The IT Satisfaction Survey was administered separately to 5000 students and 2500 faculty/staff in April 2012. Response rate for student surveys was 26% and 18% for faculty/staff surveys. Questions and responses related to email and calendaring have been excerpted from the survey and are presented below. Unedited comments that pertained to email and calendaring also are provided.

Faculty and staff surveyed: 2500
Opted out before starting: 25
Dropouts after starting: 47
Completed: 445

Survey Responses

Question 3: How satisfied are you as a whole with the following services provided by IT Services:

### 3.3 Email

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>50</td>
<td>10.16%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>75</td>
<td>15.24%</td>
</tr>
<tr>
<td>Neutral</td>
<td>81</td>
<td>16.48%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>157</td>
<td>31.91%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>96</td>
<td>19.92%</td>
</tr>
<tr>
<td>N/R</td>
<td>6</td>
<td>6.3%</td>
</tr>
</tbody>
</table>

### 3.4 Calendaring

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>27</td>
<td>5.49%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>43</td>
<td>8.74%</td>
</tr>
<tr>
<td>Neutral</td>
<td>89</td>
<td>18.09%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>130</td>
<td>26.42%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>66</td>
<td>13.41%</td>
</tr>
<tr>
<td>N/R</td>
<td>4</td>
<td>7.65%</td>
</tr>
</tbody>
</table>
Question 4: Tell us about an IT service that you find especially useful.

• Web based E-Mail access
• email, isis, KSOL
• When email and Zimbra work correctly.
• It all is extremely useful. I use a majority of services daily and only on occasion have issues—when email and internet programs are having hiccups.
• I’m a low level and relatively naive user. Mostly I use email, which is both especially useful and somewhat of a problem.
• I had trouble with my cell phone syncing to my webmail and calendar. There didn’t seem to be anyone with that expertise, so someone at the helpdesk tried to help. They made an effort, but it took a long time to figure out the issues.
• Since I am off-campus, e-mail is about the only thing that I use that is supported by IT Services
• email vital.
• Webmail is useful, but not especially user-friendly.
• Every day email seems to be down at some point!
• Email and calendaring. It has been very helpful to have thee move from one device to the other automatically.
• Webmail needs to work all the time!
• Calendar function on email is very helpful.
• I use email and calendars regularly through Zimbra. As long as it’s working, it’s useful.
• E-mail, calendars
• Email & calendar
• webmail
• E-mail
• e-mail
• I find Zimbra calendar very useful.
• Internet service and email forwarding
• Apparently I don’t use many of your services, however I find email to be critical, as well as the calendar—which are often not good.
• I do need e-mail, even though it is not the most reliable.
• Email, when it is working. I was hired Feb 1, 2012 & since that relatively short time ago, there seems to have been multiple times that the entire ksu email system was either intermittent or completely down. This can last for several hours each time it happens & makes it hard for me to communicate with multiple people at once (something I was specifically hired to do).
• calendaring, email, help desk, FIS, training
• Email and calendar
• I like the Zimbra calendar features
• Zimbra - I use the calendar for scheduling our classrooms.
**Question 7: How frequently do you access your K-State email through the following?**

### 7.1 K-State's Zimbra webmail

<table>
<thead>
<tr>
<th>Access Frequency</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>42</td>
<td>9.54%</td>
</tr>
<tr>
<td>Rarely</td>
<td>43</td>
<td>9.74%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>46</td>
<td>9.35%</td>
</tr>
<tr>
<td>Frequently</td>
<td>52</td>
<td>10.57%</td>
</tr>
<tr>
<td>Always</td>
<td>286</td>
<td>58.13%</td>
</tr>
<tr>
<td>N/R</td>
<td>8</td>
<td>4.67%</td>
</tr>
</tbody>
</table>

### 7.2 A desktop email client

<table>
<thead>
<tr>
<th>Access Frequency</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>192</td>
<td>39.02%</td>
</tr>
<tr>
<td>Rarely</td>
<td>35</td>
<td>7.11%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>16</td>
<td>3.25%</td>
</tr>
<tr>
<td>Frequently</td>
<td>56</td>
<td>11.36%</td>
</tr>
<tr>
<td>Always</td>
<td>124</td>
<td>25.2%</td>
</tr>
<tr>
<td>N/R</td>
<td>13</td>
<td>14.02%</td>
</tr>
</tbody>
</table>

