Email Task Force Meeting Minutes
April 27, 2012
146H KFC, 1:00 p.m.

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1. Items requested at the last meeting:
   a. Number of users using a client vs. webmail. Statistics are unavailable.
   b. Metrics on number of forwards. Detailed analysis is on the agenda.
   c. Summary of last e-mail assessment was distributed. Email and calendar residing in the same system, as well as having faculty and students in the same system, were high-level requirements at that time. Legal considerations were also involved. Customization of Zimbra for K-State has caused some difficulties.
   d. Enumeration of problems with Zimbra and Merit’s response. Merit has been responsive. A variety of problems have caused Zimbra outages. It has not been the same problem over and over. The system is largely stable at this point.

2. Current situation.
   a. The Merit product is solid, but the University may want to consider moving to another product. However, many of the same problems may be encountered with a different product, and the efforts involved to accommodate Zimbra will have to be reengineered.
   b. Many students, as well as some faculty use Gmail and Google collaboration tools. Many students don’t log into Zimbra.

3. Use of Google.
   a. Sanctioning it would aid with marketing in Research and Extension because ksu.edu would be in the address.
   b. iTAC currently uses Google Apps.
   c. Google Apps supports Shiboleth.
   d. Google Apps violates some policies, but efforts are underway to alleviate that problem. One of the issues involved is FERPA, but Google has tightened up its contract to help address that problem. In the past, K-State did not retain ownership of the data. Federal policies have been enacted that govern the ownership issue.
   e. Google is so pervasive, privacy issues are coming to the forefront. Users are unaware of the pitfalls, so training is needed. Hosted data storage is much more secure.
   f. Students want the “ksu k-state” Google address. With the private Google App the global address feature is a possibility.
   g. Some features in Zimbra might no longer be available or would have to be completely reengineered. It won’t be as simple as saying there is a new user interface. Technical issues need to be studied.

4. Observations and perceptions.
   a. Students do not usually use Zimbra calendaring unless they are also employees.
   b. Students like having K-State provide an email account, but many would prefer that it be Google.
   c. Students want Gmail. Not a lot of faculty and staff want to change systems because they have adjusted to Zimbra.
   d. Not everyone loses access every time, but a handful of people lose access about once a month.
   e. Removing students and alums would remove @50,000 users.
   f. Calendaring is not as important to students as email capabilities.
   g. Google docs, MicroSoft, and Apple are available options.
h. If Zimbra was stable, students would be much more apt to use it. Moving to a different client may not resolve stability issues.

i. Google is probably more stable than Merit, but other issues will remain.

j. The university went through a lot of angst and money with Zimbra training.

k. For the purposes of discussion, all students are considered employees if they work for the university.

l. Google and Zimbra could be linked, but they would be two separate personas.

m. Calendar interaction may be problematic.

n. The system needs to provide some ability to audit email.

o. A global address list is critical.

5. Outstanding issues.
   a. How is a university domain at Google with .edu on the end obtained? Investigate Google Apps as a domain for the campus.
   b. Produce metrics reflecting where problems occurred over the past year.
   c. Look at some of the institutions roughly K-State’s size that use Google Apps and ask them how they are dealing with the issues K-State faces with Google.
   d. For the short-term, improve Zimbra functionality and pursue Google Apps as a solution for students.