

# Comment report

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*Lists all the questions in the survey and displays all the free text responses to these questions, if applicable.*

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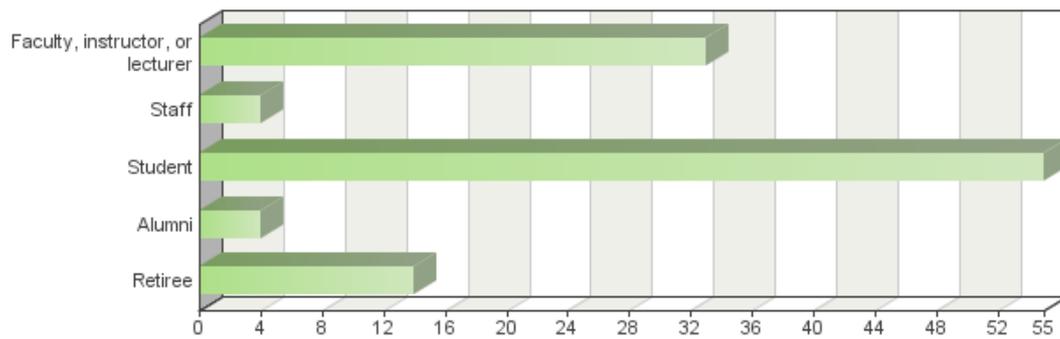
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## Report info

<b>Report date:</b>	Monday, March 25, 2019 1:20:25 PM EDT
<b>Start date:</b>	Monday, January 21, 2019 3:31:00 PM EST
<b>Stop date:</b>	Friday, March 8, 2019 5:01:00 PM EST
<b>Stored responses:</b>	111
<b>Number of completed responses:</b>	102
<b>Number of invitees:</b>	7205
<b>Invitees that responded:</b>	122
<b>Invitee response rate:</b>	1.69%

## Question 1

Please let us know if your primary role at Ryerson is:



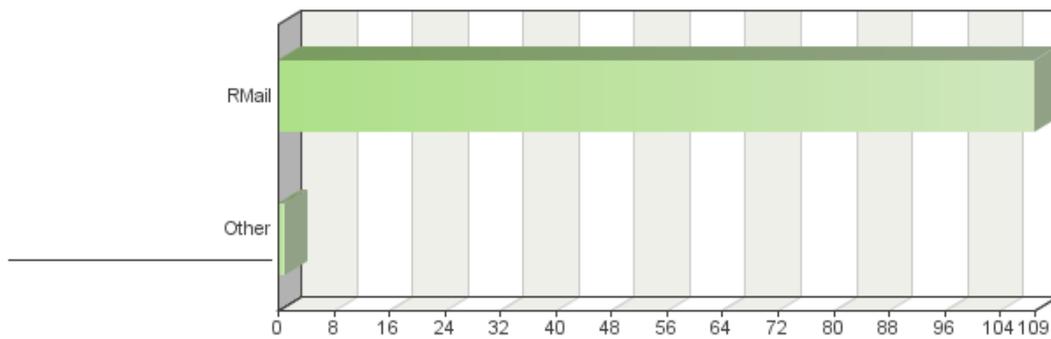
Frequency table

Choices	Absolute frequency	Relative frequency	Adjusted relative frequency
Faculty, instructor, or lecturer	33	29.73%	30%
Staff	4	3.6%	3.64%
Student	55	49.55%	50%
Alumni	4	3.6%	3.64%
Retiree	14	12.61%	12.73%
Sum:	110	99.1%	100%
Not answered:	1	0.9%	-

**Total answered: 110**

## Question 2

What email system do you use most of the time at Ryerson?