### 7.3 Gmail

<table>
<thead>
<tr>
<th>Access Frequency</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>268</td>
<td>54.47%</td>
</tr>
<tr>
<td>Rarely</td>
<td>37</td>
<td>7.52%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>31</td>
<td>6.3%</td>
</tr>
<tr>
<td>Frequently</td>
<td>32</td>
<td>6.5%</td>
</tr>
<tr>
<td>Always</td>
<td>53</td>
<td>10.77%</td>
</tr>
<tr>
<td>N/R</td>
<td>13</td>
<td>2.43%</td>
</tr>
</tbody>
</table>

### 7.4 Hotmail

<table>
<thead>
<tr>
<th>Access Frequency</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>365</td>
<td>74.19%</td>
</tr>
<tr>
<td>Rarely</td>
<td>23</td>
<td>4.67%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>13</td>
<td>2.64%</td>
</tr>
<tr>
<td>Frequently</td>
<td>4</td>
<td>0.81%</td>
</tr>
<tr>
<td>Always</td>
<td>11</td>
<td>2.24%</td>
</tr>
<tr>
<td>N/R</td>
<td>13</td>
<td>15.45%</td>
</tr>
</tbody>
</table>

### 7.5 Yahoo! Mail

<table>
<thead>
<tr>
<th>Access Frequency</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>343</td>
<td>69.72%</td>
</tr>
<tr>
<td>Rarely</td>
<td>24</td>
<td>4.88%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>24</td>
<td>4.88%</td>
</tr>
<tr>
<td>Frequently</td>
<td>19</td>
<td>3.86%</td>
</tr>
<tr>
<td>Always</td>
<td>14</td>
<td>2.85%</td>
</tr>
<tr>
<td>N/R</td>
<td>14</td>
<td>13.82%</td>
</tr>
</tbody>
</table>
Question 8: How satisfied are you with the following aspects of K-State’s Zimbra webmail?

<table>
<thead>
<tr>
<th>8.1 Speed</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>37 (7.52%)</td>
<td></td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>51 (10.37%)</td>
<td></td>
</tr>
<tr>
<td>Neutral</td>
<td></td>
<td>113 (22.97%)</td>
</tr>
<tr>
<td>Satisfied</td>
<td>105 (33.54%)</td>
<td></td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>69 (13.82%)</td>
<td></td>
</tr>
<tr>
<td>N/R</td>
<td></td>
<td>7 (11.75%)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>8.2 Features</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>43 (6.74%)</td>
<td></td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>56 (11.38%)</td>
<td></td>
</tr>
<tr>
<td>Neutral</td>
<td></td>
<td>134 (27.24%)</td>
</tr>
<tr>
<td>Satisfied</td>
<td>140 (28.46%)</td>
<td></td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>56 (11.38%)</td>
<td></td>
</tr>
<tr>
<td>N/R</td>
<td></td>
<td>10 (12.8%)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>8.3 Ease of use</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>39 (7.93%)</td>
<td></td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>52 (10.57%)</td>
<td></td>
</tr>
<tr>
<td>Neutral</td>
<td></td>
<td>119 (24.19%)</td>
</tr>
<tr>
<td>Satisfied</td>
<td>181 (32.72%)</td>
<td></td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>62 (12.6%)</td>
<td></td>
</tr>
<tr>
<td>N/R</td>
<td></td>
<td>9 (11.98%)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>8.4 Reliability</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>103 (20.93%)</td>
<td></td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>91 (18.5%)</td>
<td></td>
</tr>
<tr>
<td>Neutral</td>
<td></td>
<td>95 (18.9%)</td>
</tr>
<tr>
<td>Satisfied</td>
<td>109 (22.15%)</td>
<td></td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>38 (7.72%)</td>
<td></td>
</tr>
<tr>
<td>N/R</td>
<td></td>
<td>9 (11.99%)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>8.5 Overall satisfaction</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>51 (10.37%)</td>
<td></td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>77 (15.65%)</td>
<td></td>
</tr>
<tr>
<td>Neutral</td>
<td></td>
<td>111 (22.56%)</td>
</tr>
<tr>
<td>Satisfied</td>
<td>152 (30.89%)</td>
<td></td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>42 (8.54%)</td>
<td></td>
</tr>
<tr>
<td>N/R</td>
<td></td>
<td>9 (11.99%)</td>
</tr>
</tbody>
</table>

Question 9: Do you use K-State’s Zimbra calendar?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>281 (57.11%)</td>
</tr>
<tr>
<td>No</td>
<td>205 (41.67%)</td>
</tr>
<tr>
<td>N/R</td>
<td>6 (1.22%)</td>
</tr>
</tbody>
</table>
Question 10: Please rate your satisfaction with the following aspects of K-State’s Zimbra calendar.

