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 also are provided.

Students surveyed: 5000
Opted out before starting: 255
Dropouts after starting: 124
Completed: 1190

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>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>59 (4.48%)</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>131 (9.97%)</td>
</tr>
<tr>
<td>Neutral</td>
<td></td>
</tr>
<tr>
<td>Satisfied</td>
<td>431 (32.6%)</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>402 (30.59%)</td>
</tr>
<tr>
<td>N/R</td>
<td>4 (6.38%)</td>
</tr>
</tbody>
</table>

3.4 Calendaring

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>31 (2.36%)</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>55 (4.19%)</td>
</tr>
<tr>
<td>Neutral</td>
<td>226 (17.2%)</td>
</tr>
<tr>
<td>Satisfied</td>
<td>315 (23.97%)</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>297 (22.6%)</td>
</tr>
<tr>
<td>N/R</td>
<td>8 (29.68%)</td>
</tr>
</tbody>
</table>
Question 4: Tell us about an IT service that you find especially useful.

- I use my email all the time! Email & calendar
- Web mail
- Email goes down too often. Phone will not connect to anything but KSU guest so I can't check my email on it. It is dumb that guest cannot access anything on KSU website.
- My email continually deletes messages. When email actually works it is beneficial.
- Email
- The... email?
- The calendar in web mail is useful, especially since it syncs with my phone’s calendar.
- Email
- E-mail is useful.
- I especially like the online and the webmail
- The email is especially useful because all you have to know is the person's name at KState in order to email them.
- Unlocking my webmail
- Zimbra webmail is extremely valuable for my communication with professors and students, as well as document storage in the briefcase.
- Webmail.
- K-State webmail
- A service that is especially useful to me is of course k-state online, but the calendar and the email are very helpful.
- Setting up e-mail on a new phone.
- K-State Online and Webmail
- I especially make use of the calendar. It's extremely useful that it syncs to my smart-phone and I can look at it whenever!
- e-mail
- Webmail is wonderful when it actually runs properly
- email
- I realize that we're required to have a k-state email. But it's a godsend. I can get away from my old spam filled at&t account (for the most part) and use the k-state one for legitimate needs.
- I like being able to check my email, even if I am using a different anti-virus system than K-State. If I am using K-State Guest internet I think I should still be able to use my KSOL, isis, and webmail. Without those programs I am unable to complete my homework effectively.
- The ability to share calendars with other users. I use the calendar invites a lot.
- I like having the email I use it all the time to communicate with my professors
- I use KSOL and the webmail all the time - vpn is very useful, too
- Webmail is useful...when it works.
- I love the “auto fill in” on Webmail. I really comes in handy.
- KSOL and emailing are easy to use and helpful in daily classwork.
- Briefcase in email
- I like the briefcase feature on webmail and find it very handy
- I find email and KSOL most useful because I like how e-mail fills in the person's e-mail address if all I know is their name and I like that I can e-mail my professors straight from KSOL
- The K-State webmail is a very useful tool to keep in touch with professors and other professionals you wish to speak to. By nature of the address being @ksu.edu it is a professional email address and helps to eliminate spam mail quite effectively.
- eID, and I enjoy Zimbra - but it’s a pain when it's down for a whole day.
- I like the webmail, especially being able to type in a name and have it auto-fill.
- email
- Email - Obviously because one of the main communications with professors and on-campus related things.
- Ability to forward email.
- I appreciate the calendaring services. I have used that the past two semesters and it works great!
• Kstate email
• I just like how your email, and K-state online are all in one location.
• Webmail for the iPhone support
• Have not used any services outside of KSOL/iSIS/Webmail
• Webmail
  • i find it really useful when i can actually get to my email instead of it being down
• To be honest none of the services are up to date with competing tools used for Internet and communication. I have set up different e-mail accounts for on-campus organizations because webmail is not helpful or useful at all.
• Webmail has been helpful
  • I really like how the webmail is set up. I know that it is a very simple thing but it works very well for me.
• Email
  • Email
  • The E-mail is very useful
    • e-mail.
    • email
  • email, help desk and isis
  • email and ksol
• Webmail has been down a few times for hours at a time.
• I like the e-mail. Although it is down a lot and the KSOL is also down a lot. This is frustrating when you have to take a test online, or complete an assignment online.
• webmail
  • I get very frustrated that I have so many issues with K-State Online and webmail. They always seem to have something wrong with them. And it really frustrates me that they often go down and I can’t use them. Since most of my professors rely on it for assignments and informing me of what I need it is really important that this all works well.
• Webmail
• Email and KSOL. The help desk is also very useful.
• Webmail

**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>Frequency</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>76</td>
<td>5.78%</td>
</tr>
<tr>
<td>Rarely</td>
<td>77</td>
<td>5.86%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>80</td>
<td>6.00%</td>
</tr>
<tr>
<td>Frequently</td>
<td>183</td>
<td>12.4%</td>
</tr>
<tr>
<td>Always</td>
<td>840</td>
<td>63.93%</td>
</tr>
<tr>
<td>N/R</td>
<td>37</td>
<td>5.94%</td>
</tr>
</tbody>
</table>

### 7.2 A desktop email client

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>728</td>
<td>55.4%</td>
</tr>
<tr>
<td>Rarely</td>
<td>87</td>
<td>6.52%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>98</td>
<td>7.53%</td>
</tr>
<tr>
<td>Frequently</td>
<td>88</td>
<td>6.7%</td>
</tr>
<tr>
<td>Always</td>
<td>143</td>
<td>10.88%</td>
</tr>
<tr>
<td>N/R</td>
<td>39</td>
<td>12.86%</td>
</tr>
</tbody>
</table>
Question 7 continued.

7.3 Gmail

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>645</td>
<td>49.09%</td>
</tr>
<tr>
<td>Rarely</td>
<td>73</td>
<td>5.56%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>99</td>
<td>7.53%</td>
</tr>
<tr>
<td>Frequently</td>
<td>108</td>
<td>8.22%</td>
</tr>
<tr>
<td>Always</td>
<td>252</td>
<td>19.18%</td>
</tr>
<tr>
<td>N/R</td>
<td>38</td>
<td>10.43%</td>
</tr>
</tbody>
</table>

7.4 Hotmail

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>837</td>
<td>63.7%</td>
</tr>
<tr>
<td>Rarely</td>
<td>69</td>
<td>5.25%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>71</td>
<td>5.4%</td>
</tr>
<tr>
<td>Frequently</td>
<td>78</td>
<td>5.94%</td>
</tr>
<tr>
<td>Always</td>
<td>98</td>
<td>7.46%</td>
</tr>
<tr>
<td>N/R</td>
<td>39</td>
<td>12.25%</td>
</tr>
</tbody>
</table>

7.5 Yahoo! Mail

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>824</td>
<td>62.71%</td>
</tr>
<tr>
<td>Rarely</td>
<td>55</td>
<td>4.95%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>56</td>
<td>5.02%</td>
</tr>
<tr>
<td>Frequently</td>
<td>71</td>
<td>5.4%</td>
</tr>
<tr>
<td>Always</td>
<td>130</td>
<td>9.89%</td>
</tr>
<tr>
<td>N/R</td>
<td>40</td>
<td>12.02%</td>
</tr>
</tbody>
</table>

Question 8: How satisfied are you with the following aspects of K-State’s Zimbra webmail?