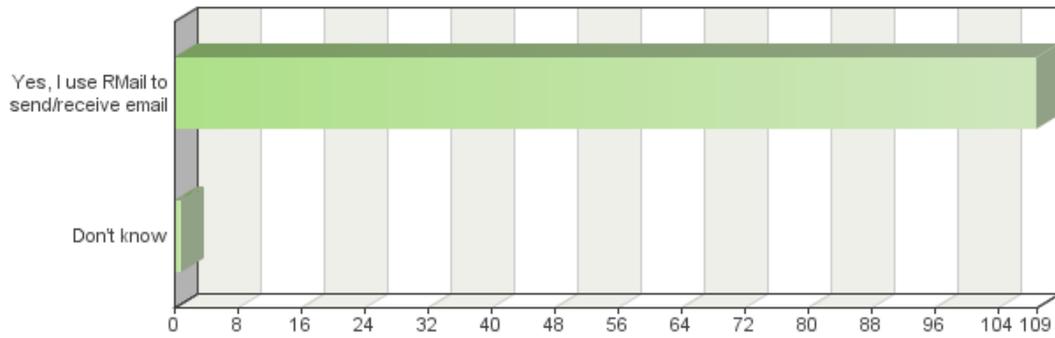


Frequency table

Choices	Absolute frequency	Relative frequency	Adjusted relative frequency
RMail	109	98.2%	99.09%
Other _____	1	0.9%	0.91%
Sum:	110	99.1%	100%
Not answered:	1	0.9%	-
<b>Total answered: 110</b>			

### Question 3

Are you a current user of RMail?

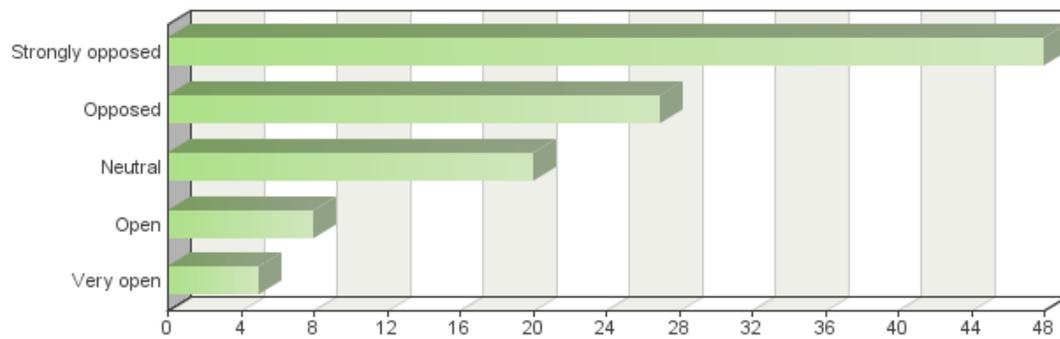


Frequency table

Choices	Absolute frequency	Relative frequency	Adjusted relative frequency
Yes, I use RMail to send/receive email	109	98.2%	99.09%
Don't know	1	0.9%	0.91%
Sum:	110	99.1%	100%
Not answered:	1	0.9%	-
<b>Total answered: 110</b>			

## Question 4

How open or opposed are you to changing to Gmail for your Ryerson work and correspondence?