<table>
<thead>
<tr>
<th>10.1 Speed</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td></td>
<td></td>
<td>16</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td></td>
<td></td>
<td>33</td>
</tr>
<tr>
<td>Neutral</td>
<td></td>
<td></td>
<td>74</td>
</tr>
<tr>
<td>Satisfied</td>
<td></td>
<td></td>
<td>110</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td></td>
<td></td>
<td>47</td>
</tr>
<tr>
<td>N/R</td>
<td></td>
<td></td>
<td>211</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>10.2 Features</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td></td>
<td></td>
<td>24</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td></td>
<td></td>
<td>36</td>
</tr>
<tr>
<td>Neutral</td>
<td></td>
<td></td>
<td>68</td>
</tr>
<tr>
<td>Satisfied</td>
<td></td>
<td></td>
<td>115</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td></td>
<td></td>
<td>33</td>
</tr>
<tr>
<td>N/R</td>
<td></td>
<td></td>
<td>211</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>10.3 Ease of use</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td></td>
<td></td>
<td>20</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td></td>
<td></td>
<td>33</td>
</tr>
<tr>
<td>Neutral</td>
<td></td>
<td></td>
<td>74</td>
</tr>
<tr>
<td>Satisfied</td>
<td></td>
<td></td>
<td>118</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td></td>
<td></td>
<td>35</td>
</tr>
<tr>
<td>N/R</td>
<td></td>
<td></td>
<td>211</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>10.4 Reliability</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td></td>
<td></td>
<td>36</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td></td>
<td></td>
<td>38</td>
</tr>
<tr>
<td>Neutral</td>
<td></td>
<td></td>
<td>74</td>
</tr>
<tr>
<td>Satisfied</td>
<td></td>
<td></td>
<td>105</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td></td>
<td></td>
<td>26</td>
</tr>
<tr>
<td>N/R</td>
<td></td>
<td></td>
<td>211</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>10.5 How it performs on your mobile device</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td></td>
<td></td>
<td>21</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td></td>
<td></td>
<td>27</td>
</tr>
<tr>
<td>Neutral</td>
<td></td>
<td></td>
<td>35</td>
</tr>
<tr>
<td>Satisfied</td>
<td></td>
<td></td>
<td>35</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td></td>
<td></td>
<td>24</td>
</tr>
<tr>
<td>N/R</td>
<td></td>
<td></td>
<td>211</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>10.6 Importing or combining calendars from different services</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td></td>
<td></td>
<td>24</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td></td>
<td></td>
<td>26</td>
</tr>
<tr>
<td>Neutral</td>
<td></td>
<td></td>
<td>26</td>
</tr>
<tr>
<td>Satisfied</td>
<td></td>
<td></td>
<td>26</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td></td>
<td></td>
<td>16</td>
</tr>
<tr>
<td>N/R</td>
<td></td>
<td></td>
<td>211</td>
</tr>
</tbody>
</table>
Question 11: Why don't you use K-State's Zimbra calendar?

