-</strong></td>
<td><strong>-</strong></td>
<td><strong>-</strong></td>
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</tbody>
</table>

Total answered: 2495

Levels your laptop/netbook

<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>
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<td>use multiple times/day</td>
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<td>28.09%</td>
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<td>29.37%</td>
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<tr>
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<td>197</td>
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<td>41.63%</td>
<td>7.91%</td>
<td>43.54%</td>
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<tr>
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<td>5.54%</td>
<td>49.08%</td>
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<tr>
<td>don't use</td>
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<td>95.63%</td>
<td>50.92%</td>
<td>100%</td>
</tr>
<tr>
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<td>100%</td>
<td>-</td>
<td>-</td>
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<td><strong>100%</strong></td>
<td><strong>-</strong></td>
<td><strong>100%</strong></td>
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Total answered: 2492
## Frequency table

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<td>8.8%</td>
<td>90.78%</td>
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<td>99.04%</td>
<td>7.9%</td>
<td>100%</td>
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<td>100%</td>
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<td>-</td>
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<td>-</td>
<td>100%</td>
<td>-</td>
<td>100%</td>
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Average: 1.7  
Minimum: 1  
Variance: 1.41  
Median: 1  
Maximum: 5  
Std. deviation: 1.19

Total answered: 2581
### Frequency table

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<th>Cum. adjusted relative frequency</th>
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<tr>
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<td>18.27%</td>
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<tr>
<td>use infrequently</td>
<td>157</td>
<td>1978</td>
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<td>75.9%</td>
<td>6.2%</td>
<td>78.06%</td>
</tr>
<tr>
<td>don't use</td>
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<td>97.24%</td>
<td>21.94%</td>
<td>100%</td>
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<tr>
<td>Not answered</td>
<td>72</td>
<td>2606</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Sum:</strong></td>
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<td>-</td>
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</tr>
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<td><strong>Average:</strong></td>
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<tr>
<td><strong>Median:</strong></td>
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<td>5</td>
<td>Std. deviation: 1.13</td>
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</tbody>
</table>

Total answered: 2534

### Levels A UNM public computer

I am a SCON.

Also sometimes my Nokia n800 (not a phone, more like an iPod but open).

all ipods are wireless

Again, I primarily use the Blackberry for email.

Please optimize mobile web access to GroupWise's web interface.
I will be getting a cell phone and laptop soon.

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 computers 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.

UNM Public computers are outdated, they need MATLAB and other technical programs on EVERY computer. This is necessary for student success.

no laptop

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.

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

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 change 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 the UNM public computer I use only on Tuesday and Thursday.

Phone with Android.
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 Ipod/Ipad I would most likely 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 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.

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

I use my desktop on a daily basis.

The UNM computers are my daily access to the things I need to do online.

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.

Don't 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.

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).

I cannot use my cellphone or I would. The setup does not accept my browser.

I can not get my phone to retrieve unm email now that the new webmail system is in place. 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
I really think it helps out for my usage just to connect with fellow classmates its working.
I use my BlackBerry Storm.
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.
N/A
I currently don't have any wireless technology that would help me keep on track with emails.

Question 7
How important are the following methods of maintaining distribution lists/groups?

Levels Public lists

<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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<td>375</td>
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<tr>
<td>important</td>
<td>963</td>
<td>1338</td>
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</tr>
<tr>
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<td>367</td>
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<td>65.43%</td>
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<tr>
<td>very unimportant</td>
<td>52</td>
<td>1757</td>
<td>2%</td>
<td>67.42%</td>
<td>2.05%</td>
<td>69.26%</td>
</tr>
<tr>
<td>don't use</td>
<td>780</td>
<td>2537</td>
<td>29.93%</td>
<td>97.35%</td>
<td>30.74%</td>
<td>100%</td>
</tr>
<tr>
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<td>69</td>
<td>2606</td>
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Total answered: 2537

Frequency table

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<th>Relative frequency</th>
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<tr>
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<td>375</td>
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<td>14.78%</td>
<td>14.78%</td>
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<td>1338</td>
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<td>37.96%</td>
<td>52.74%</td>
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<td>14.08%</td>
<td>65.43%</td>
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<tr>
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<td>100%</td>
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<td>100%</td>
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Sum: 2606 - 100% - 100% -
Average: 2.96 Minimum: 1 Variance: 2.22
Median: 2 Maximum: 5 Std. deviation: 1.49

Levels Departmental lists
Frequency table

<table>
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<th>Relative frequency</th>
<th>Cum. relative frequency</th>
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<th>Cum. adjusted relative frequency</th>
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<td>73.6%</td>
<td>1.22%</td>
<td>75.69%</td>
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<tr>
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<td><strong>100%</strong></td>
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Total answered: 2534

Levels Class lists
Frequency table

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<th>Relative frequency</th>
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<tr>
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<td>38.41%</td>
<td>73.6%</td>
<td>39.36%</td>
<td>75.42%</td>
</tr>
<tr>
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<td>140</td>
<td>2058</td>
<td>5.37%</td>
<td>78.97%</td>
<td>5.51%</td>
<td>80.93%</td>
</tr>
<tr>
<td>very unimportant</td>
<td>20</td>
<td>2078</td>
<td>0.77%</td>
<td>79.74%</td>
<td>0.79%</td>
<td>81.71%</td>
</tr>
<tr>
<td>don't use</td>
<td>465</td>
<td>2543</td>
<td>17.84%</td>
<td>97.58%</td>
<td>18.29%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered:</td>
<td>63</td>
<td>2606</td>
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<td>100%</td>
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<td>-</td>
</tr>
<tr>
<td><strong>Sum:</strong></td>
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<td>-</td>
<td>100%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Average: 2.26 Minimum: 1 Variance: 2.03
Median: 2 Maximum: 5 Std. deviation: 1.42

Total answered: 2543

Levels Personal distribution lists

Levels Listserves

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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<td>449</td>
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<td>17.23%</td>
<td>17.92%</td>
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<tr>
<td>important</td>
<td>889</td>
<td>1338</td>
<td>34.11%</td>
<td>51.34%</td>
<td>35.47%</td>
<td>53.39%</td>
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<tr>
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<td>13.73%</td>
<td>67.12%</td>
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<tr>
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<td>1727</td>
<td>1.73%</td>
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<td>1.8%</td>
<td>68.91%</td>
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<td>96.16%</td>
<td>31.09%</td>
<td>100%</td>
</tr>
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</tbody>
</table>

Average: 2.93 Minimum: 1 Variance: 2.33
Median: 2 Maximum: 5 Std. deviation: 1.53

Total answered: 2506
Levels Paper notes (Franklin, etc.)

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<td>66.39%</td>
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<td>100%</td>
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<td>100%</td>
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Sum: 2606 - 100% - 100% -

Average: 2.91 Minimum: 1 Variance: 2.43
Median: 2 Maximum: 5 Std. deviation: 1.56

Total answered: 2520
## Frequency table

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<td>-</td>
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<tr>
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<td>2606</td>
<td></td>
<td>100%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Average:</strong></td>
<td>3.67</td>
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<td></td>
<td></td>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total answered: 2511**

---

### Text input

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.

I'm not sure what some of these questions, such as this one, are asking.

Don't even know what most of these are or how to access them; I do use the directory occasionally.

Everyone else in the country distributes information very broadly and quickly without paper using lists. If UNM wants to become more environmentally friendly this is the way to do it.

I am not sure what you mean by distribution lists.

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

(I'm not sure what some of these are, but I use the class lists the most.)

I'm not quite sure what a "listserv" is in contrast to the other kind of lists. Most departmental/class lists I have encountered are actually listserves.

Mostly I use the department listserv, but think some kind of bulletin board would be easier to use and more versatile.

We use list serves 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?

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 don't even know what any of this means either.

I'm not sure what paper notes are - some computer application?? Or, paper, literally?

I would miss out on so much without college (A&S), departmental, and class lists.

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. :)

---

55 / 157
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...

Listserv 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.

It would be nice to set up groups or something similar to facebook or twitter so students can form circles and support each other with notes, homework assignments, labs (things they are aloud to collaborate 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 listserve 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

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.

n/a

Listservs can become quite annoying. Please make it so that we can EASILY remove ourselves from lists. The listserv management website is not user friendly.

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>
<td>156</td>
<td>156</td>
<td>5.99%</td>
<td>5.99%</td>
<td>6.06%</td>
<td>6.06%</td>
</tr>
<tr>
<td>on your own workstation (laptop, desktop, etc.)</td>
<td>1168</td>
<td>1324</td>
<td>44.82%</td>
<td>50.81%</td>
<td>45.36%</td>
<td>51.42%</td>
</tr>
<tr>
<td>on a UNM managed server</td>
<td>816</td>
<td>2140</td>
<td>31.31%</td>
<td>82.12%</td>
<td>31.69%</td>
<td>83.11%</td>
</tr>
<tr>
<td>using an online service such as Google / Yahoo, etc.</td>
<td>435</td>
<td>2575</td>
<td>16.69%</td>
<td>98.81%</td>
<td>16.89%</td>
<td>100%</td>
</tr>
<tr>
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<td>31</td>
<td>2606</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Sum:</td>
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<td>-</td>
<td>100%</td>
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<td>Minimum:</td>
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<td>Variance:</td>
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<td>Maximum:</td>
<td>4</td>
<td>Std. deviation:</td>
<td>0.84</td>
<td></td>
</tr>
</tbody>
</table>

Total answered: 2575

Text input

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.