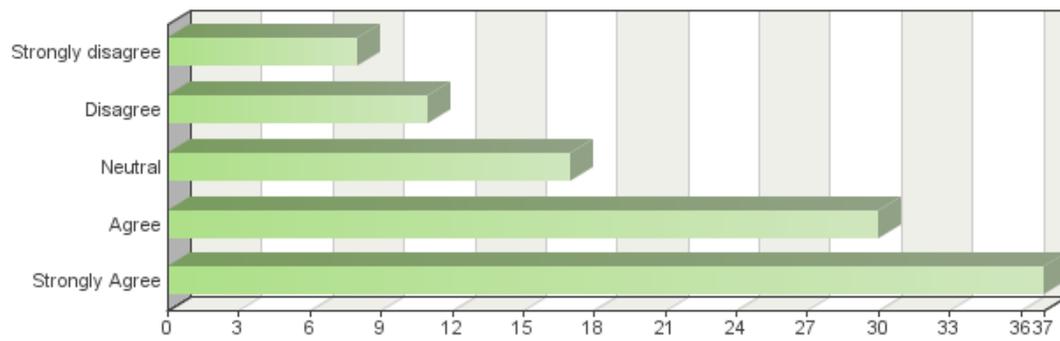
**Frequency table**

Choices	Absolute frequency	Relative frequency	Adjusted relative frequency
Strongly opposed	48	43.24%	44.44%
Opposed	27	24.32%	25%
Neutral	20	18.02%	18.52%
Open	8	7.21%	7.41%
Very open	5	4.5%	4.63%
Sum:	108	97.3%	100%
Not answered:	3	2.7%	-

**Total answered: 108**

## Question 5

I am familiar with how Gmail, when used in a browser, works.



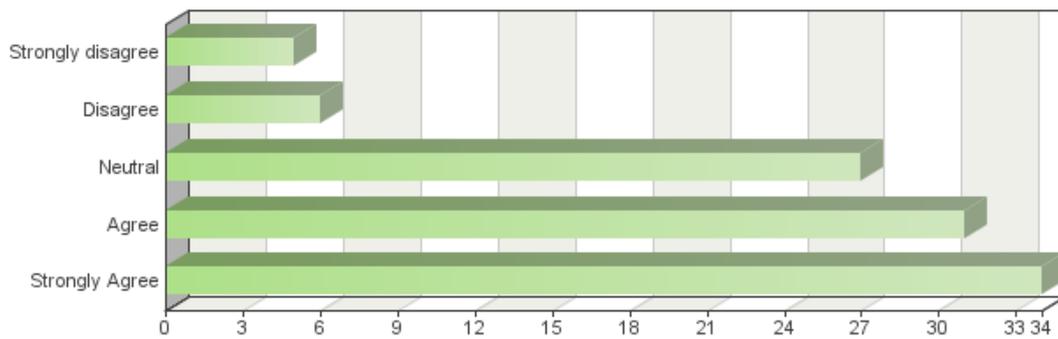
Frequency table

Choices	Absolute frequency	Relative frequency	Adjusted relative frequency
Strongly disagree	8	7.21%	7.77%
Disagree	11	9.91%	10.68%
Neutral	17	15.32%	16.5%
Agree	30	27.03%	29.13%
Strongly Agree	37	33.33%	35.92%
Sum:	103	92.79%	100%
Not answered:	8	7.21%	-

**Total answered: 103**

## Question 6

Rmail is visually easier to use than Gmail because of the way the folders, emails and commands are presented on the screen.



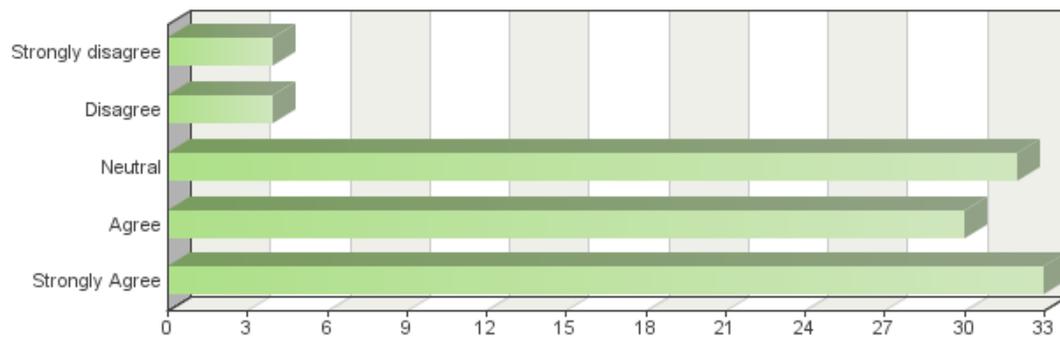
**Frequency table**

Choices	Absolute frequency	Relative frequency	Adjusted relative frequency
Strongly disagree	5	4.5%	4.85%
Disagree	6	5.41%	5.83%
Neutral	27	24.32%	26.21%
Agree	31	27.93%	30.1%
Strongly Agree	34	30.63%	33.01%
Sum:	103	92.79%	100%
Not answered:	8	7.21%	-

**Total answered: 103**

## Question 7

I like that the commands are all at the top of the screen in RMail rather than some being on the bottom as in Gmail.