- Not much familiar
- Do need or like it.
- Google
- Should, just haven't learned how to make it happen
- I use Outlook through my department’s Microsoft Exchange Server linked with my smartphone via my Gmail Calendar
- Use Outlook
- The vet med complex uses Outlook and its calendar.
- don’t mind
- I use a pocket calendar which is handier
- I never bothered trying it yet
- I do not know how.
- I am just use to using my paper calendar. If the system is unreachable (electrical outage, etc.) I can always see what is happening that day and answer questions.
- what is Zimbra?
- I use a different system
- I use the one on my computer.
- google calendar is better
- Because I don’t use Zimbra and won’t unless forced to do so. All I have heard are negative comments about those who use it.
- because i dont know how to.
- Don’t know how
- Because I prefer a hard copy, hand-held calendar. I don’t want others to access my calendar or have the potential to.
- Don’t know
- used google calendar before the zimbra calendar was available and stayed with that
- Not applicable to me
- I don’t use an electronic calendar
- Just haven’t had time to play with it and figure it out.
- I have it set up for my assistant and myself but it is my understanding that you can’t access other calendars unless you have permission. This is okay but I have not had time to do this.
- I’m unimportant enough that I don’t yet need a calendar to keep a listing of all of my meetings and events.
- I am not on the K-State email that often since I have them all forward to my hotmail email.
- use icalendar
- I am not aware of it.
- I use my laptop and my outlook
- I comfortable with an alternative and have never taken the time to explore it.
• Confusing, and I prefer my standard “paper” calendar and agendum.
• Our office uses Microsoft Office calendar.
• I don’t know how and I have no need for it at this time.
• I don’t know how to use it.
• I didn’t know about it. I use a paper calendar (diary) that I keep in my pocket.
• not convenient
• It does not integrate very well with the MAC iCAL calendar we use in the Bluemont Hall.
• I have not made the investment of time to look at it yet. But, I have heard that it is useful.
• I know nothing about it
• I currently use a planner and iCalendar on my iPad. Those are more convenient for my use (on-the-go)
• Why would I? I’m not in that many meetings. Nor am I that neurotic to always be checking
• keep paper calendar
• Don’t have a reason to.
• I use Outlook for all of my calendaring needs and sync it with my smart phone.
• I use a different calendar.
• Am not familiar with it.
• I never get used to K-State Zimbra. Each department on campus can take advantage of the great people they have from IT and give a seminar to introduce the use of it.
• just haven’t needed to, so haven’t taken time to learn about it
• Easier to use my own personal calendar, it’s portable and not online.
• Google calendars are superior in every way: publishing, coordination with other people, appointments with students, integration with email, inputting new meetings, mobile support...
• I use Gmail’s calendar.
• I use a small paper calendar that is with me all the time. My computer is not with me all the time, and I can’t currently afford a smart phone or netbook.
• I’m not sure
• Use other
• Haven’t really had a chance to look at it. I don’t schedule many appointments, meetings, etc.
• Vet med has their own calendar system.
• have my own
• no response
• i don’t know about it.....
• Haven’t taken time to learn how
• I use Google Calendar; am not aware what Zimbra can provide that would be useful.
• I don’t use Zimbra email.
• It doesn’t coordinate with the rest of my life....not useful at all.
• not aware of it
• i use ical
• I prefer to use iCal on my desktop/iPhone
• don’t know about it -- probably don’t need it either. I’m just part time administrative staff.
• Just never chose to use it.
• Unreliable
• I use google calendar
• I keep a personal calendar.
• I still use an old fashioned paper one
• I already use Google calendar and don’t bother switching.
• I like my desk calendar.
• I access my e-mail through G-mail, and naturally use a Google Calendar
• use calendar on desk and phone
• I have a different calendar I use.
• I use the calendar in Outlook.
• I like to keep my schedule private and want to make my own appointments. I use Google calendar for my personal schedule and like it better.
• I don’t use Zimbra...I use only college services/technology.
• why should I?
• I have a paper calendar that is more readily available, and I am part time faculty, so do not have a heavy meeting schedule as others do.
• I like to keep my appointments private.
• I’m a write-it-down person.
• Don’t like the look and use a different one
• I prefer Outlook. Zimbra is not efficient and is always down.
• Don’t have a need to.
• When I last evaluated it, it didn’t integrate well with Google calendar, which I need.
• I use my own software.
• I use a day planner since I’m not on my email 7 days a week.
• Don’t know how
• Use a different calendar.
• I use iCal from my Mac.
• It is clutsy and did not work when it first came out. I use Mobile Me and iCloud for mail and calendaring.
• I use iCal on all my devises, I tried the Zimbra calendar and it was much to difficult to use, never worked with iCal
• I have my own app.
• I do not want it.
• Don’t know if it integrates with google calendar and my phone
• I don’t use Zimbra, and I already know how to use Google’s calendar, which connects easily with gmail.
• I like paper calendars
• I use Outlook on desktop and also I can connect to the internet to get my calendar.
• I like to have a big desk calendar made of paper so I can see it before I even turn my computer on.
• I use my MS Outlook calendar on my desktop computer
• i dont use zimbra that much
• I use iCal
• worthless. Zimbra can barely handle simple text-based email. Why would I want to trust it with my schedule?
• I already have a google calendar set up and it is easier to keep it in one place.
• I for get to use it. I am a working manger & too busy with work etc.
• I don’t use electronic calendars
• I prefer to keep my calendar as in the past.
• iCal works fine and seems much easier to use. I can have it on my desktop w/o a bunch of online screens to go through.
• I use Outlook which is synchronized with the rest of my department
• I don’t know how to use most features on the email system. I use google calendar as it allows me to communicate with the student teachers who are out in the buildings and coordinate with others
• no need
• Use outlook calendar
• I use a paper calendar and prefer to manage my time the old-fashioned way.
• I haven't been figured out how it works. I don't sit at a computer station logged on for long periods of time. I use the calendar on my computer because I can sync with my mobile devices.
• Prefer my own calendar application
• I don’t want others to have access to my calendar.
• To busy doing work on other things
• No need of a calendar
• because i don't use zimbra.
• too complicated and I don’t like Zimbra anyway
• Never heard of it.
• I use google calendar. I don’t know how to use Zimbra calendar. I need easy instructions for many other features of Zimbra.
• No training in its use, and I carry a day book in which I record meeting, appointments, etc, because I am not always where I can get to the Zimbra calendar.
• Use my own.
• have a different calendar program.
• I have everything coordinated with my Outlook calendar that is used in the College of Vet Med
• Don’t know much about it.
• I use Outlook all the time, so haven’t much experience with Zimbra.
• There is no reason, I just have not used it.
• do not know how to use
• I have my own calendar.
• no need
• I have iCal on my IPad and MacBook Air that interfaces with my gmail calendar that also syncs with my Droid
• Find it difficult to use and manage
• Google calendar more user friendly. Lets me integrate personal and KSU calendars.
• don’t need it
• have not learned how yet
• Don’t really know how.
• I use the one on my phone
• Not something I need at this time.
• Looks complicated.
• I use physics email
• I prefer Outlook because it is more user friendly, syncs better with my smart phone.
• I have a calendar in Microsoft Outlook that I use.
• I use my google calendar instead.
• Our department uses a different calendar.
• I have another calendaring system.
• I don't have a smart phone so I need a physical calendar with me when I travel. Zimbra doesn't work if I don't have internet services. Can rely on it.
• I travel, and don't have computer access where I teach.
• I use the the Vet Med Service
• I prefer not to rely on an online calendar that I may not be able to access easily or quickly.
• I use iCal instead.
• The only time I use it is if someone sends a meeting and it automatically schedules it. I use another calendar on my desktop.
• I do not need it
• i don't need to
• Because Zimbra sucks in general!
• Zimbra is an option on the Salina campus, but soon will be required; i have not made the transition yet.
• i have a calendar on my mac and zimbra isn’t reliable and goes down often
- Too many other people tell me it is buggy and they have problems with it.
- I’m not confident in my ability to make it play nicely with Outlook and Google calendar, which I have used for a long time.
- I do my best not to waste time in meetings. No meetings, no calendar to worry about.
- Haven’t tried.
- I wasnt aware of it
- I don’t use an electronic calendar.
- I’m at the vet school so use that system.
- Keep calendar on personal smart phone
- I use Yahoo email calendar
- Use Outlook instead
- I tried once and our IT guy tried once to set up the sync with my Droid/Google phone and it would not work/we could not get it to work. AND it was not that important to me.