8.1 Speed

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>48</td>
<td>3.55%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>115</td>
<td>8.75%</td>
</tr>
<tr>
<td>Neutral</td>
<td>212</td>
<td>16.13%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>490</td>
<td>37.75%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>337</td>
<td>25.55%</td>
</tr>
<tr>
<td>N/R</td>
<td>34</td>
<td>8.07%</td>
</tr>
</tbody>
</table>

8.2 Features

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>42</td>
<td>3.2%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>106</td>
<td>8.07%</td>
</tr>
<tr>
<td>Neutral</td>
<td>243</td>
<td>18.49%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>488</td>
<td>37.14%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>326</td>
<td>24.81%</td>
</tr>
<tr>
<td>N/R</td>
<td>33</td>
<td>8.3%</td>
</tr>
</tbody>
</table>
**Question 9: Do you use K-State’s Zimbra calendar?**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td></td>
<td>242 (18.42%)</td>
</tr>
<tr>
<td>No</td>
<td></td>
<td>1051 (79.98%)</td>
</tr>
<tr>
<td>N/R</td>
<td></td>
<td>21 (1.6%)</td>
</tr>
</tbody>
</table>

**Question 10: Please rate your satisfaction with the following aspects of K-State’s Zimbra calendar.**

### 10.1 Speed

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td></td>
<td>5 (0.38%)</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td></td>
<td>13 (0.99%)</td>
</tr>
<tr>
<td>Neutral</td>
<td></td>
<td>35 (2.66%)</td>
</tr>
<tr>
<td>Satisfied</td>
<td></td>
<td>101 (7.69%)</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td></td>
<td>77 (5.86%)</td>
</tr>
<tr>
<td>N/R</td>
<td></td>
<td>1075 (82.42%)</td>
</tr>
</tbody>
</table>

### 10.2 Features

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td></td>
<td>6 (0.46%)</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td></td>
<td>14 (1.07%)</td>
</tr>
<tr>
<td>Neutral</td>
<td></td>
<td>36 (2.74%)</td>
</tr>
<tr>
<td>Satisfied</td>
<td></td>
<td>96 (7.31%)</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td></td>
<td>80 (6.09%)</td>
</tr>
<tr>
<td>N/R</td>
<td></td>
<td>1076 (82.34%)</td>
</tr>
</tbody>
</table>

### 10.3 Ease of use

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td></td>
<td>7 (0.53%)</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td></td>
<td>19 (1.45%)</td>
</tr>
<tr>
<td>Neutral</td>
<td></td>
<td>38 (2.89%)</td>
</tr>
<tr>
<td>Satisfied</td>
<td></td>
<td>94 (7.15%)</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td></td>
<td>73 (5.56%)</td>
</tr>
<tr>
<td>N/R</td>
<td></td>
<td>1076 (82.42%)</td>
</tr>
</tbody>
</table>

### 10.4 Reliability

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td></td>
<td>10 (0.76%)</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td></td>
<td>12 (0.91%)</td>
</tr>
<tr>
<td>Neutral</td>
<td></td>
<td>45 (3.42%)</td>
</tr>
<tr>
<td>Satisfied</td>
<td></td>
<td>88 (6.7%)</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td></td>
<td>77 (5.66%)</td>
</tr>
<tr>
<td>N/R</td>
<td></td>
<td>1076 (82.34%)</td>
</tr>
</tbody>
</table>

### 10.5 How it performs on your mobile device

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td></td>
<td>18 (1.22%)</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td></td>
<td>19 (1.45%)</td>
</tr>
<tr>
<td>Neutral</td>
<td></td>
<td>23 (1.75%)</td>
</tr>
<tr>
<td>Satisfied</td>
<td></td>
<td>51 (3.88%)</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td></td>
<td>53 (4.03%)</td>
</tr>
<tr>
<td>N/R</td>
<td></td>
<td>1076 (87.67%)</td>
</tr>
</tbody>
</table>
Question 11: Why don’t you use K-State’s Zimbra calendar?

• The only calendar I use is my paper one.
• I’m not entirely sure how to use the Zimbra Calendar and I prefer to use a calendar that does not require technology. I like paper calendars more because they seem more reliable.
• I’m not one to rely entirely on the computer to keep track of my life.
• Keep a paper calendar.
• I never needed to.
• Not user friendly.
• I don’t know how to use it. I use a student planner.
• I never had to use it...
• Use Google’s Calendar already and it syncs with smartphone; Zimbra seems to lack this feature(?)
• Don’t need one
• I use other calendars.
• Too many complications with the system. It’s not reliable.
• I use google calendar
• I use a paper and pencil planner.
• Gmail has a more user friendly interface and is connected with my google calander and other apps. Also it was very hard to get Zimbra to connect with my cell phone.
• Aware my schedule
• I have a whiteboard calendar that I use to write down due dates and tests.
• I have one on my desk that i prefer to use.
• Have agenda
• I use Outlook.
• I didn’t know it was there.
• I’ve used it once to schedule an appointment with my adviser but other wise I like having a hard copy of what is going on.
• I don’t put events into calendars. I save everything up in my head.
• Wasn’t aware about it
• Because I don’t need it.
• I have my own personal planner
• I use my agenda.
• I don’t know
• I use Microsoft Outlook calendar.
• Because iCal is much better
• Have my own calendar
• bc
• Never have tried it. Use a different calendar program on my MacBook.
• Did not know that it existed.
• I don’t rely on technology for my calendar. I would rather have a paper copy that I can access if there is a power outage, I am at the store and need to check something, out of town, etc.
• Just use the Zimbra application to check my email at the moment
• I use google calendar with my gmail account
• I use google Calendar and it is more compatible with my electronic devices like my tablet and my phone.
• None of your business
• It's functionality issues and user friendlessness. I want to be able to maintain my calendar after I graduate
• because I could not access it at all times
• I don't want to have to access the internet to find my calendar and to-do list. It's easier to have it written down on paper. Easily accessible.
• I use my own calendar application on my computer.
• I use my own calendar.
• No specific reason
• I use my phone
• I use a real calendar that I hang up, I can see it easier.
• Don't need it.
• Google calendar more reliable
• I wasn't aware there was one.
• Prefer paper calendars.
• I use iCal on my Mac
• Don't really know what it is
• I keep a hard-copy in case K-State decides to mess with email (like they do once in a while)
• Prefer to use Gmail
• did not know about that
• I really disliked webmail before Zimbra, which is when I set up a Gmail account for email forwarding. After setting up Gmail, I really haven't had any motivation to use Zimbra or its calendar app.
• I never looked into it, and I use my own agenda/planner.
• It needs to be more useful, maybe allow the teachers to upload dates to a classes calendar to show a test or group assignment is due.
• Have Gmail calendar.
• I don't really use a calendar at all other than to see what day something is or how many weeks until that
• Have no need
• don't use it enough to care
• Never heard about it.
• It's not always at my fingertips, like my phone calendar is.
• I have a different calendar already
• I wasn't aware of it...
• I don't frequently use webmail I use the mail forwarding option
• I never learned how to use it because I wasn't made aware of it until recently. If I had known, I would have used it.
• I do not need it.
• I don't need it
• no need
• Haven't even heard of it
• I'm not the scheduling type. I only used it to schedule appointments with my advisor.
• I can't have one for all my classes instead only one for all classes
• it's easier to write things down on paper
• I used MS Outlook linked to Hotmail or my K-State Student Planner (paper)
• have other calendars that I use
• I use the calendar in my phone.
• have one on my blackberry
• I don’t want to have a smartphone and use it, so I don’t need two…especially since my phone is always with me and easier to access than K-State’s Zimbra calendar.
• I use a paper calendar.
• I forget about it.
• I use the calendar on my laptop.
• Because I already have my Gmail calendar all set up.
• I use Gmail’s calendar and it is easier to use, does the same stuff if not more, and syncs with my phone.
• I use my own written planner.
• It was a little confusing to use so I just started writing things in a planner.
• Google’s is easier and better.
• Why would I?
• I use a hard copy of my agenda so I can carry it with me.
• I use a planner that I can carry with me since I don’t always have access to a computer.
• I don’t need it.
• I don’t know what that is and I have a calendar that is on my phone and connects with my laptop.
• I don’t think it looks nice and clear.
• No classes need to use this feature and I use Google services.
• I use my iPhone instead.
• I use Gmail calendar and a desktop calendar.
• It’s not helpful to me.
• Never had a need for it.
• Don’t need it. iPhone apps are better and faster.
• I don’t need it.
• Use a planner instead.
• I prefer priorities and organizing be done in writing, I have a white board to put important dates on and a paper calendar as well.
• I don’t know what it is.
• No reason.
• Not sure… Don’t really use calendars.
• I usually put all my reminders in my iPad.
• I don’t know how to use this feature or where to locate it.
• I have my own.
• I like to write my stuff out by hand so I know what I need to do.
• I don’t like to use it.
• Because I have no idea what it is.
• I use a day planner. I don’t like digital calendars.
• I don’t really know anything about it and never thought of it.
• Why would I?
• Didn’t even know it existed.
• I have a planner I use instead.
• No need.
• I use my planner instead.
• Because it takes way too long to use. When I need to look up a date I don’t have 4 minutes to log on to Zimbra then click calendar and find the dates then wait on each page to load.
• Love Google Calendar.
• Don’t need to.
• I have other calendars.
Because I keep a written one
I didn't know there was one.
If I even use an electronic calendar, I use my iCal on my Mac... I'm not a big calendar user anyway
I use Microsoft's calendar.
I use a pen and paper planner!
I have not found the use for it, I was not aware of it. I use a planner instead as well as google calendar.
I have no use for it. I also have no faith it would work.
I really have never got around to trying it. Most of my important dates I input into my phone’s to-do-list app.
Didn't even know it was there.
I have an agenda already. I prefer to have it written down on paper rather than having to look it up online.
because it's faster to use my phone calendar than wait the minute it takes to connect and navigate to the calendar.
I have no idea what it is
I have no idea what that is.