I actually forward my UNM email to my gmail account, so I have it on my phone already.

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.

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

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.

I can get Google Mail on my phone.

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.

If I had such a device
or on a hand held device if I could afford one
please upgrade the UNM email server

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.
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!!
Gmail has proven to me to be a sturdy, reliable service for my many needs.
I don't 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 convinient because I would already be familiar with the device/software.
Ideally, something that one can download on to a hard drive.
I don't like the current e-mail format changes, I like the old one. It deleted ALL of my address books.
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
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.
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 don't know what this question means either.
I also backup to google docs.
As it is now is fine.
IMAP please.
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 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.

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

Not sure what a "UNM managed server" means in this context--do you mean e-mail that can be accessed anywhere from the web?

flash drive

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 avid it at all cost.

N/A

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)

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 maitenance. if there was an iphone app or any app period, i would definitely be using it.

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).
So I can access it from anywhere

UNM managed server also

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.

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 loved the myunm email. Now I have stopped using webmail and have created a gmail account.

gmail has really impressed me

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.

hotmail.com

N/A

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?

![Bar Chart](image-url)
### Question 10
If you have multiple accounts, do you forward them to a primary account?

<table>
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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>0.15%</td>
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<td>6.54%</td>
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<td>42.29%</td>
<td>36.08%</td>
<td>42.61%</td>
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<td>334</td>
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<td></td>
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<td></td>
<td></td>
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</tbody>
</table>

Total answered: 2586

### Question 11
What is the extension of the email account you use the most for UNM work/school (select one):

```
Frequency table

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<td>1720</td>
<td>2529</td>
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<td>97.05%</td>
<td>68.01%</td>
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<td>-</td>
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<tr>
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<td><strong>2606</strong></td>
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<td><strong>100%</strong></td>
<td></td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
</tr>
<tr>
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<td>Minimum: 1</td>
<td>Variance: 0.22</td>
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<td></td>
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<tr>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

Total answered: 2529
```
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>
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<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>1323</td>
<td>1323</td>
<td>50.77%</td>
<td>50.77%</td>
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<td>59.19%</td>
</tr>
<tr>
<td>limitation</td>
<td>912</td>
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<td>35%</td>
<td>85.76%</td>
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<td>100%</td>
</tr>
<tr>
<td>Not answered</td>
<td>371</td>
<td>2606</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Sum:</td>
<td>2606</td>
<td>-</td>
<td>100%</td>
<td>-</td>
<td>100%</td>
<td>-</td>
</tr>
<tr>
<td>Average:</td>
<td>1.41</td>
<td>Minimum: 1</td>
<td>Variance: 0.24</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Median:</td>
<td>1</td>
<td>Maximum: 2</td>
<td>Std. deviation: 0.49</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total answered: 2235

### Levels reliability

**strength**

- Absolute frequency: 1323
- Cumulative absolute frequency: 1323
- Relative frequency: 50.77%
- Cumulative relative frequency: 50.77%
- Adjusted relative frequency: 59.19%
- Cumulative adjusted relative frequency: 59.19%

**limitation**

- Absolute frequency: 912
- Cumulative absolute frequency: 2235
- Relative frequency: 35%
- Cumulative relative frequency: 85.76%
- Adjusted relative frequency: 40.81%
- Cumulative adjusted relative frequency: 100%

- Not answered: 371
- Absolute frequency: 371
- Cumulative absolute frequency: 2606
- Relative frequency: 0%
- Cumulative relative frequency: 100%
- Adjusted relative frequency: -
- Cumulative adjusted relative frequency: -

**Sum:**

- Absolute frequency: 2606
- Cumulative absolute frequency: -
- Relative frequency: 100%
- Cumulative relative frequency: -
- Adjusted relative frequency: -
- Cumulative adjusted relative frequency: -

**Average:** 1.41

**Minimum:** 1

**Variance:** 0.24

**Median:** 1

**Maximum:** 2

**Std. deviation:** 0.49

Total answered: 2235

### 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>1666</td>
<td>1666</td>
<td>63.93%</td>
<td>63.93%</td>
<td>70.47%</td>
<td>70.47%</td>
</tr>
<tr>
<td>limitation</td>
<td>698</td>
<td>2364</td>
<td>26.78%</td>
<td>90.71%</td>
<td>29.53%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered</td>
<td>242</td>
<td>2606</td>
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<td>100%</td>
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<td>-</td>
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<td>Minimum: 1</td>
<td>Variance: 0.21</td>
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<td></td>
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</tr>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total answered: 2364

### Levels training

- **Strength:**
  - Absolute frequency: 1323
  - Cumulative absolute frequency: 1323
  - Relative frequency: 50.77%
  - Cumulative relative frequency: 50.77%
  - Adjusted relative frequency: 59.19%
  - Cumulative adjusted relative frequency: 59.19%

- **Limitation:**
  - Absolute frequency: 912
  - Cumulative absolute frequency: 2235
  - Relative frequency: 35%
  - Cumulative relative frequency: 85.76%
  - Adjusted relative frequency: 40.81%
  - Cumulative adjusted relative frequency: 100%

- **Not answered:**
  - Absolute frequency: 371
  - Cumulative absolute frequency: 2606
  - Relative frequency: 0%
  - Cumulative relative frequency: 100%
  - Adjusted relative frequency: -
  - Cumulative adjusted relative frequency: -

**Sum:**

- Absolute frequency: 2606
- Cumulative absolute frequency: -
- Relative frequency: 100%
- Cumulative relative frequency: -
- Adjusted relative frequency: -
- Cumulative adjusted relative frequency: -

**Average:** 1.41

**Minimum:** 1

**Variance:** 0.24

**Median:** 1

**Maximum:** 2

**Std. deviation:** 0.49

Total answered: 2235
**Frequency table**

<table>
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<th>Levels</th>
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<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
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<tbody>
<tr>
<td>strength</td>
<td>930</td>
<td>930</td>
<td>35.69%</td>
<td>35.69%</td>
<td>44.22%</td>
<td>44.22%</td>
</tr>
<tr>
<td>limitation</td>
<td>1173</td>
<td>2103</td>
<td>45.01%</td>
<td>80.7%</td>
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<td>100%</td>
</tr>
<tr>
<td>Not answered</td>
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<td>0%</td>
<td>100%</td>
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<td>-</td>
</tr>
<tr>
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<td>Variance: 0.25</td>
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<tr>
<td>Median:</td>
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<td>Maximum: 2</td>
<td>Std. deviation: 0.5</td>
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<td></td>
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<tr>
<td>Total answered: 2103</td>
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<td></td>
</tr>
</tbody>
</table>

**Levels personal, 1x1 support**

<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>882</td>
<td>882</td>
<td>33.84%</td>
<td>33.84%</td>
<td>41.98%</td>
<td>41.98%</td>
</tr>
<tr>
<td>limitation</td>
<td>1219</td>
<td>2101</td>
<td>46.78%</td>
<td>80.62%</td>
<td>58.02%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered</td>
<td>505</td>
<td>2606</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Sum:</td>
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<td>-</td>
<td>100%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Average:</td>
<td>1.58</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Median:</td>
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<td>Std. deviation: 0.49</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Total answered: 2101</td>
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<td></td>
<td></td>
<td></td>
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</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>905</td>
<td>905</td>
<td>34.73%</td>
<td>34.73%</td>
<td>43.53%</td>
<td>43.53%</td>
</tr>
<tr>
<td>limitation</td>
<td>1174</td>
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<td>45.05%</td>
<td>79.78%</td>
<td>56.47%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered</td>
<td>527</td>
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<td>0%</td>
<td>100%</td>
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<td>-</td>
</tr>
<tr>
<td>Sum:</td>
<td>2606</td>
<td>2606</td>
<td>100%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

**Average:** 1.56  **Minimum:** 1  **Variance:** 0.25  **Median:** 2  **Maximum:** 2  **Std. deviation:** 0.5

**Total answered:** 2079

### Levels web 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>
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</tr>
</thead>
<tbody>
<tr>
<td>strength</td>
<td>1325</td>
<td>1325</td>
<td>50.84%</td>
<td>50.84%</td>
<td>62.98%</td>
<td>62.98%</td>
</tr>
<tr>
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<td>29.89%</td>
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<td>37.02%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered</td>
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<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Sum:</td>
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<td>2606</td>
<td>100%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

**Average:** 1.37  **Minimum:** 1  **Variance:** 0.23  **Median:** 1  **Maximum:** 2  **Std. deviation:** 0.48

**Total answered:** 2104
### Levels storage

<table>
<thead>
<tr>
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<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>1718</td>
<td>1718</td>
<td>65.92%</td>
<td>65.92%</td>
<td>76.83%</td>
<td>76.83%</td>
</tr>
<tr>
<td>limitation</td>
<td>518</td>
<td>2236</td>
<td>19.88%</td>
<td>85.8%</td>
<td>23.17%</td>
<td>100%</td>
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<tr>
<td>Not answered:</td>
<td>370</td>
<td>2606</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

| Sum: | 2606 | - | 100% | - | 100% | - |

| Average: | 1.23 | Minimum: | 1 | Variance: | 0.18 |
| Median: | 1 | Maximum: | 2 | Std. deviation: | 0.42 |

**Total answered: 2236**

### Levels spam control

<table>
<thead>
<tr>
<th>Levels</th>
<th>Absolute frequency</th>
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<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>1527</td>
<td>1527</td>
<td>58.6%</td>
<td>58.6%</td>
<td>67.72%</td>
<td>67.72%</td>
</tr>
<tr>
<td>limitation</td>
<td>728</td>
<td>2255</td>
<td>27.94%</td>
<td>86.53%</td>
<td>32.28%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered:</td>
<td>351</td>
<td>2606</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

| Sum: | 2606 | - | 100% | - | 100% | - |

| Average: | 1.32 | Minimum: | 1 | Variance: | 0.22 |
| Median: | 1 | Maximum: | 2 | Std. deviation: | 0.47 |

**Total answered: 2255**
Text input

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.