**Question 13: Please rate the importance of having the following available on your smart phone or other mobile device:**

<table>
<thead>
<tr>
<th>13.1 Email</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Important</td>
<td>218 (44.31%)</td>
</tr>
<tr>
<td>Important</td>
<td>63 (12.8%)</td>
</tr>
<tr>
<td>Neither Important or Unimportant</td>
<td>51 (10.37%)</td>
</tr>
<tr>
<td>Unimportant</td>
<td>15 (3.05%)</td>
</tr>
<tr>
<td>Very Unimportant</td>
<td>93 (18.9%)</td>
</tr>
<tr>
<td>N/R</td>
<td>52 (10.57%)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>13.2 Calendar</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Important</td>
<td>160 (32.52%)</td>
</tr>
<tr>
<td>Important</td>
<td>76 (15.45%)</td>
</tr>
<tr>
<td>Neither Important or Unimportant</td>
<td>77 (15.65%)</td>
</tr>
<tr>
<td>Unimportant</td>
<td>28 (5.28%)</td>
</tr>
<tr>
<td>Very Unimportant</td>
<td>100 (20.33%)</td>
</tr>
<tr>
<td>N/R</td>
<td>53 (10.77%)</td>
</tr>
</tbody>
</table>

**Question 14: How satisfied are you with using the following via your mobile device?**

<table>
<thead>
<tr>
<th>14.1 Email</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>21 (4.27%)</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>24 (4.88%)</td>
</tr>
<tr>
<td>Neutral</td>
<td>53 (10.77%)</td>
</tr>
<tr>
<td>Satisfied</td>
<td>139 (28.25%)</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>78 (15.85%)</td>
</tr>
<tr>
<td>N/R</td>
<td>37 (7.12%)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>14.2 Calendar</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>21 (4.27%)</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>23 (4.67%)</td>
</tr>
<tr>
<td>Neutral</td>
<td>67 (13.62%)</td>
</tr>
<tr>
<td>Satisfied</td>
<td>79 (16.06%)</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>61 (12.4%)</td>
</tr>
<tr>
<td>N/R</td>
<td>37 (8.24%)</td>
</tr>
</tbody>
</table>
Question 16: Which applications, if any, would you like to be more mobile-friendly at K-State?