own personal calendar
I have one on my phone I use instead
rather use a planner
n
I use google calendars because I used to have an android phone
Don't use digital calendars
I use the one on my iphone
I prefer to write on the paper.
i didn't know there was a calendar on the K-State's Zimbra
Too complicated
I use an actual calender in my room; it's easier to see it in person than using it on the computer.
I have a planner that I carry with me, instead of using an online calendar.
I have my own calendar app that I'm certain is more reliable than Zimbra's.
I use Google Calendar
Google Calender.
I like having my planner as a physical copy so I can mark things off.
to hard
I didn't know it had a calendar
I use my hard copy that I can carry around with me verses the computer generated one.
I use a planner
I use Yahoo more.
I don’t find it useful.
I use my Phone or ksu agenda
I use a planner instead.
Don’t know how.
I haven’t had to yet.
Dont need to.
I prefer Gmail and Google Calendar’s interface to Zimbra, or Zimbra calendar.
I like to have a written calender with me all the time.
Whats a Zimbra calender ??
I use the old-fashioned kind of calendar that you hang on the wall. My free planner from Aggieville also serves as a calendar for academics-related tasks/events.
I prefer using printed calendar not electronic calendar.
I use my KSU planner.
I use a white-board calender in my room.
• I didn’t know there was one
• I don’t like to use calendars unless it’s in a planner I can carry around. I rarely look at it unless I’m in class and I can’t access it in class
• Just don’t
• I just use the calendar on my windows computer and that lets me keep track of my events.
• I use my planner because I can always have it with me.
• I use my phone’s calendar.
• It doesn’t really fit my needs.
• Don’t know how to
• don’t need it
• It is inconvenient to use and I cannot have to synch to my other calendar online.
• Not trustworthy, zimbra down on days when I need it
• Google Calendar is better and more universal.
• I enjoy having a physical calendar in front of me that I can easily take with me everywhere.
• I just use my phone calander.
• I’ve never felt the need to.
• I don’t know how to use it and I use Google Calendar.
• Not relevant
• I don’t really know how to use it, or really that it was available to use.
• Doesn’t work well with me having to find a computer on campus to open it up and use it. Needs to be more smart phone friendly.
• I use a physical calendar instead.
• I use a paper planner
• I prefer to use a physical calendar
• Just don’t need it. I just use my planner for everything
• Have my own calendar.
• I have a manual planner that I prefer.
• Didn’t know about it.
• I have a planner that I use and I don’t have to worry if my k-state stuff isn’t working to know whether I need to be somewhere or not
• Didn’t realize it was there, really...
• I use google calendar and paper calendars.
• Don’t want to
• I have my own planner that I carry around with me. I do not carry my laptop around campus so using an online calendar doesn’t really work for me.
• I don’t need it
• 1) I have my own calendars 2) It shows things that I am not interested in 3) Not all faculty use the calendar in the same way or at all in fact the majority don’t use it.
• don’t know what it is and what it can do
• I don’t use calender’s on my computer.
• personal planner
• cause i use google calendar that syncs to my phone.
• I use my own planner instead
• Because I don’t use Zimbra for my email, I mainly use gmail and at work my gmail goes through outlook. I have used it in the past and it was alright.
• Never thought about using it.
• Paper calendar
• I have never heard of this service/product.
• I use Google calendar
• Don’t need too.
• Didn’t know about it
• If it was tied into KSOL so it had classes already input into it so I could schedule everything in one place, I would use it.
• I have my own calendar
• Never got to know it, and I had trouble using ksol’s calendar and then just used my phone and other applications. I’m sure it’s a fine tool.
• I prefer to use a paper calendar instead
• I didn’t know about it
• Don’t need to.
• I don’t use Zimbra that often.
• No use for it. I use the calendar on my Mac
• The calendar I don’t use
• Siri does dates for me and iCalendar is much more convenient.
• I would rather have my agenda
• Have my own.
• I don’t like to organize my activities online.
• Didn’t know it existed, not sure how it would be useful to me.
• I prefer to use my paper planner.
• I dont know how
• Because I use Google Calendar
• Because I don’t want to bother learning how to use it.
• I like having my own planner calendar notebook.
• I have a calender app on my phone that I use instead. It is just easier, as I have access to it. I don’t always have my laptop with me, and I can’t seem to use the Zimbra calender on my phone
• Because I have my own personal planner that I use.
• No reason, i just have not used it
• im not a planning person so i dont usually use calendars and planners.
• no point
• I have my own planner and calendar that I go by.
• I didn’t know there was a calendar on there, but I use a different calendar to keep track of assignments and appointments.
• I am not a person that thinks ahead and only keep a mental note of what will be going on in the coming days.
• I write a hard copy calendar.
• I have my own calendar in my phone and planner
• I use my iphone calendar.
• I dont know what it is or where it is. I have never heard of it before.
• I use the calendar on my cell phone only.
• I have a calendar on my mac
• I wasn’t really aware of it, but I have a calendar on my computer and on my phone I use already.
• I like that Google calendar is synced to my iPOD.
• i dont care
• I prefer to have a written calendar instead of one online that I may not be able to access at times.
• im lazy
• i use my cellphone if i use anything
• Use desktop calendar application -- don’t know how to use K-state calendar
• Never really took the time considering a calendar on phones these days keep you most up to date and give you notifications, and not just a via text.
• no need
I do not have access to a computer as frequently as I would like to be.
i have a Blackberry
i ALWAYS USE MY PHONE CALENDER
i have my own calander
i dont have a need to. i have a Calendar in my room and i like to see an actual calendar.
i didn’t know there was one.
i use google calendar
i have Ical for Mac, and a K-State Planner.
Have own calendar.
i find Zimbra to be clunky and slow
N/a
didn’t know it was there. don’t need it. use other calendar.
i don’t trust it as much as google calendar
Gmail is more user friendly and easier to integrate with my other tools (computer, smart phone, etc)
Have my own on my computer
i use my own calander
i like physically writing down all of my activities in my planner.
what is k-state zimbra calendar??????????????????????????????????????????
Because I do not like using a computer to store my information. I would much rather use a piece of paper to prioritize my time.
i use a planner.
Didn’t know there was one.
don’t know what that is
i think it is hard to figure out and hard to add things to it.
i try next time. how is it convenient
i have no need for it.
no need
i have a planner i would rather use.
i dont know anything about it. easier to use my own calander
i don’t know about that
i have a calendar that automatically syncs with my phone
i use iCal
i dont know how to
Never thought about it because i already have a planner and wall calendar I use.
i use Outlook
i have one on my phone
Never had the time to stop and check it out. I am not aware of the features it offers.
Because I use the calendar on my iPhone and Macbook. I don’t really every access Zimbra because I use mail on the Macbook to receive my kstate email
idk
i use my iPad /gmail calendar
Don’t need to
i use my own planner. If i were to use an e calendar, i would use the feature on my smartphone or google calendar which can also be used on my smartphone.
i have an agenda
i keep all of my calendar events or plans in my paper planner and don’t use anything online to keep track of it.
i keep everything in a planner
nothing to write on it
Just haven’t I guess.
• Don't need to
• Didn't know it was there and have other means of keeping track of things
• I have one on my computer
• I use my K-State planner for a calendar
• I use google calendars
• I'm not on the computer enough to use an electronic calendar. I like my paper one.
• I have my own
• I don't use Zimbra.
• I didn't know Zimbra had a calendar
• I don't have the need for it.
• I use Gmail as my email provider, so accessing my Zimbra account is an added step. Plus, I'm old school, so I still use my agenda/planner instead of a smart phone or computer for my planning needs.
• Use my planner instead.
• It just doesn't work very well for me.
• I have a paper agenda that is always accessible and it does not make sense to have more than 1 calendar.
• No need for it.
• Use another calendar system through my employer.
• Complicated. All calendars through ksol and email should be connected
• I use other calendars.
• Besides Zimbra, we use Microsoft Outlook in our office and I use Outlook calendar because it's easier for the other workers to access to that.
• Not compatible with Google Calendar
• don't know what it is
• Don't know it exists
• I don't need to.
• I use my planner, I prefer to have my schedule on paper in front of me.
• I don't need to.
• I have a personal calendar made of paper
• I have all my email forwarded to Gmail so I don't use K-State’s Zimbra client. I have never really used e-calendars much in the first place either.
• I use my own calendar on my phone.
• I have a personal planner that I can physically take with me.
• I don’t need to use that
• Didn’t really know it had a calendar setting. It is less convenient to get to than my desktop calendar.
• I use a physical calendar. I also do not find Zimbra's calendar easy to use.
• personal calendar
• I use a calendar on my iphone.
• I don't do anything at K-state and only take 1 class here.
• I Prefer to use my own planner
• Because I use my computer calendar for my agenda.
• I use google calendars
• Because I don't really use any calendar regularly.
• I use Google calendar because it syncs with my phone.
• I have no idea what it is or how to use it.
• I use iCal. It works on my phone, tablet, and laptop seamlessly.
• DON’t need it
• I have my phone for a calendar I don’t need to use the zimbra thingy
• I have another calendar that I use
• My work uses gmail’s calendar feature
• I use a paper planner.
• I use a desktop calendar instead
• I use a paper planner.
• I don’t use it because I have not tried to figure out how to work it.
• Because I use Gmail calendar.
• I don’t need to.
• No need
• I just haven’t before. I never really realized you could use it.
• I have a personal calendar that is easier to use
• I didn’t know it existed, and I primarily use a pocket calendar or phone - I don’t have internet access at my home and it would not be useful to have an online calendar.
• I didn’t know about it or how to use it.
• I have my cell phone calendar.
• Because I keep things on my phone calendar where I see it more frequently.
• It’s easier to use my phone because I know I will always have it on me.
• Never had to use any sort of electronic calendar. Might try sometime
• Did not know K-State’s Zimbra had a calendar. I also do not know how to use it or where it is located
• I have other calendars
• I use a calendar on my phone.
• I just don’t use calendars.
• I use a different program for calendar
• I have a separate, physical paper planner than I carry with me. It’s easier than needing internet access whenever I need to check upcoming events.
• I like to use my own calendar that I can actually write on.
• Because I am able to remember everything without a calendar.
• I just don’t have a use for it now. I will probably use it in the future.
• I use my phone or my planner.
• Because I have a calendar on my phone and one that I write in already.
• It doesn’t sync up to my icalendar that my phone and computer are connected to
• It doesn’t seem convenient
• Prefer hand written planner
• Too much work -- that’s what my planner is for.
• I don’t have a use for it. Do not know where it is at.
• I don’t, I dont know what its for?
• I don’t feel the need to.
• I write everything in a planner I carry with me.
• I don’t need it, I have my own planner.
• I like it
• I keep my own written calendar and prefer to keep everything in one place.
• Why would I? I don’t think I have any use for it.
• I use the calendar on my computer and my daily planner. I like writing information down so I can remember it better.
• I don’t usually log in online.
• Don’t no much about it
• I am old school
• I’ve never really had the need to.
• I prefer having a written planner
• I have no use for it
• I mostly use iCal on my computer.
• I don’t need to
• I have a planner.
• I don’t know what it is
• I have a planner?
• I use google calendar and iCal.
• It doesn’t keep things as organized as I need them to be in my personal planner.
• I have another calendar to use.
• I don’t really know very much about it. I only use it when I need to set up an appointment with my advisor.
• I use Google calendar instead.
• Too hard to get to.
• I have in the past for professors or groups, but I prefer to use my Google Calendar.
• I don’t have the time to input all of the things I have to do. I use a paper calendar.
• I have other calendars to use
• Not user-friendly enough, I use Google calendar, and, frankly, the system is down often enough that I fear it’s pointless anyway.
• I don’t use an online calendar. I’m old fashioned like that.
• Not familiar with use, never had a need.
• I have my own calendar...
• I use a “real” calendar to write down all my events on.
• Use an actual paper planner.
• I don’t know how it works and I prefer to keep a written planner.
• Prefer using the icalendar.
• don’t know what it is
• I use my google calendar
• I use an agenda and the calendar on my Mac.
• No particular reason
• I have a Calender App for android
• Because other places require me to use Google calendar so its just easier to keep it all on one calendar.
• I use other calendars on my computer/phone.
• I use my google calendar instead.
• I have NO REASON TO
• I use Google Calendar.
• I have to log in to my account to see it, i just use a real calendar in my backpack
• I have never heard of it.
• Zimbra calendar doesn't update to my phone calendar which makes it harder to access and it more time consuming to access.
• I’ve an alternative calendar
• I use google calendars because it sync’s with my phone’s calendar.
• I already use gmail, no need to maintain two calendars.
• I never realized it was there.
• I use google calendar instead.
• I've always used the Google calendar and never bothered changing.
• Because I find it confusing how to set it up so that my class schedule runs every week the same. Also, I don’t like the way the calendar looks when I set up appointments.
• Didn’t know it existed and I use iCal instead.
• Never saw the point.
• I have iCal
• My teachers don't usually use it so I dont.
• Didn't know about it
• Didn’t know there was a calendar
• I use physical notation (sticky notes)
• idk
• I remember my appointments.
• i have my calender on my phone that connects with my gmail.
• I prefer to use my own written one or the one on my phone
• I have my own planner that I use and I didn’t really know that it existed.
• I don’t use any calendars
• I did not know about it. Also I use the calender on my phone for most dates.
• I use a planner and do not need it.
• I use a paper calender.
• No idea what that is?
• I didn’t know it was available.
• i have my own planner
• I prefer Google Calendar visually
• I haven’t used it.
• No use for it. Use my Apple calendar.
• use my phones calender
• I use Google Calendar that syncs directly to my phone.
• Most of the time I use a paper calendar. If I do use a calendar on the computer, it’s on iCal
• I use my own personal calendar.
• I didn’t know about it or haven’t seen it before
• I use the calendar on my laptop and one I have on my desk.. Those are both useful. I don’t need three.
• Didn’t know about it.
• I have my own calendar
• I just don’t use it
• I use a personal notebook to maintain organization as it’s always available and my laptop/pc isn’t
• I did not know it was a feature available to me. Now that I do, I may use it regularly.
• I don’t want to.
• Because Zimbra is so unreliable why would I would to put my calendar there when it frequently is not working, is so slow and often hard to access when I am off campus.
• Have the google calendar I use. Easier and I’m more familiar with it.
• i have other utilities
• I use my phone because it’s always on me