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.

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.

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.

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.

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.

I actually don't use many of the features listed above

Other strengths: storage. Other limitations: reliability.

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).
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.

When I call I do get someone who answers. Which is really nice in the time of call waiting.

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....

Webmail needs much improvement!

Spam control is also a limitation.

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.

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

Improve interoperability/syncing!

Again, sorry I don't understand the question. I do want spam mail not to go to my unm account.

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.

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?
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.

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 neither 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 wasn't 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 weakness?

What is a feature set?

Are you training me how to use the email service or training over all?

One limitation of webmail's current setup is that when you go to webmail.unm.edu the curser does not automatically appear in the net i.d. and password boxes, this wastes time.

I hate the UNM email system.

I use Gmail and honestly have no complaints with it.

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 set-up 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.

what?

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

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.

don't 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.

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.

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 email 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.

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.

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 lobo-web 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

This question, and the option of toggling multiple strengths/limitations, makes this question confusing.

webmail.unm.edu is sooooooooo slow. Spam control seems OK, but not great. More space is always better. IMAP is great. LDAP is nice.

The changes to the UNM email have limited all of my accessibility to fast, quick, important information. I am hugely disappointing.

Using MacMail IMAP

way too much jargon for a simple e-mail survey

Settings system is crap

Gmail FTW

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.

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

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 users 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 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.

Spam is a huge problem with the um portal!!

Primary system is gmail

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.

N/A

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 don't know what “feature set” or "interoperability/syncing" 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.

The email program seems inefficient in that it reloads all frams 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.

Google and Apple would have ruled the world. Stupid Android and Nexus One.

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.

Don't use storage or syncing

Still can't synch my UNM email with my yahoo.

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 any one 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.

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 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 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 do not use 1 on 1 or phone support.

With my UNM email account, I have not had any problems.
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 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.

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.

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

This is not the WebMail account

Gmail has got it down.

I primarily us Yahoo.

n/a

Webmail takes awhile to use. Not immediately intutive and for a app that has not adverts it is very slow.

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.

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.

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.

I 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.

SPAM CONTROL IS HORRIBLE. WE NEED A JUNK FOLDER!!!

N/A

Don't understand all of these categories. I.E. training.
Question 13
How often do you use the following calendaring services for your UNM work/school?

Levels Portal calendar

<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>95</td>
<td>95</td>
<td>3.65%</td>
<td>3.65%</td>
<td>3.74%</td>
<td>3.74%</td>
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<tr>
<td>use daily</td>
<td>86</td>
<td>181</td>
<td>3.3%</td>
<td>6.95%</td>
<td>3.39%</td>
<td>7.13%</td>
</tr>
<tr>
<td>use sometimes</td>
<td>295</td>
<td>476</td>
<td>11.32%</td>
<td>18.27%</td>
<td>11.63%</td>
<td>18.76%</td>
</tr>
<tr>
<td>use infrequently</td>
<td>168</td>
<td>644</td>
<td>6.45%</td>
<td>24.71%</td>
<td>6.62%</td>
<td>25.38%</td>
</tr>
<tr>
<td>don't use</td>
<td>1893</td>
<td>2537</td>
<td>72.64%</td>
<td>97.35%</td>
<td>74.62%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered:</td>
<td>69</td>
<td>2606</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Sum: 2606 - 100% - 100% -

Average: 4.45
Minimum: 1
Variance: 1.13
Median: 5
Maximum: 5
Std. deviation: 1.06

Total answered: 2537

Levels GroupWise
## Levels Exchange calendar (usually via Outlook client)

### 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>use multiple times/day</td>
<td>62</td>
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<td>2.38%</td>
<td>2.38%</td>
<td>2.46%</td>
<td>2.46%</td>
</tr>
<tr>
<td>use daily</td>
<td>76</td>
<td>138</td>
<td>2.92%</td>
<td>5.3%</td>
<td>3.01%</td>
<td>5.47%</td>
</tr>
<tr>
<td>use sometimes</td>
<td>157</td>
<td>295</td>
<td>6.02%</td>
<td>11.32%</td>
<td>6.22%</td>
<td>11.69%</td>
</tr>
<tr>
<td>use infrequently</td>
<td>116</td>
<td>411</td>
<td>4.45%</td>
<td>15.77%</td>
<td>4.6%</td>
<td>16.29%</td>
</tr>
<tr>
<td>don't use</td>
<td>2112</td>
<td>2523</td>
<td>81.04%</td>
<td>96.82%</td>
<td>83.71%</td>
<td>100%</td>
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<td>83</td>
<td>2606</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Sum:</strong></td>
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<td></td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
</tr>
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<td><strong>Average:</strong></td>
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<td></td>
<td><strong>Minimum:</strong> 1</td>
<td><strong>Variance:</strong> 0.83</td>
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<td></td>
</tr>
<tr>
<td><strong>Median:</strong></td>
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<td></td>
<td><strong>Maximum:</strong> 5</td>
<td><strong>Std. deviation:</strong> 0.91</td>
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<td></td>
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</table>

Total answered: 2523
**Levels Google/Yahoo or other on-line calendar**

<table>
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<tr>
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<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>use multiple times/day</td>
<td>112</td>
<td>112</td>
<td>4.3%</td>
<td>4.3%</td>
<td>4.46%</td>
<td>4.46%</td>
</tr>
<tr>
<td>use daily</td>
<td>83</td>
<td>195</td>
<td>3.18%</td>
<td>7.48%</td>
<td>3.31%</td>
<td>7.77%</td>
</tr>
<tr>
<td>use sometimes</td>
<td>173</td>
<td>368</td>
<td>6.64%</td>
<td>14.12%</td>
<td>6.9%</td>
<td>14.67%</td>
</tr>
<tr>
<td>use infrequently</td>
<td>111</td>
<td>479</td>
<td>4.26%</td>
<td>18.38%</td>
<td>4.42%</td>
<td>19.99%</td>
</tr>
<tr>
<td>don't use</td>
<td>2030</td>
<td>2509</td>
<td>77.9%</td>
<td>96.28%</td>
<td>80.91%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Not answered: 97                

Sum: 2606                         

Average: 4.54  
Median: 5  
Minimum: 1  
Maximum: 5  
Variance: 1.12  
Std. deviation: 1.06  

Total answered: 2509

**Levels My phone/handheld/ipod**

<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>316</td>
<td>316</td>
<td>12.13%</td>
<td>12.13%</td>
<td>12.59%</td>
<td>12.59%</td>
</tr>
<tr>
<td>use daily</td>
<td>175</td>
<td>491</td>
<td>6.72%</td>
<td>18.84%</td>
<td>6.97%</td>
<td>19.57%</td>
</tr>
<tr>
<td>use sometimes</td>
<td>355</td>
<td>846</td>
<td>13.62%</td>
<td>32.46%</td>
<td>14.15%</td>
<td>33.72%</td>
</tr>
<tr>
<td>use infrequently</td>
<td>172</td>
<td>1018</td>
<td>6.6%</td>
<td>39.06%</td>
<td>6.86%</td>
<td>40.57%</td>
</tr>
<tr>
<td>don't use</td>
<td>1491</td>
<td>2509</td>
<td>57.21%</td>
<td>96.28%</td>
<td>59.43%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Not answered: 97                

Sum: 2606                         

Average: 3.94  
Median: 5  
Minimum: 1  
Maximum: 5  
Variance: 2.14  
Std. deviation: 1.46  

Total answered: 2509
Levels My own paper 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>
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</thead>
<tbody>
<tr>
<td>use multiple times/day</td>
<td>744</td>
<td>744</td>
<td>28.55%</td>
<td>28.55%</td>
<td>29.41%</td>
<td>29.41%</td>
</tr>
<tr>
<td>use daily</td>
<td>382</td>
<td>1126</td>
<td>14.66%</td>
<td>43.21%</td>
<td>15.1%</td>
<td>44.51%</td>
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<tr>
<td>use sometimes</td>
<td>453</td>
<td>1579</td>
<td>17.38%</td>
<td>60.59%</td>
<td>17.91%</td>
<td>62.41%</td>
</tr>
<tr>
<td>use infrequently</td>
<td>128</td>
<td>1707</td>
<td>4.91%</td>
<td>65.5%</td>
<td>5.06%</td>
<td>67.47%</td>
</tr>
<tr>
<td>don't use</td>
<td>823</td>
<td>2530</td>
<td>31.58%</td>
<td>97.08%</td>
<td>32.53%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered:</td>
<td>76</td>
<td>2606</td>
<td>0%</td>
<td>100%</td>
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<td>-</td>
</tr>
<tr>
<td><strong>Sum:</strong></td>
<td><strong>2606</strong></td>
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<td><strong>100%</strong></td>
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<td><strong>100%</strong></td>
<td>-</td>
</tr>
<tr>
<td><strong>Average:</strong></td>
<td>2.96</td>
<td><strong>Minimum:</strong></td>
<td>1</td>
<td><strong>Variance:</strong></td>
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<tr>
<td><strong>Median:</strong></td>
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<td><strong>Maximum:</strong></td>
<td>5</td>
<td><strong>Std. deviation:</strong></td>
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Total answered: 2530
### Frequency Table