- calendar features
- Email and calendaring
- Email and calendars are a little difficult to read sometimes
- It would be nice to have the calendar and KSOL work better on mobile devices
- Webmail
- Calendar and Contacts. I would like for the daily email reminder listing my appointments to arrive without having to log into Zimbra. Also my contacts within Microsoft outlook, Zimbra and my iPad, do not sync.
- E-mail
- e-mail calendar
- E-mail would be great. I can't scroll through my inbox because the scroll bar does not appear (kindle and ipod touch).
- Zimbra calendar and web mail
- Zimbra calendar for blackberry.
- email- I have troubles with it on my kindle
- email. The last few days I have been unable to connect to the normal Zimbra email through my laptop off campus. I've had to go with the low tech html version.
- Email and calendar
- I only use email and talk on my phone for work. I do everything else from my laptop.
- Email and Calendar are absolutely miserable to access on an android mobile device. It would be helpful if there was an easier and more efficient way to access them.
- You need to blow up Zimbra and go to something else!
- Calendar, especially ability to interact with Google calendar (though maybe this functionality already exists; I haven't been told or checked yet)
- Maps, schedules, campus calendar
- Email for the work force at K-state
- Zimbra calendar and HRIS
- Email seems slow on my mobile device.
- I feel Zimbra Webmail is so limited and not very tech savvy or user friendly. I would love to go back to groupwise or even better Gmail.
- I took forever to figure out how to sync my phone’s calendar with my Zimbra calendar. I wish it hadn’t been so hard and frustrating. And I cannot access my KSU directory from my phone, so I have to find old messages from people and reply to it rather than starting new messages.
- Email reliability, KSU websites frequently don’t load properly on smart phone
- KSOL, email, and ISIS
- EMAIL and trying to log onto the KSU wireless internet. The default is a guest which takes major reconfiguration with an iPAD
- More features in email and calendar, as in MS Outlook.
- E-Mail
- There have been times that recurring events would be the only thing that would show up on my mobile device and other times it would be everything but recurring events to show up - there is not always a consistency for what events show up on the calendar function of a mobile device even though all events are on the zimbra calendar.
- Calendar
- Email
- Also on email when writing an email, if it is a certain length you can't scroll back up to view what you previously wrote, which is frustrating when I have to email my boss via my cell phone.
- calendar, k-state websites
- Calendar
- Webmail, KSUOL
• just seems like email has been down a lot of times since February 2012. Everything is great when it is working. you guys are doing a great job!
• Webmail
• Zimbra!
• syncing email accounts.
• calendarr and e-mail
• email
• Calendar
• mobile version of email that works as a back up when zimbra is failing and down system wide
• websites deeper than the first page, Zimbra calendar and email
• eMail and Calendaring -- really the issue is Zimbra reliability -- when it goes down, eMail and calendaring are both down creating numerous phone calls for myself and our office.
• e-mail
• I can't get on Webmail through Firefox on my phone, only through Internet explorer.
• Email
• Calendar
• Zimbra

Question 41: What is one thing IT Services could do that would make it easier for you to work or study?

