



APPENDIX 3:

QUICK SUMMARY: RESPONSES TO STUDENT QUESTIONNAIRE RE E-COMMUNICATIONS SERVICES

The survey received 429 responses to about 6000 invitations sent to undergraduate, graduate and professional students at the address listed in ROSI. Although this response rate is lower than for most Student Life surveys during the year, the consistency of responses provides some confidence in the results.

Responses confirmed the understandings we gained from student participants in the initial consultation on student e-communications services held from November 2009 – February 2010. These include the following (with % of respondents choosing a high or moderately important rating shown in parentheses.)

- Students want U of T to provide them with an email account (92%), one with an identifiable U of T domain name (90%)
- A large majority of respondents use their UTORmail account (91%), accessing it via a web browser interface (85%); but only one quarter consider UTORmail to be their primary email account.
- Fewer than one-quarter forward their UTORmail, predominantly to Gmail (46%)
- Nearly 2 in 3 respondents have only slight or no concern about security of the current U of T email service. Security concerns at a moderate to high level rise to over 50% when outsourcing is contemplated.

Respondents were asked to identify the new services or features they would like in a new service.

The top ranked were:

- Large storage quota (74%)
- Integrated personal calendar (54%)
- Online file storage (53%)
- Group mailing lists (49%)
- Online address book (49%)
- Enhanced security (46%)
- Enhanced privacy (44%)

Online productivity applications and website hosting ranked at the bottom. Asked for their highest priority, 40% said large storage quota, following next by 19% saying enhanced security.

Students were split on how concerned they would be with adoption of a domain to distinguish student accounts from staff and faculty accounts: 27% would be very concerned, and 36% not at all concerned. The most commonly cited reasons for concern were: additional length in the address and that labeling individuals as students would erode the prestige of their correspondence. Others argued that use of an explicit domain would unnecessarily reveal personal information.

The survey results are rich with data. If you wish more detail, including the many free-form comments submitted, please consult the survey data on our portal site.

Robert Cook, 24 June 2010