• I have my own agenda and calendar I keep for scheduling, plus I can access them faster than logging onto a computer and my k-state account.
• I prefer to use my phone
• Use a different calander on iPhone
• I use a calendar connected to my job
• dont know what it is
• I don’t need to use it.
• Have my mail forwarded to another service.
• would not use it
• I use a calendar system on my smartphone and did not need to use K-State’s Zimbra calendar.
• Use the one on my ipad
• I prefer to use Microsoft Outlook.
• I use Google calendar instead. It is easier to use and share with my family. I can also incorporate it into my browser (Chrome) to know when my next class is.
• I use the Gmail calendar that is synced with my phone.
- Use personal calendar
- Didn’t know about it
- Didn’t know we had one
- I have calendars I can physically write in.
- My phone is easier.
- I use another calendar
- Didn’t know the feature and I have other personal methods of keeping track of my calendar.
- I have another calendar I use
- Just never knew about it and how to use it, never really looked into it.
- Not sure how to use it, don’t always have access to a computer
- iPhone. iPhone doesn’t sync properly. Therefore, there’s no reason too.
- I do not know how.
- I have my own planner I use.
- I use the calendar on my phone
- I use other calendars such as a physical desk calendar, my cellphone’s calendar, and iCalendar on my laptop. Using the K-State calendar would be a hassle, especially compared to these other alternatives.
- Why does no one care about the teachers? Why do you care about a @*#% email application and not the teachers or outdated teaching methods. Who cares as long as you’re all taking my money
- Don’t know how
- I don’t know what it is
- Do not know what it is...
- No opinion.
- I didn’t know that it was there.
- I use another one
- It doesn’t have iCal support for syncing and integration with other iCal calendars available on the internet like Google Calendar and Yahoo! Calendar.
- I find it much too difficult to use compared to alternatives (my google calendar can be accessed on android, any desktop/laptop, etc.) with much more speed, and includes more features.
- I did not know about it.
- Do not know how to use it
- I don’t use Zimbra. I use my own mac icalendar.
- I have another calendar I use. Nothing from my teachers s on it
- I have no use for it.
- no reason
- I like having a physical calendar rather than a digital one.
- I use my phone calendar instead since it is always with me and works better. Sometimes the calendar on email does not pop up like its supposed to. Or it freezes zimbra and it has to restart.
- I have a non-electronic calendar that I use.
- Incompatibility with phone and other services.
- Agenda book
- I never knew it was there and I use my own planner as a calendar.
- i dont need it
- didn’t know there was one
- I dont want to
- I use a physical calendar
- I have a calendar on my iPad.
- Too confusing and it wouldn’t help me any to remember dates since im not always on my email and it doesn’t come to my phone.
- Already use KSOL’s calendar, much easier to have it all on one calendar
• Have another calendar I am familiar with
• i have a personal planner that i put everything into.
• Not all classes use it, so why should I?
• I don’t know what it is or how to use it
• I don’t really use a calender at all. I might be more inclined to use the zimbra calender if there was an iphone/ipod app for it.
• I use the built-in calendar on my computer, I don’t need two calendars.
• Personal preference.
• I prefer a planner, and I hardly ever access webmail through Zimbra because I have my account set up through MacMail.
• iCal is better
• Have a planner I use instead
• I have a calander on my wall with what I deem important enough to jot down
• I use the calender on my cell phone
• I have other calendars.
• i have my own calendar
• Really? Is this a serious question? For one the GUI is ugly. Make a product as if you were going to use it. People have the option of using Google Calendar, Outlook Calendar, even Yahoo Calendar.
• I use Mozilla
• dont use it
• never use it
• It is unreliable and is much more difficult to use compared to other calendar providers (iCal, Google calendar, etc.)
• Because I didn’t know about it
• I don’t know
• Never taken the time to do so
• I don’t know.
• I always use gmail.
• i didn’t know about it and i don’t use organizer at all
• It is not a convenient calender for me to use. I prefer a paper calender/planner.
• I use my phones
• I just dont
• I have one on my phone, why wouldn’t I just keep my calendar where its easy to get to anywhere anytime without going online?
• I don’t know how to use.
• I didnt know it existed.
• Do not need
• I use a calender where I don’t have to have internet access.
• not very effective
• I prefer to use a planner because I can carry it with me at all times. A calendar that is on my computer and requires internet access to use isn’t helpful for me.
• I forward all my email that goes to my ksu.edu account to my college of veterinary medicine email account, which is outlook. I use the calendar on outlook all the time.
• I use a planner instead
• No need for it
• Too much effort when I could just phone the information on my phone. I do use the KSOL calender used by the professors for classes
• I use my Iphone Calendar
• I typically use my cell phone for calendar events
• I have other calendars.
• It's really ugly, useless, and a planner or whiteboard is a lot easier to use and much more helpful.
• Because I hate the layout and it's down so much. It would be much better if KSU got Google Apps and we could just use Gmail.
• I don’t know what it is.
• No need for it.
• I use iCal
• Never heard of it and I dont need one.
• Google’s calendar is better.
• Because Unfortunately it doesn’t offer some of the calander options or features that Gmail calendar offers, which was initially frustrating setting up my IP hone
• I don’t want to take the time.
• I don’t have a need to.
• It sucks and I use the one on my computer.
• I use my google calendar
• I’d rather have the calendar on my phone
• I have a smart phone and a planner... thats all I need. Plus then i don’t have to have internet to see me to do lists.
• Because I won’t check it. I just use my planner and my phone’s calendar.
• Don’t know how to use it
• I use my own personal calendae
• i dont use it
• I never thought about it.
• I hate online calendars. I have a planner.
• I use a day planner. Also I don’t know how to work the Zimbra calendar
• Didn’t know there was one. And i have my own calender
• I use iCal on my laptop.
• i have my cellphone
• I do not need it.
• I am just not used to it,never start using it & not being a calendar person in general.I keep things in my mind(and of coarse fail to remember!)
• I don’t need to put anything on a calendar. If I do I just use my phone.
• Don’t need it
• I don’t know how to use it.
• never explored. But feels it is worth to try.
• never consider to use it
• Prefer to use hand written one
• I just don’t use electronic calendars.
• phone calendar
• don’t need it.
• No need to
• neutral
• Use a different one on my phone
• I use a planner
• not familiar with it
• I use my phone’s calendar to remind me of events.
• I like my phone calendar better, it is right there for me. Haven’t tried out K-State’s Zimbra calendar
• Didn’t know about it, and don’t really use a calendar anyway.
• Use the calendar on my phone.
• Because I use my google calendar.
• I don’t tend to keep a calendar / schedule
  • Cause I use hotmail calendar
  • I have my own
  • i use my planner so i don’t need to use the calendar
  • Seems like a waste of time
  • Google calendar is far superior
  • I use my phone’s calendar
  • Worthless
  • I don’t know what it is.
  • I make my own calendar
• Because I don’t use Zimbra. (other than when I need to send something with my KSU email)
  • Did not know it was an available feature.
  • Didn’t know about it
  • dont need it
  • I prefer to have a hard copy of my schedule.
  • I don’t need it
  • Never thought about using it or forgot about it.
  • I never really took the time to figure it out. Instead, I just use my planner.
  • I have google calendar and it works well for me. I tried to use Zimbra Calendar, but it kept shifting my appointments and classes to the wrong times.
• I didn’t know that Zimbra had a calendar.
  • not quite sure how to use it.
• I’m not use to use online calender
  • I have a calendar on my phone that I use.
  • I use a planner instead.
  • use my planner
  • i use other calendars that aren’t as bad
  • I don’t find a need for it with my planner
  • I really do not know how.
  • Just use the one on my phone.
  • K-State’s Zimbra has a calendar?
  • Didn’t know there was one
  • I have no reason to use it
  • 1) I have another technology compotes that can sync to my phone, laptop, desktop, why would I use another calendar that can not be easily transfer to sync.
• I use the calendar on my phone. Its more convenient than opening my laptop to check my schedule.
  • have calendar on my phone
  • I use an agenda book, and Outlook. Takes to long to put up a calendar on three different places.
  • I use my phone calendar
  • I have a written calendar that I use instead.
• I dont need to
  • Never tried
  • I have a planner that I use and can carry with me even when I don’t have internet access
  • I have my own planner that I can personally write in.
• Use personal calendar
  • Because I have always used gcalendar, and have everything already sync through that account.
• I simply have no need to.
  • i have a planner for that
• I use a planner
• Not sure how to use it
• didn’t know about it or notice it
• I have my calender on my phone
• I have a planner and I find it easier to remember things if I write them down. Plus I am not sure how to use it.
• I use a actual calendar.
• I just don’t
• I use Google Calendar on my smart phone.
• I use another program
• i have a personal planner that I take with me everywhere
• I didn’t know it existed, or how to use it.
• I can’t say I really even know what it was or didn’t realize it existed.
• Use other calendar method
• just didnt
• Have my own calendar
• I have a calendar of my own that I use
• unaware of the feature
• I don’t know how
• It’s worthless
• I didn't know about this function.
• I have a different calendar I use for myself and the things going on.
• I have a calendar on my business email that is linked to my phone and easier to use. You only need one calendar.
• It does not share the level of easy and practical use like Gmail’s Calendar for example. I would use it more if it had some level of syncing to my email or my phone as reminders.
• Use Gmail Calendar instead on my Andriod smartphone
• I use iCal on my Macbook Pro and it transfers to my iPhone.
• I use ical on my mac because it is integrated and user friendly
• I donot know it
• I use gmail calendar.
• No need for it
• I have my own calendar.
• Because I use iCalendar on my desktop.
• Because I have other calendars I use.
• I prefer the one on my iPod touch because it goes with me everywhere, with or without internet access.
• because
• I use my own planner and Google Calender.
• I use my written planner instead.
• I forward my Webmail and rarely access this account
• All my events are linked through my android phone through my Google calender. So what I put into my Google calender automatically shows up on my calender on my smart phone.
• I have a planner
• Because I just don’t.
• I dont
• Idk
• I have been told that I have an exceptional memory; I just keep a mental calender in my head! I find it more usefull to write down miscellaneous reminders on a notepad rather than use a calender.
• I use iCal as it syncs all my calendar information using “the cloud.” This is far more practical, efficient, and time effective as data is synced accross all my devices -- and available offline.
• I don’t need to. I have other calendars I use.
• No need.
• I use Google calendar because I can view other members of my family’s calendars. I can also view it easily on my iphone.
• didn’t know about it and didn’t know how to use it
• have my own
• Don’t know anything about it.
• Use the gmail calendar
• I’ve never taken time to use it...I’ve thought about it multiple times though.
• I personally just don’t really use online calendars, or any calendars on the computers
• Its beacause I use google calender
• I have my kstate email forwarded to my hotmail account so I hardly ever log onto the Kstate Zimbra account. I also don’t know enough about it to make me want to use it
• Don’t know how.
• I use Google Cal
• I don’t know how to, and I haven’t taken the time to learn. Plus, webmail is never reliable, so I don’t think I would use something that could fail at any time.
• I already have 2 other calendars and they update off of each other
• I’m really terrible at remembering to look at any calendar, and I didn’t really realize it was there.
• Don’t need to.
• Not aware of it
• I have a KSU planner that I use
• I don’t need to it because I use other devices for planning my schedule.
• The format is outdated and not user-friendly. Gmail & Google Calendar is the only thing I use
• I just haven’t taken the time to figure out how to use it.
• I don’t use calendars.
• I have a calendar I carry with me. I do not have a smart phone or tablet that I carry around, so I do not always have access to internet to check my calendar.
• Already have one
• I have a personal calendar.
• I like keeping a calendar in a hard copy because I remember things better when I physically write them down rather than type them.
• i use the calendar in my phone
• didn’t know about it
• I don’t know how to use it
• I dont use calendars
• Don’t need it/use other programs
• I use the calender on my phone and my calender in my planner.
• I have to access the internet to do it and I carry a planner, it’s easier.
• it is too hard to manage
• I never really thought of using it
• I have my own calendar that I use.
• I like google calendar and use that a lot.
• I use googles online calendar to prepare for my events and other activities.
• I don’t know what it is
• idk
• It’s not very user friendly I think
• I use a different calendar
• I didn’t know it was there. I also have a planner of my own I use.
• I do not need it.
• cause everythin from zimbra come to my gmil which is nice so i never go in to zimbra
• I have never heard of it.
• I have my own calendar.
• did not have the opportunity
• dont need it
• Don’t need to, I always just use my planner.
• I use gmail calendar because it syncs with my phone.
• not relevant
• I have a datebook that I use as well as iCal and my phone. Too many calendars as it is, without one attached ONLY to my online (and therefore wi-fi requiring) email.
• I have iCal
• I have a planner that isn’t only available when I have a computer.
• I don’t use any calendar
• i use a personal planner
• Don’t need it
• I just keep a planner instead.
• Don’t know how too!
• I prefer to use an old-fashioned paper planner instead of any calendar software.
• I use the calendar on my phone
• Use calendar on desktop email client.
• I don’t know
• It is easier to use the calendar on my phone.
• cuz
• I don’t need to, I use my planner and phone.
• i like typical journal better
• I have my own calendars that work better than this one.
• no particular reason
• I use gmail. I don’t know if the email and calendar have changed since 3 years ago, but then the best feature of K-State’s email was that it could be forwarded to a more capable service.
• I prefer to keep a paper calendar that I can use even when I don’t have internet access.
• I use google calendar instead
• i didn’t know about it
• Because I don’t use zimbra, I always use gmail
• I don’t need it.
• Webmail never works it seems like so it is difficult to use something like that if you can’t access it. Calendars on the computer are inconvenient, I like things that are easier to access.
• I use a personal planner
• I use my phone and planner.
• I just haven’t needed to
• I prefer a written agenda
• Because I don’t use calendars and if I did I wouldn’t want to have to have internet access every time I needed to check my calendar.
• I use my student organizer.
• Because I use my own daily planner, so I have no excuse to not know what is going on when the system is down.
• I dont know
• Never saw the need.
• I have a gmail account.
• I don't have any use for it
• Unsure how to use it
• I use my electronic calendar at work. One calendar is enough.
• I do not see the utility in using it since I have other options
• My phone is better.
• I use a calendar on my phone.
• Have iCal on my desktop
• Don't like electronic calendars - if so I would probably use my iphone
• Use smartphone
• I have a pocket calendar that I feel is better.
• No need
• Did not know about it