• Ensure email & calendar system doesn't fail or slow down.
• Get email right! When Zimbra is updated, something that worked in the past gets screwed up: features, compatibility with Explorer and now MACs. Who's in charge of this? It’s awful. Keep it simple.
• Increase the reliability of of the zimbra calendar. Our dept has had many issues with calendar items missing or not appearing. Difficult to download calendars for tracking activity.
• Improve the reliability of Zimbra. I think it’s working better, but the recent outage was very inconvenient. We must have a reliable email system.
• Keep Zimbra (email and calendar) up and running consistently and make it more compatible with Internet Explorer.
• Vastly improve the quality and reliability of the email system. I have reload it 3-4 times every day.
• Not having Thunderbird email and Zimbra go down.
• no email outages!
• Make sure all email gets delivered in a timely fashion.
• Calendar training and any other of the functions; opening sessions and windows; etc.
• Figure out a way that staff can send emails to gmail. This has caused many issues. Also, webmail is unreliable.
• The email outages are unacceptable. They make work extremely difficult. I have been at the university for 20 years and at one time we were at front of internet services, now we are way behind
• Prevent email from ever going down!
• Find a email/contacts/calendar platform that is compatible across all types of devices. If Zimbra is this platform, provide better training to help me sync all my contact lists.
• Have a reliable mail (and document sharing) service that works well. I could type faster than waiting for zimbra to auto complete an address. zimbra docs does't have a good docsharing system like GDoc
• Please fix the ‘delete’ option in Zimbra so that it deletes a message I’ve just responded to rather than take me to the ‘compose’ page.
• Be helpful when I call the help desk. On more than one occasion I have either been told incorrect information or left w/out assistance to resolve my issues. I have lost the desire to call...
• I will look forward to an updated version of Zimbra or a substitute.
• KSOL and webmail always go down near the end of the semester. Please make sure they can handle the end of semester increase in use. Also, we really really need more tech classrooms.
• Reply quicker from help desk, ensure more reliable webmail connection - often wireless and wired
connection fails or very slow
• Move the webmail to gmail.
• Continue to try to minimize issues with email and calendar system.
• Invest in keeping Zimbra running, or at least notify us when there are problems forthcoming if it needs to slow down.
• Make Zimbra more reliable -- it seems to have gone down several times this semester. I prefer Thunderbird for email and would like to see some of its features in Zimbra.
• better email
• Have zimba calendar pop up meetings, etc.
• Allow use of Outlook for email and calendar; improve calendar transfer to blackberry. Sorry, that was two.
• Keep email up and running. Try to keep our email from being rejected by others. My job requires a lot of emails being sent and received on a daily basis.
• Make sure the webmail is up and running. When it is down and is the only source for keeping a calendar... kind of messes up your whole day not knowing what meetings you might have.
• Reliability and speed in email and calendar.
• Make Email services more reliable and consistent.
• If I am correct in assuming that many Zimbra issues are attributable to the hosting agency, rather than Zimbra itself, please find a better host!
• Reliability of email access through Zimbra
• more reliable email service. too many outages.
• Have a reliable e-mail system.
• A better campus email and calendar
• Offer downloadable academic calendars for importation into various software packages (e.g., .csv).
• Get an e-mail system that is reliable and doesn’t freeze up. Also provide a calendar system that interfaces with my handheld.
• Ensure Zimbra is working.
• Keep Zimbra working at all times :-) .
• Keep high speed email running
• Improve the calendar system in zimbra to make it more user friendly. Support a task list program.
• Better email service.
• Integrate/merge email directory of CVM and Main Campus
• please find a new email system. Zimbra is just worthless.
• I have been on e-mail systems with delayed sending of drafted e-mails with the time and date set to autosend. That feature would be nice.
• Not take 6 months to fix e-mail compatibility with Internet Explorer
• Make sure that the email server is functioning all of the time. It has been down this semester a lot--probably 4-5 times. The most recent crash was a disaster, and cost us all about a half day work.
• Ensure that internet access and webmail access is ALWAYS working! Outages are too frequent!
• Put something on the website when there are email problems so we know it is not just us.
• Make sure the webmail does not crash. I think this is fresh in my mind because it has happened so often recently.
• Resolve issues with Zimbra reliability or move to a different provider that can keep the mail service up consistently.
• Improve the email system since 2012 Zimbra is slow and unreliable. Also, it does not have the same look in internet explorer compared to FireFox. FireFox lately always has problems with Zimbra.
• I am been disappointed in the reliability of Zimbra. It seems that outages have become more frequent, and that makes it difficult when 90% of what I do is done through email.
• Find a resolution to the Zimbra problem I have where the sentences won’t tab down into paragraph form.
• Upgrade the webmail service.
• Find an email provider more competent and reliable than Merit.
• More reliable e-mail and make this survey a whole lot shorter!
• keep email working 24/7
• Please keep Zimbra working! With my job, we are absolutely dead in the water without access to Zimbra. When it’s down, we are virtually voiceless.
• Making it easier to sync email accounts with my iphone.
• have minimally decent stability for an email platform. It is so embarrassing for faculty and professionals from other institutions and organizations have to resend emails to personal accounts.
• Dependability in network and email access.
• As I’ve worked with email, the password has been getting longer and longer. I use a mixed symbol, capital, lowercase, number type password. Is it really necessary to make it ten characters?
• Improve the reliability of Zimbra webmail, even if we need to have some initial downtime to ensure stability or if we need to learn a new interface.
• Improve update procedures. When Zimbra or iSIS is updated there are residual problems for a day or more, making it impossible for me to do my work.
• Ensure that Zimbra functions properly. It has never been good and it has been horrible for the past month.
• An email system that a distribution list can be set up in and not have everybody’s email address show in the email, i.e., Pegasus’ distribution list capabilities
• MAKE Zimbra reliable!!!! Other than that I think a campus supported Instant Message system would be great.
• QUIT ASSUMING. NOT EVERYBODY HAS AN E-MAIL ACCOUNT BEFORE ARRIVING TO K-STATE. NOT EVERYBODY HAS/USES A MOBILE DEVICE.
• Reliable email. Back up daily.

Question 42: What are the two or three most important services IT Services provides you?