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<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>use multiple times/day</td>
<td>747</td>
<td>747</td>
<td>28.66%</td>
<td>28.66%</td>
<td>29.56%</td>
<td>29.56%</td>
</tr>
<tr>
<td>use daily</td>
<td>525</td>
<td>1272</td>
<td>20.15%</td>
<td>48.81%</td>
<td>20.78%</td>
<td>50.34%</td>
</tr>
<tr>
<td>use sometimes</td>
<td>453</td>
<td>1725</td>
<td>17.38%</td>
<td>66.19%</td>
<td>17.93%</td>
<td>68.26%</td>
</tr>
<tr>
<td>use infrequently</td>
<td>139</td>
<td>1864</td>
<td>5.33%</td>
<td>71.53%</td>
<td>5.5%</td>
<td>73.76%</td>
</tr>
<tr>
<td>don't use</td>
<td>663</td>
<td>2527</td>
<td>25.44%</td>
<td>96.97%</td>
<td>26.24%</td>
<td>100%</td>
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<td>Not answered:</td>
<td>79</td>
<td>2606</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Sum:</strong></td>
<td><strong>2606</strong></td>
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<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
</tr>
<tr>
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>Minimum:</strong></td>
<td>1</td>
<td></td>
<td></td>
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<td></td>
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<td></td>
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<td></td>
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<tr>
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<td></td>
</tr>
<tr>
<td><strong>Total answered:</strong></td>
<td>2527</td>
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<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

### Levels WebCT calendar

![Bar chart showing usage frequencies]

### 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>175</td>
<td>175</td>
<td>6.72%</td>
<td>6.72%</td>
<td>6.92%</td>
<td>6.92%</td>
</tr>
<tr>
<td>use daily</td>
<td>200</td>
<td>375</td>
<td>7.67%</td>
<td>14.39%</td>
<td>7.91%</td>
<td>14.83%</td>
</tr>
<tr>
<td>use sometimes</td>
<td>516</td>
<td>891</td>
<td>19.8%</td>
<td>34.19%</td>
<td>20.4%</td>
<td>35.23%</td>
</tr>
<tr>
<td>use infrequently</td>
<td>297</td>
<td>1188</td>
<td>11.4%</td>
<td>45.59%</td>
<td>11.74%</td>
<td>46.98%</td>
</tr>
<tr>
<td>don't use</td>
<td>1341</td>
<td>2529</td>
<td>51.46%</td>
<td>97.05%</td>
<td>53.02%</td>
<td>100%</td>
</tr>
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<td>77</td>
<td>2606</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
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<td><strong>100%</strong></td>
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<td><strong>100%</strong></td>
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<tr>
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<td></td>
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<td><strong>Variance:</strong></td>
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<td><strong>Maximum:</strong></td>
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<td><strong>Std. deviation:</strong></td>
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<td>2529</td>
<td></td>
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</tr>
</tbody>
</table>

### Levels Other UNM such as Advisor Track, WebCT
Text input

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

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 use Outlook, synced with Google Calendar's Exchange server.

It's all about syncing; if iCal can't sync it, I won't use it.

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.

I use my own iCal app for Mac very frequently, which syncs with my iPod touch and also works well with Gmail.

The one rule of calendaring: Only use one calendar.

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.

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

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 like to have a hard cope to cary with me of my schedule. It is also wise to keep a back up of calendar 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

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

UNM calender has things that say over due from two years ago and I have not a clue how to delete them.

don't 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.

It's sweet that UNM provides calendars, but they are confusing to use. I prefer Google or my cell phone calendar or my notepad.

Paper calendar = planner

The UNM student, portal calendar 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 inferior 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.

Phone, Thunderbird, and Google Calendar all sync.

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.

Manage calendar with my iCal which syncs with my iPhone and MobileMe account.

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 its 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.

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 calendar 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 do without using other services.

I run my own server. I run my own calendar system there.

I actually use my Mac laptop desktop calendar the most.

Ever hear of your Brian?

Primarily use Google Calendar from my desktop, laptop, and phone, and WebCT to see dates posted by instructor for an online class.

I don't use Unm much but I would love to use it if it was user-friendly.

N/A

I was unaware of the benefits of WebCT or Vista, they both seem to have limited functions and they are more of a hassle.

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.

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.'

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.

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 rely mainly on iCal on the Mac.

My use of any of the above calendars is because I am personally limited to desktop access and not something more portable.

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.

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 calendars are unwieldly 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.

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.

N/A

**Question 14**

How satisfied are you with these services?

**Levels Portal calendar**

![Levels Portal calendar chart](chart.png)
<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>91</td>
<td>91</td>
<td>3.49%</td>
<td>3.49%</td>
<td>3.6%</td>
<td>3.6%</td>
</tr>
<tr>
<td>satisfied</td>
<td>382</td>
<td>473</td>
<td>14.66%</td>
<td>18.15%</td>
<td>15.13%</td>
<td>18.73%</td>
</tr>
<tr>
<td>dissatisfied</td>
<td>87</td>
<td>560</td>
<td>3.34%</td>
<td>21.49%</td>
<td>3.45%</td>
<td>22.18%</td>
</tr>
<tr>
<td>very dissatisfied</td>
<td>73</td>
<td>633</td>
<td>2.8%</td>
<td>24.29%</td>
<td>2.89%</td>
<td>25.07%</td>
</tr>
<tr>
<td>don't use</td>
<td>1892</td>
<td>2525</td>
<td>72.6%</td>
<td>96.89%</td>
<td>74.93%</td>
<td>100%</td>
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<td>Not answered</td>
<td>81</td>
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<td>100%</td>
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<td>-</td>
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<td><strong>2606</strong></td>
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<td><strong>100%</strong></td>
<td>-</td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
</tr>
<tr>
<td><strong>Average:</strong></td>
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<td>1</td>
<td><strong>Variance:</strong></td>
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<td><strong>Maximum:</strong></td>
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<td><strong>Std. deviation:</strong></td>
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Total answered: 2525

**Levels GroupWise**

Frequency table

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<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>53</td>
<td>53</td>
<td>2.03%</td>
<td>2.03%</td>
<td>2.12%</td>
<td>2.12%</td>
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<tr>
<td>satisfied</td>
<td>231</td>
<td>284</td>
<td>8.86%</td>
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<td>9.23%</td>
<td>11.34%</td>
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<td>14.08%</td>
<td>3.31%</td>
<td>14.66%</td>
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<td>44</td>
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<td>1.69%</td>
<td>15.77%</td>
<td>1.76%</td>
<td>16.41%</td>
</tr>
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<td>don't use</td>
<td>2093</td>
<td>2504</td>
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<td>96.09%</td>
<td>83.59%</td>
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<tr>
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<td><strong>Variance:</strong></td>
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<td><strong>Std. deviation:</strong></td>
<td>1.06</td>
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Total answered: 2504

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

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<th>Relative frequency</th>
<th>Cum. relative frequency</th>
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<td>116</td>
<td>116</td>
<td>4.45%</td>
<td>4.45%</td>
<td>4.64%</td>
<td>4.64%</td>
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<tr>
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<td>260</td>
<td>376</td>
<td>9.98%</td>
<td>14.43%</td>
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<td>dissatisfied</td>
<td>61</td>
<td>437</td>
<td>2.34%</td>
<td>16.77%</td>
<td>2.44%</td>
<td>17.47%</td>
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<tr>
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<td>40</td>
<td>477</td>
<td>1.53%</td>
<td>18.3%</td>
<td>1.6%</td>
<td>19.06%</td>
</tr>
<tr>
<td>don't use</td>
<td>2025</td>
<td>2502</td>
<td>77.71%</td>
<td>96.01%</td>
<td>80.94%</td>
<td>100%</td>
</tr>
<tr>
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<tr>
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<td>100%</td>
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<tr>
<td><strong>Average:</strong></td>
<td>4.44</td>
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<tr>
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<td>5</td>
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<td></td>
</tr>
</tbody>
</table>

Total answered: 2502

### Levels Google/Yahoo or other on-line calendar

- **very satisfied**
- **satisfied**
- **dissatisfied**
- **very dissatisfied**
- **don't use**

![Bar chart showing frequency distribution for levels of satisfaction with online calendars.](chart.png)
### Levels My phone/handheld/ipod

<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>421</td>
<td>421</td>
<td>16.16%</td>
<td>16.16%</td>
<td>16.74%</td>
<td>16.74%</td>
</tr>
<tr>
<td>satisfied</td>
<td>578</td>
<td>999</td>
<td>22.18%</td>
<td>38.33%</td>
<td>22.98%</td>
<td>39.72%</td>
</tr>
<tr>
<td>dissatisfied</td>
<td>65</td>
<td>1064</td>
<td>2.49%</td>
<td>40.83%</td>
<td>2.58%</td>
<td>42.31%</td>
</tr>
<tr>
<td>very dissatisfied</td>
<td>18</td>
<td>1082</td>
<td>0.69%</td>
<td>41.52%</td>
<td>0.72%</td>
<td>43.02%</td>
</tr>
<tr>
<td>don't use</td>
<td>1433</td>
<td>2515</td>
<td>54.99%</td>
<td>96.51%</td>
<td>56.98%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered</td>
<td>91</td>
<td>2606</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Sum:</strong></td>
<td><strong>2606</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Average:</strong></td>
<td><strong>3.58</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Median:</strong></td>
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<tr>
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<td><strong>2515</strong></td>
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</table>