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>557 (42.39%)</td>
</tr>
<tr>
<td>Important</td>
<td>139 (10.58%)</td>
</tr>
<tr>
<td>Neither Important or Unimportant</td>
<td>95 (7.23%)</td>
</tr>
<tr>
<td>Unimportant</td>
<td>104 (7.91%)</td>
</tr>
<tr>
<td>Very Unimportant</td>
<td>315 (24.05%)</td>
</tr>
<tr>
<td>N/R</td>
<td>103 (7.84%)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>13.2 Calendar</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Important</td>
<td>306 (23.29%)</td>
</tr>
<tr>
<td>Important</td>
<td>180 (13.7%)</td>
</tr>
<tr>
<td>Neither Important or Unimportant</td>
<td>277 (21.08%)</td>
</tr>
<tr>
<td>Unimportant</td>
<td>171 (13.01%)</td>
</tr>
<tr>
<td>Very Unimportant</td>
<td>270 (20.55%)</td>
</tr>
<tr>
<td>N/R</td>
<td>110 (8.37%)</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>68 (5.18%)</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>82 (6.24%)</td>
</tr>
<tr>
<td>Neutral</td>
<td>160 (12.16%)</td>
</tr>
<tr>
<td>Satisfied</td>
<td>272 (20.7%)</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>376 (28.61%)</td>
</tr>
<tr>
<td>N/R</td>
<td>94 (27.09%)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>14.2 Calendar</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>44 (3.35%)</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>68 (5.18%)</td>
</tr>
<tr>
<td>Neutral</td>
<td>210 (15.88%)</td>
</tr>
<tr>
<td>Satisfied</td>
<td>179 (13.62%)</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>190 (14.46%)</td>
</tr>
<tr>
<td>N/R</td>
<td>97 (47.41%)</td>
</tr>
</tbody>
</table>
Question 16: Which applications, if any, would you like to be more mobile-friendly at K-State?