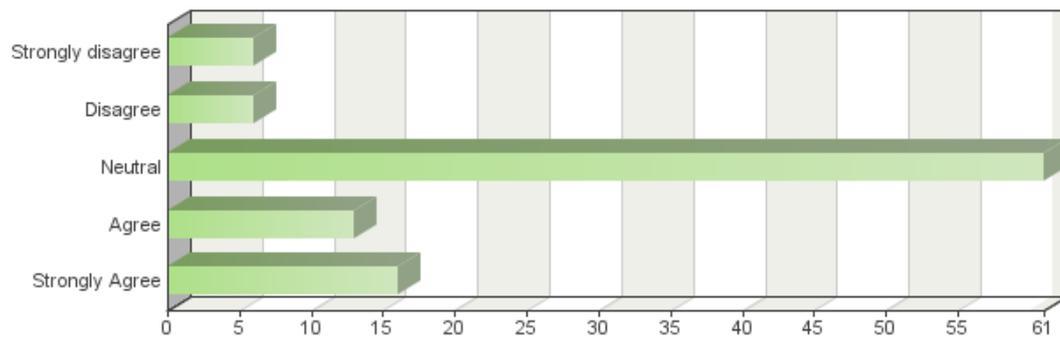
**Frequency table**

Choices	Absolute frequency	Relative frequency	Adjusted relative frequency
Strongly disagree	4	3.6%	3.88%
Disagree	4	3.6%	3.88%
Neutral	32	28.83%	31.07%
Agree	30	27.03%	29.13%
Strongly Agree	33	29.73%	32.04%
Sum:	103	92.79%	100%
Not answered:	8	7.21%	-

**Total answered: 103**

## Question 8

Gmail doesn't allow me to customize my email as much as Rmail does.



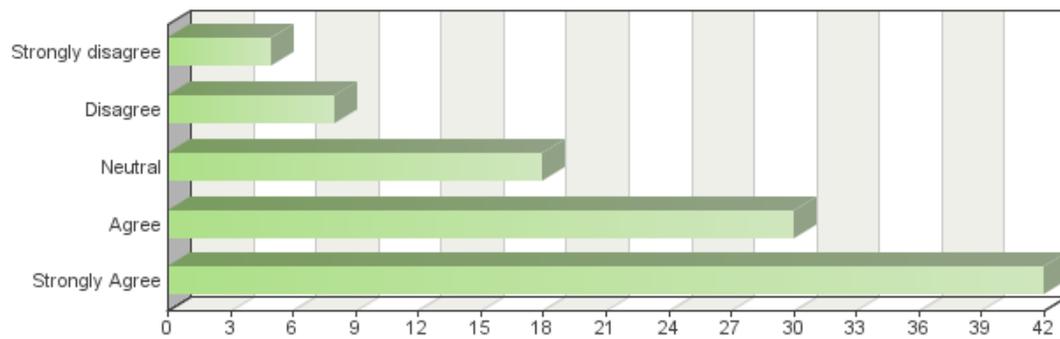
Frequency table

Choices	Absolute frequency	Relative frequency	Adjusted relative frequency
Strongly disagree	6	5.41%	5.88%
Disagree	6	5.41%	5.88%
Neutral	61	54.95%	59.8%
Agree	13	11.71%	12.75%
Strongly Agree	16	14.41%	15.69%
Sum:	102	91.89%	100%
Not answered:	9	8.11%	-

**Total answered: 102**

## Question 9

I am concerned the change will be disruptive to my work.