### Levels My own paper calendar

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<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>812</td>
<td>812</td>
<td>31.16%</td>
<td>31.16%</td>
<td>32.32%</td>
<td>32.32%</td>
</tr>
<tr>
<td>satisfied</td>
<td>799</td>
<td>1611</td>
<td>30.66%</td>
<td>61.82%</td>
<td>31.81%</td>
<td>64.13%</td>
</tr>
<tr>
<td>dissatisfied</td>
<td>76</td>
<td>1687</td>
<td>2.92%</td>
<td>64.74%</td>
<td>3.03%</td>
<td>67.16%</td>
</tr>
<tr>
<td>very dissatisfied</td>
<td>31</td>
<td>1718</td>
<td>1.19%</td>
<td>65.92%</td>
<td>1.23%</td>
<td>68.39%</td>
</tr>
<tr>
<td>don't use</td>
<td>794</td>
<td>2512</td>
<td>30.47%</td>
<td>96.39%</td>
<td>31.61%</td>
<td>100%</td>
</tr>
<tr>
<td>Not answered</td>
<td>94</td>
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<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Sum:</strong></td>
<td><strong>2606</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Average:</strong></td>
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<td></td>
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<tr>
<td><strong>Median:</strong></td>
<td><strong>2</strong></td>
<td></td>
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<td></td>
</tr>
<tr>
<td><strong>Total answered:</strong></td>
<td><strong>2512</strong></td>
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</tr>
</tbody>
</table>

### Frequency table

**Levels**
- very satisfied
- satisfied
- dissatisfied
- very dissatisfied
- don't use

**Sum:** 2606
**Average:** 3.58
**Median:** 5
**Total answered:** 2515
### Levels WebCT calendar

#### Frequency table

<table>
<thead>
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<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>890</td>
<td>890</td>
<td>34.15%</td>
<td>34.15%</td>
<td>35.28%</td>
<td>35.28%</td>
</tr>
<tr>
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<td>867</td>
<td>1757</td>
<td>33.27%</td>
<td>67.42%</td>
<td>34.36%</td>
<td>69.64%</td>
</tr>
<tr>
<td>dissatisfied</td>
<td>73</td>
<td>1830</td>
<td>2.8%</td>
<td>70.22%</td>
<td>2.89%</td>
<td>72.53%</td>
</tr>
<tr>
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<td>28</td>
<td>1858</td>
<td>1.07%</td>
<td>71.3%</td>
<td>1.11%</td>
<td>73.64%</td>
</tr>
<tr>
<td>don't use</td>
<td>665</td>
<td>2523</td>
<td>25.52%</td>
<td>96.82%</td>
<td>26.36%</td>
<td>100%</td>
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<tr>
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<td>83</td>
<td>2606</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Sum:</strong></td>
<td></td>
<td><strong>2606</strong></td>
<td></td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
</tr>
<tr>
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<td></td>
<td></td>
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<tr>
<td><strong>Minimum:</strong></td>
<td>1</td>
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</tr>
<tr>
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Total answered: 2523
### Frequency Table

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Total answered: 2513

### Levels Other UNM such as Advisor Track, WebCT

![Bar chart showing frequency distribution]

### Frequency Table

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<td>86</td>
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<tr>
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</table>

Total answered: 2513

### Text input

My 'Exchange' is MobileMe

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 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.

Haven't tried the Advisor Track because it's probably full of as many lies as before.

Is advisor track new? I use(d) Itel to keep on track.

don't know what group wise 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...

n/a

I want to get rid of all my electronics and live in the forest.

Wish i knew how to use group wise, or outlook

WebCT frustrates me at times

The Portal Calendar is also clunky and not intuitive.

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.

Sometimes the google calendar can get really messy, but the one on my phone syncs itself with the Google one and gives me unobstrusive alerts.

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.

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.

You should have webCT sink with a students Portal Calender 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 calenders 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.

Phone, iPod, and iCal all sync together

iCal works great.

On-line calendar emails me reminders, but I don't look at it directly on a daily basis.

no 'neither satisfied nor dissatisfied'
I tried to use the UNM portal calendar once and got pretty frustrated so hence, do not use it.
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.
WebCT calendar (generated by professor) tends to be inaccurate.
ibid
I'm a visual person, so I like to draw on my calendars...
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 don't rely on most of these
although my sociology class should offer more on web ct
need training
They're caledars. I only need them to do one thing.
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 calender is confusing to look at. It should be more colorful and simplier.
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.
My paper calendar sometimes I forget to check it.
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

**Question 15**
How often do you use the following devices to access your primary calendar:

**Levels iphone/wireless ipod**
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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>
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</thead>
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<td>use multiple times/day</td>
<td>389</td>
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<td>14.93%</td>
<td>14.93%</td>
<td>15.65%</td>
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<tr>
<td>use daily</td>
<td>161</td>
<td>550</td>
<td>6.18%</td>
<td>21.11%</td>
<td>6.48%</td>
<td>22.13%</td>
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<tr>
<td>use sometimes</td>
<td>212</td>
<td>762</td>
<td>8.14%</td>
<td>29.24%</td>
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<td>33.27%</td>
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<td>95.36%</td>
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Total answered: 2485

Levels other cell phone/handheld
Frequency table

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Levels laptop/netbook

Frequency table

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<td>29.43%</td>
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Levels desktop
**Frequency table**

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<th>Relative frequency</th>
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<td>17.92%</td>
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<td>18.7%</td>
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<td>use daily</td>
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</table>

**Text input**

I carry my paper-copy planner with me all the time and access it without technology.
cell phones are very different than smartphones
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 asks people what day it is. how many times do I have to tell you.
paper calnedar
It deleted ALL of my address books.

**Paper calendar**

paper is primary
I dont have a desktop
Daily during class when receiving assignments.
Don't own a laptop
Primary calendar is a planner notebook.
I carry a book with me at all times that has my calendar information.
I rely mostly on paper calendar.
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.
N/A
I use the desktop on a daily basis
don't understand how to use the calendar - it isn't user friendly
I would use a wireless handheld/iphone if I had one with connectivity.
ibid
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.
Primary calendar is a paper calendar
need training
My primary calendar hangs off the refrigerator, and I don't even use it that often.
n/a
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.

**Question 16**
How important is calendaring/ scheduling of people and resources with the following:

**Levels faculty**

![Chart showing importance levels for calendaring/scheduling]
## Levels staff

<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>1088</td>
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<td>41.75%</td>
<td>41.75%</td>
<td>43.62%</td>
<td>43.62%</td>
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<tr>
<td>important</td>
<td>788</td>
<td>1876</td>
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<td>71.99%</td>
<td>31.6%</td>
<td>75.22%</td>
</tr>
<tr>
<td>unimportant</td>
<td>110</td>
<td>1986</td>
<td>4.22%</td>
<td>76.21%</td>
<td>4.41%</td>
<td>79.63%</td>
</tr>
<tr>
<td>very unimportant</td>
<td>23</td>
<td>2009</td>
<td>0.88%</td>
<td>77.09%</td>
<td>0.92%</td>
<td>80.55%</td>
</tr>
<tr>
<td>don't use</td>
<td>485</td>
<td>2494</td>
<td>18.61%</td>
<td>95.7%</td>
<td>19.45%</td>
<td>100%</td>
</tr>
<tr>
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<td>112</td>
<td>2606</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Sum:</strong></td>
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<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

| Average: | 2.21 |
| Minimum: | 1    |
| Median:  | 2    |
| Maximum: | 5    |
| Variance: | 2.22 |
| Std. deviation: | 1.49 |

**Total answered: 2494**

### Frequency table

#### Levels staff

![Graph showing frequency distribution of levels for staff](chart_staff.png)

#### Levels student

<table>
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<tr>
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<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>
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<td>756</td>
<td>29.01%</td>
<td>29.01%</td>
<td>30.47%</td>
<td>30.47%</td>
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<tr>
<td>important</td>
<td>835</td>
<td>1591</td>
<td>32.04%</td>
<td>61.05%</td>
<td>33.66%</td>
<td>64.13%</td>
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<tr>
<td>unimportant</td>
<td>235</td>
<td>1826</td>
<td>9.02%</td>
<td>70.07%</td>
<td>9.47%</td>
<td>73.6%</td>
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<tr>
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<td>34</td>
<td>1860</td>
<td>1.3%</td>
<td>71.37%</td>
<td>1.37%</td>
<td>74.97%</td>
</tr>
<tr>
<td>don't use</td>
<td>621</td>
<td>2481</td>
<td>23.83%</td>
<td>95.2%</td>
<td>25.03%</td>
<td>100%</td>
</tr>
<tr>
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<td>-</td>
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<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
<td>-</td>
<td>-</td>
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</tbody>
</table>

| Average: | 2.57 |
| Minimum: | 1    |
| Median:  | 2    |
| Maximum: | 5    |
| Variance: | 2.38 |
| Std. deviation: | 1.54 |

**Total answered: 2481**

### Levels student

![Graph showing frequency distribution of levels for student](chart_student.png)
Frequency table

<table>
<thead>
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<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
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<th>Cum. adjusted relative frequency</th>
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<td>38.69%</td>
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<td>941</td>
<td>1911</td>
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<td>37.53%</td>
<td>76.23%</td>
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<td>2052</td>
<td>5.41%</td>
<td>78.74%</td>
<td>5.62%</td>
<td>81.85%</td>
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<tr>
<td>very unimportant</td>
<td>27</td>
<td>2079</td>
<td>1.04%</td>
<td>79.78%</td>
<td>1.08%</td>
<td>82.93%</td>
</tr>
<tr>
<td>don't use</td>
<td>428</td>
<td>2507</td>
<td>16.42%</td>
<td>96.2%</td>
<td>17.07%</td>
<td>100%</td>
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<tr>
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<td>99</td>
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<td><strong>100%</strong></td>
<td>-</td>
<td><strong>100%</strong></td>
<td>-</td>
</tr>
<tr>
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<td><strong>Minimum:</strong></td>
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<td><strong>Variance:</strong></td>
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</tr>
<tr>
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<td></td>
<td><strong>Maximum:</strong></td>
<td><strong>5</strong></td>
<td><strong>Std. deviation:</strong></td>
<td><strong>1.41</strong></td>
</tr>
</tbody>
</table>

Total answered: 2507

Levels colleagues at other institutions
This question is confusing.