• HRIS, email, calendar
• Email and KSOL.
• Email, calendar, education
• Email, calendar, wireless access
• training, email and online calendar
• email, ssh, remote desktop
• email KSOL
• zimbra
• strong signal strenght, remote access to KSOL, iSIS, webmail
• Calendar and email that does not shut down. Having IT employees that know their systems, can relay information and can fix problems over the phone or in person.
• email, KSOL
• reliable mail and calendar.
• internet, webmail
• email, calendar, iSIS
• Internet access email I can get at work & home Phone service with voice mail
• IT equipment in a classroom, email, k-state online
• email, virus protection, class/info management (kstate online, isis)
• K-State Online and e-mail
• Email access and web access
• e-mail & Internet access & security; KSOL & Help-Desk; phone service
• Webmail, web services for HR and iSIS, technology classrooms
• email helpdesk equipment checkout
• email calander
• email calendar iSIS
• Email and Anti-Virus
• zimbra, iSIS
• email
• e-mail; a place to call for help
• e-mail iSIS K-State Online
• Webmail and calendar, antiviral software, SAS site license
• Calendaring system that works for room reservations. “Levels” of backup - dark archive vs. storage for immediate retrieval.
• Email-calendar
• Zimbra Equipment checkout
• Email and the mini courses
• Webmail / Zimbra Calendar iSIS K-State Online
• K-State Online and webmail
• Network connectivity, email/listserv support, helpdesk support
• help desk, computer repairs
• e-mail, security, anti-virus/office programs
• email
• Zimbra Email and phone service
• telephone, internet, e-mail
• webmail, and many more
• email, web
• webmail Isis Webpage
• e-mail and LMS support
• Antivirus software, email, high speed internet
• Telephone, internet/webmail, process work orders in a timely fashion (less than 30 days)
• quick reliable internet connection, dependable and operating email system
• Email and calendar
• Email, wireless internet, calendar
• Email access, KSOL, internet access
• email data storage
• E-mail, ISIS
• E-mail, ISIS, network connectivity
• E-mail, calendar and help desk.
• Zimbra calendar, Zimbra email
• Email & calendar. If these don’t work, I can’t do my job.
• email and phone access
• Network access with speed and email
• webmail internet
• 1. Email. This needs to be improved.
• email, isis
• Email University directory HRS access
• phone, web mail, cell phone
• Email, network, phone.
• Email, network connectivity.
• e-mail and trouble shooting services as needed
• e-mail calendaring short, free media/tech training
• wireless network, e-mail/calendar
• Email, calendar, web access.
• Zimbra and Webmail
• internet access and webmail access
internet access and email
isis, K-State Online, email
Email - Calendar - Network
Zimbra email, Zimbra calendar, K-State Online
web access and e-mail
isis, Email and Calendars are the most important services I use regularly.
e-mail IT security internet access
reliable network and reliable email
Internet, email, calendar, people soft etc.
email,
Network availability Email Calendar
Email Calendar Wifi Network
wireless internet access, email
Network, e-mail/calendar, PC consulting
e-mail phone, land line
E-mail and emergency alerts by cell phone
Network, Email, Calendar
e-mail, kstate-owned laptop help
e-mail...and that crashes all the time
Zimbra, wireless access to my mobile device, Zimbra, and Zimbra.
Currently, answering questions regarding my iphone, email issues, and other questions. Also computer repair services.
Email, wireless, network
web access, email and calendar
you mean sometimes provides, right? the top 3 are email, email, and email. @ksu.edu is a laughing stock in industry for students when trying to get a job. emails frequently fail to get delivered.
Email, network
Keep email and internet services up and running.
webmail,
Email, K-State Online, and advice.
E-mail and telephone
e-mail and calendar
e-mail, tech classrooms, equipment & software availability
Zimbra, iSIS, smart classrooms
Email has to work 100% of the time. Wireless internet access is also a must. The work of the IT security team is also important to what I do.
Email and calendar
webmail and library
Email, Calendar, Wireless Service, Axio Survey
E-mail, KSOL tools for running my class, ISIS
eMail, central file space, Help Desk support
e-mail k-state online for teaching telephone
Internet access, email, calendar
webmail, voicemail
Reliable email
KSOL, webmail
Email that runs well.
Question 43: What is one thing IT Services could do to improve the way it communicates about its services?

• More reliable email and phone service.
• Ask the users of the calendar for our opinion before changing systems. No one in my office likes Zimbra and everyone was happy with Oracle. We had no choice and were forced to change.
• Update the RSS more often when e-mail is down. Share status on the front page or somewhere easy to see.
• Put any Zimbra problem notifications on the main KSU web page.
• email is the preferred option for me so this is fine
• Respond quicker to webmail outages by using the “alert” system earlier in the day rather than waiting several hours to tell us there is a problem
• Increase transparency. Why is Zimbra access so unreliable? When it goes down, what’s happening, and are there work-arounds? Etc.
• maintain e-mail speed