- Explain better how to connect Kstate email to the Ipod/Iphone email app.
- I would really like isis and the email to be more mobile friendly. Sometimes Zimbra doesn’t open on my iPod.
- Email
- I think that a laptop would be mobile-friendly with the E-mails and evrything.
- KSOL and Webmail
- Webmail
- I would like the e-mail to always work.
- It would be nice if our class schedule syncs with our calander in our smart phone and it would remind us about class
- e-mail and ksol
- Webmail- not always reliable and sometimes hard to sync to other devices
- Email and calendar app with privacy features
- webmail and isis
- I would like to open my k-state email as an app without putting in my name and password every time
- Email calendar
- Webmail is not very good for iPhone. I actually hate mobile versions of websites. I’d rather have the normal version.
- KSOL, iSIS, and Webmail it has a tendancy to lock up and you have to close the page and start again
- Webmail
- I would like a smoother app or system for getting phones onto the K-State internet. Perhaps a mobile version of K-State Online, and an updated Zimbra client on mobile as well.
- E-mail and k-state online. I would like them to be more compatable with a windows phone.
- Email was very hard to set up on the phone. Also i can not access Kstate online or isis from my phone
- What do you mean by “applications”? To me, an application on a mobile device insinuates an app that can be downloaded from the app store. To my knowledge, k-state doesn’t have any if. If you’re referring to the mobile version of webmail, please increase the reliability of the service. It seems as though it is unavailable for a significant period of time each week.
- My KSU email is not compatible with my Android smartphone so it would be nice to have that available.
- All of them. I have my emails sent to me through gmail instead and accessing KSOL has been difficult.
- online and webmail
- Webmail.
- Webmail, KSOL
- Have an easy way to get from your k-state email (like a link or something) to K-state online instead of having to open a new tab on your internet brower
- i would like the email to have the feature to choose whether to view in mobile or in full.
- The calendar should automatically list your class schedule and automatically integrate KSOL so as when a professor adds something to the calendar (quiz, hw, test, etc...) it applies it to your calendar. The class schedule should be able to be switched on or off from the calendar and it should work accross ZIMBRA webmail, KSOL, and ISIS and on your PC/Mac device or iPhone/iPad/Kindle/Android seamlessly. SOOOO, no matter where you’re at in KSU website, if your logged on you see your calendar.
- I would like to know how to get webmail on my iphone.
- K-state webmail
- Email
- Webmail comes up with errors on occasion when I access it from my iPod.
- It is hard for my mobile phone to access iSIS and my web-mail and so on.
- Sometimes it is very hard to connect to K-State internet on campus. I lived in the residence halls this last semester, but the farther away my classes were the harder it was to get internet access. Since the guest sign in doesn’t let you get on Webmail, it was difficult to receive emails if a teacher was trying to meet with you. Another problem with not having reliable internet access on campus is when students enroll.
• KSOL, and Webmail
• Email and Isis
• webmail
• K-State Email, K-State Online, ISIS