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.
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.

mostly just for meetings, and homework assignments

resources (sp)

I use my calendar to keep track 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.

This is vague.

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

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?"

i really don't understand some of these questions

"Resources"

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.

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.

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

I do not use a calendar therefore I do not feel the need to answer all of these questions.

I have to be on constant contact to faculty, staff from my department.

N/A
Question 17
Of the primary system you use for calendar, please indicate its limitations and strengths:

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>
<tbody>
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<td>strength</td>
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<td>1469</td>
<td>56.37%</td>
<td>56.37%</td>
<td>70.09%</td>
<td>70.09%</td>
</tr>
<tr>
<td>limitation</td>
<td>627</td>
<td>2096</td>
<td>24.06%</td>
<td>80.43%</td>
<td>29.91%</td>
<td>100%</td>
</tr>
<tr>
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<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Sum:</td>
<td>2606</td>
<td>-</td>
<td>100%</td>
<td>-</td>
<td>100%</td>
<td>-</td>
</tr>
<tr>
<td>Average:</td>
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<td>Minimum: 1</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Median:</td>
<td>1</td>
<td>Maximum: 2</td>
<td>Std. deviation: 0.46</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total answered: 2096

Levels reliability
Levels training

Frequency table

<table>
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<tr>
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<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>1864</td>
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<td>limitation</td>
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<td>100%</td>
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<td>2606</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
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<td>2606</td>
<td>-</td>
<td>100%</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Average: 1.15 Minimum: 1 Variance: 0.13
Median: 1 Maximum: 2 Std. deviation: 0.36
Total answered: 2190

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>
<tr>
<td>strength</td>
<td>1033</td>
<td>1033</td>
<td>39.64%</td>
<td>39.64%</td>
<td>53.08%</td>
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<tr>
<td>limitation</td>
<td>913</td>
<td>1946</td>
<td>35.03%</td>
<td>74.67%</td>
<td>46.92%</td>
<td>100%</td>
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<td>660</td>
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<td>100%</td>
<td>-</td>
<td>-</td>
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<tr>
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<td>-</td>
<td>100%</td>
<td>-</td>
<td>-</td>
<td>-</td>
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</table>

Average: 1.47 Minimum: 1 Variance: 0.25
Median: 1 Maximum: 2 Std. deviation: 0.5
Total answered: 1946
### Frequency Table

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<th>Relative frequency</th>
<th>Cum. relative frequency</th>
<th>Adjusted relative frequency</th>
<th>Cum. adjusted relative frequency</th>
</tr>
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<tbody>
<tr>
<td>strength</td>
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<td>825</td>
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<td>31.66%</td>
<td>42.13%</td>
<td>42.13%</td>
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<tr>
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<td>1958</td>
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<td>100%</td>
</tr>
<tr>
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<td>0%</td>
<td>100%</td>
<td>-</td>
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<td>Sum:</td>
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<td>-</td>
<td>100%</td>
<td>-</td>
<td>100%</td>
<td>-</td>
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</table>

Average: 1.58 Minimum: 1 Variance: 0.24
Median: 2 Maximum: 2 Std. deviation: 0.49

Total answered: 1958

### Levels phone support

<table>
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<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
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<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>855</td>
<td>32.81%</td>
<td>32.81%</td>
<td>43.6%</td>
<td>43.6%</td>
</tr>
<tr>
<td>limitation</td>
<td>1106</td>
<td>1961</td>
<td>42.44%</td>
<td>75.25%</td>
<td>56.4%</td>
<td>100%</td>
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<td>-</td>
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<tr>
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<td>-</td>
<td>100%</td>
<td>-</td>
<td>100%</td>
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</table>

Average: 1.56 Minimum: 1 Variance: 0.25
Median: 2 Maximum: 2 Std. deviation: 0.5

Total answered: 1961
## Levels web support

### Frequency table

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<th>Absolute frequency</th>
<th>Cum. absolute frequency</th>
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<th>Cum. relative frequency</th>
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<th>Cum. adjusted relative frequency</th>
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<tr>
<td>strength</td>
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<td>1013</td>
<td>38.87%</td>
<td>38.87%</td>
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<td>51.37%</td>
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<tr>
<td>limitation</td>
<td>959</td>
<td>1972</td>
<td>36.8%</td>
<td>75.67%</td>
<td>48.63%</td>
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<tr>
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<td>634</td>
<td>2606</td>
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<td>100%</td>
<td>-</td>
<td>-</td>
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<tr>
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<td>100%</td>
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<tr>
<td>Average:</td>
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<td>Minimum: 1</td>
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Total answered: 1972

## Levels storage

### Frequency table

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<td>56.14%</td>
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<td>72.21%</td>
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<tr>
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<td>563</td>
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<td>21.6%</td>
<td>77.74%</td>
<td>27.79%</td>
<td>100%</td>
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<tr>
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<td>-</td>
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<tr>
<td>Average:</td>
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<tr>
<td>Median:</td>
<td>1</td>
<td>Maximum: 2</td>
<td>Std. deviation: 0.45</td>
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Total answered: 2026
Levels spam control

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<th>Relative frequency</th>
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<td>47.35%</td>
<td>63.22%</td>
<td>63.22%</td>
</tr>
<tr>
<td>limitation</td>
<td>718</td>
<td>1952</td>
<td>27.55%</td>
<td>74.9%</td>
<td>36.78%</td>
<td>100%</td>
</tr>
<tr>
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<tr>
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<tr>
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<td>Std. deviation: 0.48</td>
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<tr>
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Levels interoperability/syncing

<table>
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<th>Levels</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>
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<td>42.94%</td>
<td>56.03%</td>
<td>56.03%</td>
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<tr>
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<td>1997</td>
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<td>76.63%</td>
<td>43.97%</td>
<td>100%</td>
</tr>
<tr>
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<td>609</td>
<td>2606</td>
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<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Sum:</td>
<td>2606</td>
<td>-</td>
<td>100%</td>
<td>-</td>
<td>-</td>
<td>-</td>
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<tr>
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<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
As with my gmail account, I have never had problems that were not easily resolved.

Some of the features above are inapplicable.
see # 12 above.

for iCal

paper --- rarely use it as well.
i can not give good insight on the calendars because i do not use one

CalDAV and multiple calendars are critical. Features are good.

Actually, most of the categories above are N/A since I use a paper calendar.
don't use calendar

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.

Again I don't know what you mean by this.

It's the Blackberry calendar... simple and easy to use... make regular use of the alarms.
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.

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?
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.
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 don't care about an online calendar and I don't think most students do. scheduling time for beer pong really isn't difficult.

Don't use

My primary calendar is my paper calendar, its only real limitation is that it is too big for me to take to school.

I use an agenda so I can take it with me since I don't have a smart phone.
None of these apply as I use a 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 calendar

don't use

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.

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 don't use a calendar system

Microsoft Works calendar is the best for sorting data and works better than Outlook.

do not use

Do not use an online calendar 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.

Have not looked into any of these.

I use my iPhone.

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)

I use a calendar notebook for myself that I carry at all times.

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.
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.

"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.

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

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

It's 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)

GOOGLE!! I'm home from da club.

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.

don't understand the question?

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 calendar

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).

i use 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.

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.

Google calendar also has it down.

n/a

do not use

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?

Blackberry does everything for me.

not clear what feature set means.

do not use calendars

N/A

gmail calendar

My paper calendar may seem a little out-dates 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)

Apple iCal/MobileMe
Question 18
How important are the following methods for storing your UNM school/work "stuff:"

Levels In your email folders

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>
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<td>51.11%</td>
<td>51.11%</td>
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<tr>
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<td>5.27%</td>
<td>91.45%</td>
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<tr>
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<td>22</td>
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<td>88.68%</td>
<td>0.88%</td>
<td>92.33%</td>
</tr>
<tr>
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<td>96.05%</td>
<td>7.67%</td>
<td>100%</td>
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<tr>
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<td>-</td>
<td>-</td>
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<tr>
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<td>-</td>
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</tr>
<tr>
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<td>2503</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Levels On your laptop/netbook/workstation
### Levels On your own external drive (hard drive, USB, etc.)