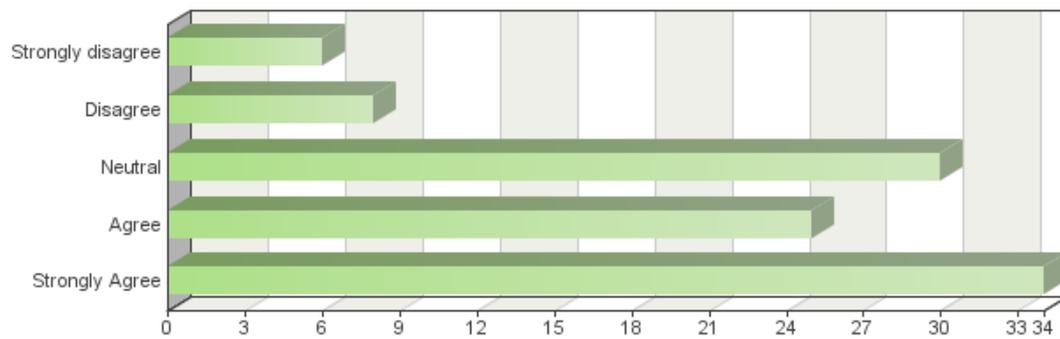
Frequency table

Choices	Absolute frequency	Relative frequency	Adjusted relative frequency
Strongly disagree	5	4.5%	4.85%
Disagree	8	7.21%	7.77%
Neutral	18	16.22%	17.48%
Agree	30	27.03%	29.13%
Strongly Agree	42	37.84%	40.78%
Sum:	103	92.79%	100%
Not answered:	8	7.21%	-

**Total answered: 103**

## Question 10

When using a web browser to access email, RMail is a better system and suits my needs better than Gmail.



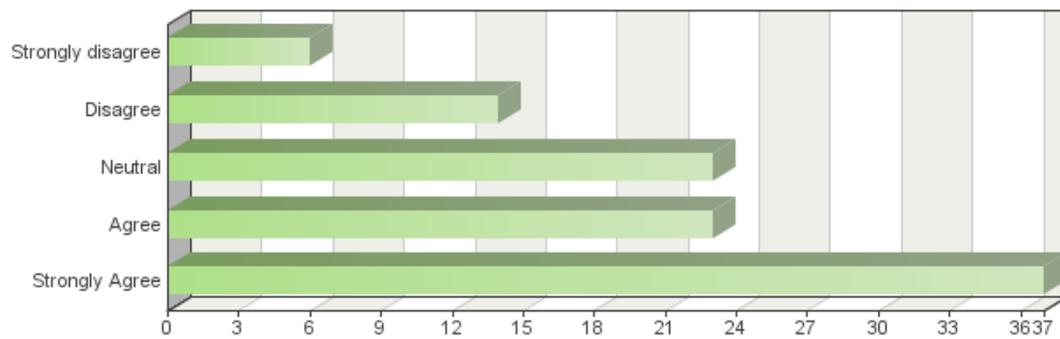
**Frequency table**

Choices	Absolute frequency	Relative frequency	Adjusted relative frequency
Strongly disagree	6	5.41%	5.83%
Disagree	8	7.21%	7.77%
Neutral	30	27.03%	29.13%
Agree	25	22.52%	24.27%
Strongly Agree	34	30.63%	33.01%
Sum:	103	92.79%	100%
Not answered:	8	7.21%	-

**Total answered: 103**

## Question 11

I do not trust Google to protect my email.