• Email
When you use the search feature on the mobile or full k-state website using an iPhone, you can’t see the whole message that pops up. For instance, if I search a person, I can’t see their email address or the link to open up the additional information tab. Also, the buttons on Zimbra are less user-friendly than they once were. In addition, try to figure out a way to make the K-State student internet be a default on mobile devices, rather than the K-State guest internet.

• email
• The email
• webmail
Emailing needs to be fixed, the whole message does not display, cuts off on the right so I have to guess what words are over there. Same via computer. You cannot scroll over.

• Email does not sync very well.
• A K-state Online application along with a K-State Webmail app.
• All, especially class schedules and e-mail.
• E-mail
• email
• Isis, e-mail
The interactive map could be more mobile-friendly, also, k-state email won’t send from my android, and that would be extremely helpful.

• email
• I think an application that is simply the university calendar would be great! Or an iCal calendar that people could subscribe to would also be useful.
• I use Webmail AND Gmail on my computer, but I only use Gmail on my phone. I don’t like how Webmail works on my phone.

• email
• K-State Online. An app for it would be convenient
• email. just dont make it stupid like the rest of the way the IT desk is set up. You guys are just freaking stupid.
• K-State Calendar and Class Schedule

• webmail
• Kstate email, Isis, and kstate online
I have wanted to get K-State e-mail on my phone, but my wireless company (AT&T) does not support the type of e-mail that KSU has...I have been told that if I want it on my phone I would have to forward k-state e-mail to my yahoo account and use e-mail that way.

• k-state email
• Isis, KSOL, and zimbra mail/calendars. I am not aware of any others...
• Webmail - feel it’s kind of hard to do things on the mobile version. And it freezes up/gives errors often.

• KSOL and ISIS and Webmail
• Webmail, KSOL, ISIS
Webpages don’t load properly for an iPhone and webmail doesn’t give constant alerts for when a new email is received. Constant updating would be convenient.

• webmail and kstate online

• email
• webmail
• I don’t know if this qualifies but the calendar does not work with my Blackberry and that would be amazing if it did.
• I can't get on my K-state e-mail on my phone for some reason.
• The E-mail loads rather slowly on my laptop.
• E-mail
• K State email.
• I have been unable to find any applications for my Android device. I only have the sites I use frequently bookmarked for my convenience. It would be very nice to have an application on my phone to quickly check email, iSIS, or KState Online while not by a computer. On my phone, I would like the webmail to be easier to use.
• Email
• Webmail
• iSIS, and webmail
• Zimbra, iSIS, KSol
• The Zimbra email client is extremely slow on my blackberry. Most likely this is because it is an old blackberry 8530, but it would be nice to have a mobile version of it that works well, even on older smartphones.
• Email
• Have KSOL to be easier to access on an iphone and email
• Webmail/KSOL
• KSOL app would be wonderful! as well as an app for Email
• KSOL, Email, general KSU website! I have to change the settings on my phone to allow me to see the full website page when I open KSU.EDU
• Webmail
• Definitely email because that is important
• Smart phone and being able to use the ksu email instead of sending everything to gmail just so I can check it on my phone.
• Maybe K state online apps or email apps.
• I'm not sure. Since I teach at another university and was inundated with e-mails, I've had this feature removed from my Blackberry. I would rather sit at my computer to view e-mail and to do research.
• Webmail.
• Have an iSIS app that could have tabs for KSOL, Webmail and your class schedule. You could access everything on one page with ease.
• KSOL. I would like a KSOL or Webmail app
• I wish my email would be allowed to be an app on my iphone so that way I can get alerts exactly when I get an email. Instead of having to open safari and sign in to zimbra. It is a big hassle.
• I have had some major issues accessing k-state email via my tablet and phone, it does not respond properly.
• The housing and dining menu only shows calories and fat. I would like to be able to click on the items for complete nutritional information. KSOL also doesn't really work on my iphone but I understand that's apple's fault. I also have trouble with zimbra connecting with imail and sending mail through my iphone using the k-state server. Sometimes it works and sometimes it doesn't. That gets very annoying because that's the default when sending mail.
• Zimbra email for ipad
• iSIS, KSOL, Zimbra Calendar
• email and calender
• Email
• Ksu online and webmail, because I have had trouble connecting from these services from my mobile device. Also, I have a friend who can't connect to either of these services from his phone.
• Email. I hate having to forward my emails to my other account because it's so difficult to operate the email on my phone, a mobile app or something similar would be ideal and more friendly for users.
• Calendar, maybe even an app.
• Webmail
• Email apps or karate online apps Isis apps. I would love these!
• Ksol, email and Isis
• Webmail to my phone
• kstate email

Question 30: What is one thing IT Services could do that would make it easier for you to work or study?