<table>
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<tr>
<th>Levels</th>
<th>Absolute frequency</th>
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<th>Relative frequency</th>
<th>Cum. relative frequency</th>
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<th>Cum. adjusted relative frequency</th>
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<tr>
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<td>100%</td>
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<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
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<td>-</td>
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<td>-</td>
<td>100%</td>
<td>-</td>
</tr>
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<td></td>
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<td></td>
</tr>
</tbody>
</table>

Total answered: 2495

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### Levels On a department file server, i.e. file shares such as an H:\ drive

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<td>87.13%</td>
</tr>
<tr>
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<td>87.45%</td>
<td>4.25%</td>
<td>91.38%</td>
</tr>
<tr>
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<td>0.73%</td>
<td>88.18%</td>
<td>0.76%</td>
<td>92.14%</td>
</tr>
<tr>
<td>don't use</td>
<td>196</td>
<td>2494</td>
<td>7.52%</td>
<td>95.7%</td>
<td>7.86%</td>
<td>100%</td>
</tr>
<tr>
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<td>2606</td>
<td>0%</td>
<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
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Total answered: 2494

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### Frequency table

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<th>Relative frequency</th>
<th>Cum. relative frequency</th>
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<td>61.03%</td>
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<td>87.13%</td>
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<td>0.76%</td>
<td>92.14%</td>
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<td>95.7%</td>
<td>7.86%</td>
<td>100%</td>
</tr>
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<td>100%</td>
<td>-</td>
<td>-</td>
</tr>
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Total answered: 2494
### Frequency table

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<th>Cum. adjusted relative frequency</th>
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<td>3.22%</td>
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<td><strong>-</strong></td>
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</tr>
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Total answered: 2481

### Levels On a department web server
### Frequency table

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<tr>
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<td>5</td>
<td></td>
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</tr>
<tr>
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<tr>
<td><strong>Maximum:</strong></td>
<td>5</td>
<td></td>
<td></td>
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</tr>
<tr>
<td><strong>Variance:</strong></td>
<td>2.27</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td><strong>Std. deviation:</strong></td>
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</tr>
</tbody>
</table>

Total answered: 2483

### Levels In Web CT for those classes

- Critically important: 271 (10.4%)
- Important: 456 (17.5%)
- Unimportant: 426 (16.35%)
- Very unimportant: 77 (2.95%)
- Don't use: 1238 (47.51%)
- Not answered: 138 (0%)

Sum: 2606
Average: 3.63
Median: 5
Minimum: 1
Maximum: 5
Variance: 2.27
Std. deviation: 1.51

Total answered: 2483

### Frequency table

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<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>
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<td>8.75%</td>
<td>67.92%</td>
<td>9.18%</td>
<td>71.28%</td>
</tr>
<tr>
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<td>74.47%</td>
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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>
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</table>

Total answered: 2483

### Levels In a web based tool such as the Portal or sharepoint
### Levels Using Google docs or Yahoo documents/groups

<table>
<thead>
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<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
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<tr>
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<td>551</td>
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<tr>
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</tr>
<tr>
<td>very unimportant</td>
<td>66</td>
<td>939</td>
<td>2.53%</td>
<td>36.03%</td>
<td>2.88%</td>
<td>38.11%</td>
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<tr>
<td>don't use</td>
<td>1525</td>
<td>2464</td>
<td>58.52%</td>
<td>94.55%</td>
<td>61.89%</td>
<td>100%</td>
</tr>
<tr>
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<td>100%</td>
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<tr>
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<td>Maximum: 5</td>
<td>Std. deviation: 1.46</td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

Total answered: 2464
Text input

What is Web CT?

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.

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.

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.

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.

Email is of the upmost importance

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.

the more resources I have to store things in the better. nobody likes to lose something they need/put effort into.
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 don't really use Google Docs or Yahoo documents BUT . . . that doesn't mean other students 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 tagging.

I've used Google Docs several times to coordinate composing a document with a group for academic purposes.

Dropbox has been critically important to share documents and files

I use Dropbox to manage files that I need to print at school.

I have used google docs in a class with class mates and it was very useful tool

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?

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.

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.

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.

Suggestion: UNM could host a wiki, which works far better for workgroups than does email.

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.

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.

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

**Question 19**

Where would you prefer to manage/store your master copy of UNM related contacts?
Frequency table

<table>
<thead>
<tr>
<th>Choices</th>
<th>Absolute frequency</th>
<th>Cumulative absolute frequency</th>
<th>Relative frequency</th>
<th>Cumulative relative frequency</th>
<th>Adjusted relative frequency</th>
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<td>37.07%</td>
<td>37.07%</td>
<td>39.01%</td>
<td>39.01%</td>
</tr>
<tr>
<td>Groupwise</td>
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<td>1030</td>
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<td>2.46%</td>
<td>2.58%</td>
<td>41.6%</td>
</tr>
<tr>
<td>Exchange (usually via Outlook client)</td>
<td>117</td>
<td>1147</td>
<td>4.49%</td>
<td>44.01%</td>
<td>4.73%</td>
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</tr>
<tr>
<td>Google, Yahoo or other on line service</td>
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</tr>
<tr>
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</tr>
<tr>
<td>My own paper notes</td>
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<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Text input

I've found that the contact-system on Gmail is much more efficient and easy to use than Groupwise or Webmail.

My ‘Exchange’ is MobileMe

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.

As previously mentioned, Exchange only exposes functionality to Outlook, while commercial services (Google, Yahoo, etc.) raise privacy concerns.

But I can't because it isn't reliable

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.

Address Book app for Mac.

again, consolidate everything to maximize efficiency

It would be nice if groupwise was more functional. I don't find it very user friendly or well featured.

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.

Access them any time is needed.

But I do not like the new universal interface

Sorry, don't understand. I had all my contacts (private and school related) on my unm account and not they are gone.

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

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.
want to be able to access it later, even if I'm not a student here.

On my laptop

phone = close second

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.

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.

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.

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.

I'd like to compile a list of all my contacts easily and in one location that is compatible with other email providers so I can easily import them.

Google

I don't see why it would be advantageous to use another contact management service apart from my personal email client.

None of these

if the Webmail went back to how it used to be. the new version appears dated, slow, and no recent emails are easily accessible.

My Mac's address book.

I utilize the address book on OS X on my laptop

hotmail will be my second choice

I really miss the online briefcase.

It would be nice to have an IPOD because it is convenient but for now since I don't have one, I use yahoo

Gmail

my computer

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 serveer.

On my laptop address book

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.

N/A

Gmail seems more reliable than webmail

I don't want a master copy.

I don't because the system is unreliable

ibid

I don't know what GroupWise is .

WebMail storage just makes email and contact easier.

OUtlook express and iphone contact lists

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.

Although I would prefer this. I don't store my contacts in Webmail because I can't always access it.

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.

Don't know what some of these are.

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.

I use OSX Contacts/Mail

Gmail!!

If it were more reliable.

In my Hotmail contacts.

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.

Exchange

Also, I have saved the contacts that I used more.
Question 20
How important are the following collaboration tools for your work/study at UNM?

Levels Email

<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>
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</tr>
</thead>
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<td>314</td>
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<tr>
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<tr>
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<td>7</td>
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<td>0.27%</td>
<td>94.78%</td>
<td>0.28%</td>
<td>98.52%</td>
</tr>
<tr>
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<td>96.2%</td>
<td>1.48%</td>
<td>100%</td>
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<td>99</td>
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Average: 1.21
Minimum: 1
Variance: 0.38
Median: 1
Maximum: 5
Std. deviation: 0.61

Total answered: 2507

Levels Calendar
**Frequency table**

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<th>Levels</th>
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<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
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<td>959</td>
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<td>36.8%</td>
<td>38.51%</td>
<td>38.51%</td>
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<tr>
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<td>1838</td>
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<td>35.3%</td>
<td>73.82%</td>
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<td>100%</td>
</tr>
<tr>
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Total answered: 2490

**Levels Instant messaging/chat**
Levels Texting (SMS, MMS)

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Total answered: 2482

Levels User/group updatable web sites such as Portal or Sharepoint

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Total answered: 2479
Levels Social networking sites (facebook, twitter)

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Total answered: 2481

Levels Class websites, including WebCT

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Total answered: 2497

Levels Blogs
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Total answered: 2475

### Levels Departmental websites
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Total answered: 2489

Levels Google /Yahoo groups or other on-line group tools

Frequency table

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Total answered: 2477

Levels Web conferencing like WebEx
### Frequency table

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Total answered: 2473

### Levels Video Conferencing such as Skype, Adope Connect, MS Live, etc.)
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<td>29.59%</td>
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<tr>
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<td>92</td>
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<td>46.58%</td>
<td>3.72%</td>
<td>49.07%</td>
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<td>50.93%</td>
<td>100%</td>
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<td>2606</td>
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<td>100%</td>
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<td>-</td>
</tr>
</tbody>
</table>

Sum: 2606 - 100% - 100% -

Average: 3.64 Minimum: 1 Variance: 2.3
Median: 5 Maximum: 5 Std. deviation: 1.52

Total answered: 2474

Text input

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 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.

wickies

I use Skype in lieu of a cell phone, but not generally to video conference.

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 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

I've only ever checked the department website to double-check the specific credit requirements for my major.

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 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.

I am not a work/study student

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.