• Make the webmail more reliable. There are numerous times when webmail is down and it makes it difficult to communicate with professors or to check my schedule when I am at work when it is down.
• Less crashing of webmail and KSOL.
• Keep the email up and running.
• provide reliable email services that do not go down for over half a day at a time
• Make email and ksol available for windows phone.
• Switch to Gmail for email/calendar. It’s better. Nuff said.
• Make the email work properly.
• Email and K-State online that works and not down when needed the most.
• Just make sure K-State’s website is running smoothly. Nothing like needing to check an e-mail right before class and making sure no new notes have been posted, only to find out the system is down.
• Improve the webmail interface and speed.
• Speed up the Webmail service.
• As soon as e-mail is down for some K-Staters, post a notice immediately on the web site. When I can’t get e-mail, and I don’t know it’s a server issue, I spend a lot of time trying to figure it out.
• Not have webmail crash.
• have isis and k state online all on the same webpage . so all you do is long into one thing and from there you can go to your classes the student center your email whatever you what to do all on that
• keep the internet running...KSOL and e-mail
• Allow K-state guest to use KSOL, ISIS, and Zimbra!
• There’s not much. Just keep on improving Webmail and K-State Online to make it better and better each year.
• Make sure that webmail and KSOL are functioning during all hours of the day properly
• Improve kstate email speed. Also, the salina campus wifi system needs to be improved.
• Make it so the server could handle more people so that Webmail and KSOL aren’t down when people need them.
• Connect all the K-State pages together (isis, webmail, K-State Online, etc) so that one may be accessed from the other without having to sign in again
• Get rid of Zimbra Webmail. It’s the worst email ever. It’s a joke and ridiculous that we are forced to use Zimbra Webmail when there are better alternatives.
• Make webmail reliable.
• Make sure Zimbra doesn’t go down.
• Use Gmail for ‘@k-state.edu’ email services.
• Make wireless connection more reliable, as well as webmail and KSOL. Have better spyware software.
• Just make it easier to connect to webmail, sometimes it doesn’t work.
• Make K-State e-mail work anytime.
• Keep email running. Perform maintenance overnight.
• Switch email providers. Zimbra is too unreliable.
• Not let K-State email be down for a few hours if possible.
• Fix the problems with KSOL and webmail so they dont always go down
• Ditch Zimbra for Google Apps
• Fix webmail so it isn’t crashing all the time. My livelihood is on there; I can’t work when it’s down.
• More reliable email system,
• Keep KSOL and Webmail up reliably. It’s infuriating that those services go down as much as they do, considering the tuition students pay to be here.
• Keep Webmail functioning
• not have email be down like once a week
• Ensure webmail is continually operational
• Make sure email and KSOL work at all times.
• Let us know when webmail will be down and for how long.
• Fix k-state online and webmail.
• Let us know when the email is down
• I want to only check one email and link it to my iphone - something with YOU GUYS wont allow hotmail OR gmail to communicate. Add an email recall button, and fix the sketchyness of internet connection

Question 31: What are the two or three most important services IT Services provides you?

• KSU Email Answer questions
• Email, KSOL
• Email, KSOL, and ISIS.
• k-state online. Isis. E-mail
• Webmail and KSOL
• KSOL, Webmail, and ISIS
• Webmail, KSOL, ISIS
• awesome tech support, reliable email
• link for email
• KSOL, Email
• Email and anti virus
• Web mail, Isis and ksol
• Mostly supplying working Internet and email.
• webmail, K-state online
• spyware and making sure i can get on my email always
• email, video editing, and KSOL
• Webmail and K-state online
• ksol, isis, webmail
• email, KSOL, and ISIS
• email. Isis. KSOL.
• webmail and KSOL
• email isis and ksol
• Email, ISIS, help desk stuff.
• Webmail and isis.
• Email/Calendar, KSOL, and Antivirus.
• 1. KSOL 2. Zimbra e-mail
• KSOL, ISIS and KSU email.
• Internet and Email.
• Email, KSOL
• Webmail, KSOL, Internet.
• Internet email ksol
• Keeping Webmail and KSOL working.
• ISIS, K-State online, and webmail.
• Webmail, isis, k-state online
• the Internet, email, KSOL
• helpdesk and zimbra e-mail.
• Email and ISIS
• Email and ksu online
• KSOL isis and webmail
• Access to KSU Wireless.
• Webmail, internet on campus
• Research help, computer labs, and zimbra webmail.
• K-state online, K-state webmail and ISIS
• Webmail, iSIS, KSOL
• Email help desk
• webmail and ksol
• email, KSOL, ISIS
• Maintaining e-mail and web services, Help Desk, and software availability
• wireless internet, webmail, ksonline
• webmail, isis, ksol
• webmail and isis
• help desk, e-mail
• K-State Webmail and K-State Online
• email, labs
• Email, isis
• KSOL, email, and calendar
• webmail software access
• Zimbra Calendar, and computer lab support
• help desk, zimbra
• webmail, KSOL, iSIS
• Webmail/Calendar Computer Labs General IT Assistance
• Problem solving, maintenance of webmail, and maintenance of KSOL
• email and KSOL
• Webmail, K-State online
• email, tech services
• email, KSUonline

Generally the only services I have needed were to check out a camera or reset my password. They also work on the e-mail, which is great except for about 1 day out of the year when logging in is off.

• Troubleshooting when KSU serviced mess up and helping me get email to work on my phone.
• KSOL, webmail, iSIS
• K-state online, K-State webmail, and computer labs
• Computer repair and zimbra e-mail
• email and k-state online
• KSOL, iSIS, and Zimbra
• KSOL, webmail, help desk
• Email, KSOL, ISIS
• email and KSOL access
• Email
• IT help desk, email and calender
• Email
• K-State Online and email
• Email, internet, KSOOnline
• Webmail and KSOL
• Webmail and K-state Online (these are very important!!!)
• KSOL, ISIS and webmail
• Ksol webmail wifi
• K-State Online and Wimbra
• Email, KSOL
• webmail
• Email Briefcase Computer Labs
• Media Development Center, Webmail, iSIS.
• My K-State e-mail and K-State Online.
• KSOL, webmail, and Isis
• Webmail, K-State online and the internet.
• Email and isis
• isis, Zimbra webmail, computer labs on campus
• Web mail and k-state online
• Zimbra, eID, iISIS
• Webmail.
• ksol webmail
• email, ISIS, KSU online
• isis ksol webmail
• email, calender
• ksol. email.
• Email and Calendar! KSOL, iISIS
• zimbra webmail and K-SOL
• Kstate Online & Webmail
• Fast, safe internet Kstate online kstate webmail
• webmail & iISIS
• email, ksol, isis
• Ksol online, emai and ISIS.
• email dropbox and software in the computer labs
• email and class info
• KSOL, webmail
• e-mail, trouble shooting problems
• Wireless internet, email, KSOL
• KSOL, email, ISIS, computer labs
• Zimbra, Equipment Checkout, Hale Computer Labs
• Kstate online, email, and great computers
• Email. Email. Email
• Effective support Great email services
• Internet Access everywhere on campus and the equipment checkout. Obviously the webmail, KSOL, and ISIS are the most important.
• Internet and email
• Webmail, K-State Online
• (Semi-) reliable email and KSOL.
• KSOL and Webmail
• K-state online, ISIS, webmail
• email
• Webmail, KSOL, and ISIS
• K-State Webmail (ISIS, K-State Online) - Equipment check-out/availability
• help fixing issues on my computer, confusion on Isis and email.
• Email, KSU online, safe wed browsing
• 1)specialized software 2)ksol 3)webmail
• webmail, isis, and kstate online
• computer help, kstate website related problems (e-mail, isis, ksol)
• webmail of course. KSOL
• Webmail, ISIS, KSOL
• Webmail, KSOL, ISIS
  • Fixing computers, kstate webmail help
• Webmail, Engineering software in computer labs, ability to access files from any engineering computer lab.
• webmail, kstate online, resnet
• Email, equipment rental
• KSOL and Email
• The Help Desk, Webmail/KSOL/iISIS
• KSOL, Email
  • Email, K-State Online, ISIS
  • Webmail and KSOL.
  • computers, printers
• For me the fact that they can fix your computer, provide speedy webmail, and help me keep informed on keeping my computer safe.
• Mobile Help, email
• email and KSOL
• Webmail, K-State Online, Help Desk in the Derb.
• email acess and isis
• email and ksol
• Email, Password Recovery, ISIS
• Zimbra Email and Kstate online
• Internet, webmail, K-State Online
• email, isis, help desk
• E-mail, KSOL, and Isis.
• Scanning and web-mail services
• Kstate online Webmail
• email, KSOL, and IT helpdesk
• Internet! ISIS/ksol/email
• KSOL, Webmail, ISIS

Question 32: What is one thing IT Services could do to improve the way it communicates about its services?

• What is is currently is doing is great. Just give more of a warning when webmail is about to be shut down for a while.
• Sometimes KSU e-mail runs very slowly and/or isn't working at all and I need access to my e-mail at all times.
• more warning emails when services will be down
• use texting to communicate when email is down
• Let us know if webmail is going to be down so we can work around it. I've been surprised and left high and dry too many times.
• fix Zimbra. It's reliability is shoddy at best, and for the last year it has had a horrible lag issue.
• If the email is down for more than 1-2 hours, let us know via K-State Alerts or something...we could figure it out obviously but a message sooner would be appreciated.
• Make sure Webmail is always up & running
• better e-mail provider(host) it't too slow and unreliable.
• Make webmail more reliable!!
• Let us know when email is down, provide places for media students to access Adobe 24 hours a day