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.

I talk to most of my fellow students in class or through 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 Im 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 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

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 inexpensiv camera and conferencing phone that was very effective, however, if the client had chosen to use another progam 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.

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...

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.

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.

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 today's 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.

I like WebCT when professors utilize them properly, but I understand they find limitations which keep them from using it.

I prefer personal meetings.

need training

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.

I don't like WebCT. It's more possible that I forget a job to turn in.

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

**Question 21**

How important is it for UNM to provide common tools for the following services?

**Levels Email**

![Graph showing the importance of Levels Email](image-url)
# Levels Calendar

The Levels Calendar illustrates the distribution of responses regarding the importance of different levels of service.

## 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>
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<td>83.34%</td>
</tr>
<tr>
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<td>13.98%</td>
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<td>1.48%</td>
<td>98.8%</td>
</tr>
<tr>
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<td>0.68%</td>
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</tr>
<tr>
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<td>13</td>
<td>2503</td>
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<td>96.05%</td>
<td>0.52%</td>
<td>100%</td>
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<td>100%</td>
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<td>-</td>
</tr>
</tbody>
</table>

**Sum:** 2606, **Average:** 1.21, **Minimum:** 1, **Variance:** 0.3, **Median:** 1, **Maximum:** 5, **Std. Deviation:** 0.55

**Total answered:** 2503

# Levels Instant messaging/chat

The Levels Instant messaging/chat table provides a similar distribution as the Levels Calendar but with slightly different values for each category.

## Frequency Table

<table>
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<tr>
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<th>Absolute Frequency</th>
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<tr>
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<td>-</td>
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**Sum:** 2606, **Average:** 2.06, **Minimum:** 1, **Variance:** 1.48, **Median:** 2, **Maximum:** 5, **Std. Deviation:** 1.22

**Total answered:** 2479
Frequency table

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<td>-</td>
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Average: 2.5
Minimum: 1
Variance: 1.79
Median: 2
Maximum: 5
Std. deviation: 1.34

Total answered: 2464

Levels Texting (SMS, MMS)
### Frequency Table

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

**Average:** 2.48  **Minimum:** 1  **Variance:** 1.66  **Median:** 2  **Maximum:** 5  **Std. deviation:** 1.29

**Total answered:** 2454

### Levels User/group updatable web sites such as Portal or Sharepoint

![Chart showing frequency distribution]

### Frequency Table

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<th>Absolute frequency</th>
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<tr>
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<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
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</table>

**Average:** 3.22  **Minimum:** 1  **Variance:** 2.4  **Median:** 3  **Maximum:** 5  **Std. deviation:** 1.55

**Total answered:** 2444

### Levels Social networking sites (facebook, twitter)
## Frequency table

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<th>Relative frequency</th>
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<tr>
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</tr>
<tr>
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</table>

Total answered: 2457

---

### Levels Class websites, including WebCT
### Levels Blogs

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<tr>
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<td>89.83%</td>
<td>1.7%</td>
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<td>5.18%</td>
<td>95.01%</td>
<td>5.45%</td>
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</tr>
</tbody>
</table>

**Not answered:**
- 130

**Total answered:** 2476

**Summary:**
- Average: 1.64
- Minimum: 1
- Variance: 1.08
- Median: 1
- Maximum: 5
- Std. deviation: 1.04

#### Levels Departmental websites

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<td>93.94%</td>
<td>32.23%</td>
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</table>

**Not answered:**
- 130

**Total answered:** 2448

**Summary:**
- Average: 3.33
- Minimum: 1
- Variance: 1.93
- Median: 3
- Maximum: 5
- Std. deviation: 1.39
## Levels Google /Yahoo groups or other on-line group tools

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<td>100%</td>
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**Average:** 1.9  **Minimum:** 1  **Variance:** 1.47  **Median:** 2  **Maximum:** 5  **Std. deviation:** 1.21

Total answered: 2476
### Frequency Table

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</tbody>
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Average: 2.94
Minimum: 1
Variance: 2.24
Median: 3
Maximum: 5
Std. deviation: 1.5

Total answered: 2458

---

### Levels Web conferencing like WebEx

![Bar chart showing frequency distribution for different levels of Web conferencing importance](chart.png)

---

### Frequency Table

<table>
<thead>
<tr>
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<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
<th>Cum. relative frequency</th>
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<td>-</td>
<td><strong>100%</strong></td>
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</tbody>
</table>

Average: 3.55
Minimum: 1
Variance: 2.26
Median: 4
Maximum: 5
Std. deviation: 1.5

Total answered: 2447

---

### Levels Video Conferencing such as Skype, Adope Connect, MS Live, etc.)
### Frequency Table

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<td><strong>Std. deviation:</strong></td>
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Total answered: 2448

---

**Levels An email address @unm after students graduate**
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. 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.

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 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.

Better versions of almost all of these are available for free online

Please use gmail as much as possible. It's awesome, and provides a lot that UNM cannot.

email for 6 months after graduation

@unm email for students after they graduate would be fantastic!

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.

accessing old email is massively important as we are in school for more than 4 years

It is hard when you switch e-mail address to e-mail address when one becomes your main e-mail like @unm.

Just make it a single window like gmail, and no pop up window interfacies, 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 sectiion to newest everytime i log in

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.

Web CT is a waste of time, always slow, doesnt 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?

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.

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

It is very important for UNM to keep the Safe Text system for on campus emergencies

Im 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 a 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.

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.

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 alumni 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

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.

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.

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.

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 consensus 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.
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.

Maintain my email 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?

N/A

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

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Average: 1.61
Minimum: 1
Variance: 0.74
Median: 1
Maximum: 5
Std. deviation: 0.86

Total answered: 2472

Levels A common email, messaging and calendar for all of UNM
Frequency table

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<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
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Average: 1.78
Minimum: 1
Variance: 0.9
Median: 1
Maximum: 5
Std. deviation: 0.95

Total answered: 2456

Levels As individual interconnected departmental systems (no shared calendar)
Levels With common practices for use of messaging, calendaring and collaboration tools

<table>
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<tr>
<th>Levels</th>
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<th>Relative frequency</th>
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<td>36.95%</td>
<td>21.49%</td>
<td>39.5%</td>
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<td>1021</td>
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<td>39.18%</td>
<td>76.13%</td>
<td>41.88%</td>
<td>81.38%</td>
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<tr>
<td>disagree</td>
<td>313</td>
<td>2297</td>
<td>12.01%</td>
<td>88.14%</td>
<td>12.84%</td>
<td>94.22%</td>
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<td>141</td>
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<td>93.55%</td>
<td>5.78%</td>
<td>100%</td>
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<tr>
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<tr>
<td>Total answered:</td>
<td>2438</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
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</table>

Most important would be a universal calendar with all classes signed up for, posting all work-deadlines, exams, etc

Make it easier to forward to a Hotmail account.

The trouble with single interface/platform is functionality--I prefer to use my own tools because those provided by the school are inferior.
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???

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.

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).

if common practices means gmail etc, I agree

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!

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.

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!!!

A single interface for email/calendar and address book would make the whole system simpler and easier to use.

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.

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 calendar 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 assignemtns can slip. If all three sources were made into one this would not happen.

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.

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.
Sometimes classes would be improved if teachers took advantage of tools already in place, such as calendars and webcat.

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

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.

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.

" 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 calendar 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.

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.

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?!? 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

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'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.

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.

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 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.)

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!!!!

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.

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.
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.

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.

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.

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.

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.

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 more centralized and easier to use the better.

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.

I feel a group calendar with individual ability to modify the calendar (for that person) would be useful.

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

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**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)**
Levels Putting school/work data on social networks like Facebook or Linked in

<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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Total answered: 2482
### Levels Keeping school/work documents on the "public" web

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<th>Cum. absolute frequency</th>
<th>Relative frequency</th>
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<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
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**Average:** 1.92 **Minimum:** 1 **Variance:** 1.1 **Median:** 2 **Maximum:** 4 **Std. deviation:** 1.05

**Total answered:** 2482

![Bar chart showing the distribution of responses to the question about keeping school/work documents on the public web.](chart)

### Levels Sending UNM school data/documents over "public" email

<table>
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<th>Adjusted relative frequency</th>
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<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
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**Average:** 2.06 **Minimum:** 1 **Variance:** 1.08 **Median:** 2 **Maximum:** 4 **Std. deviation:** 1.04

**Total answered:** 2476

### Levels Sending UNM school data/documents over "public" email

![Bar chart showing the distribution of responses to the question about sending UNM school data/documents over public email.](chart)
Levels Keeping work/school data on departmental servers

<table>
<thead>
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Total answered: 2478
Levels Keeping work/school data/documents on a UNM central server

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<td><strong>Std. deviation:</strong></td>
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Total answered: 2469

Levels Keeping school/work data/documents on your PC

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</table>

Total answered: 2471
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). 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.

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.

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).

what is "public" email supposed to be?

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.

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

Dont' want it to be out of reach but I really don't want it to be accessed by anyone else.
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.

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 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.

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.

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.

I want to be anonymous as possible when using UNM e-mail services/internet unless I otherwise specify.

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.

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.

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!!

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 firewalls 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.

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.

Please make possible switching the dates from past to present

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.

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.

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.

uhhh... 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.

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.

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?

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

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.

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.

I'm extremely concerned on keeping work documents on the "public" web.
why are your oldest emails put on the last page? your newest emails should be the ones that appear first.

N/A