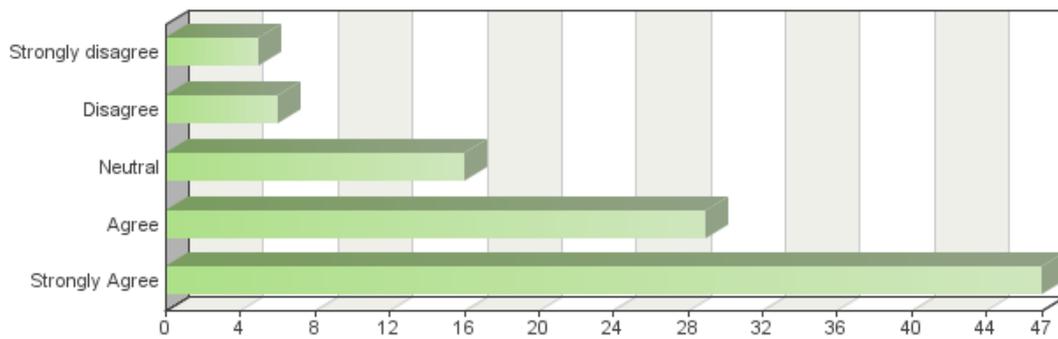
Frequency table

Choices	Absolute frequency	Relative frequency	Adjusted relative frequency
Strongly disagree	6	5.41%	5.83%
Disagree	14	12.61%	13.59%
Neutral	23	20.72%	22.33%
Agree	23	20.72%	22.33%
Strongly Agree	37	33.33%	35.92%
Sum:	103	92.79%	100%
Not answered:	8	7.21%	-

**Total answered: 103**

## Question 12

I do not want my mail hosted in the United States.



Frequency table

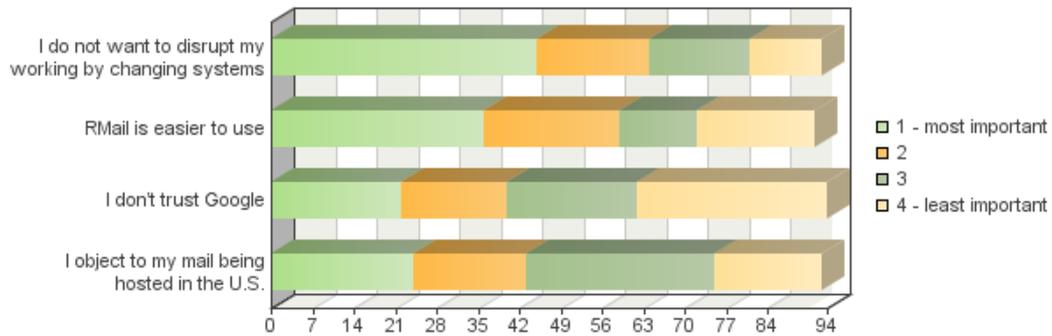
Choices	Absolute frequency	Relative frequency	Adjusted relative frequency
Strongly disagree	5	4.5%	4.85%
Disagree	6	5.41%	5.83%
Neutral	16	14.41%	15.53%
Agree	29	26.13%	28.16%
Strongly Agree	47	42.34%	45.63%
Sum:	103	92.79%	100%
Not answered:	8	7.21%	-

**Total answered: 103**

## Question 13

If you prefer to stay with RMail please rank your reasons from most (1) to least (4) important:

### Levels



	1 - most important	2	3	4 - least important	Sum
<b>I do not want to disrupt my working by changing systems</b>	45 48.39% 12.1%	19 20.43% 5.11%	17 18.28% 4.57%	12 12.9% 3.23%	93 100% 25%
<b>RMail is easier to use</b>	36 39.13% 9.68%	23 25% 6.18%	13 14.13% 3.49%	20 21.74% 5.38%	92 100% 24.73%
<b>I don't trust Google</b>	22 23.4% 5.91%	18 19.15% 4.84%	22 23.4% 5.91%	32 34.04% 8.6%	94 100% 25.27%
<b>I object to my mail being hosted in the U.S.</b>	24 25.81% 6.45%	19 20.43% 5.11%	32 34.41% 8.6%	18 19.35% 4.84%	93 100% 25%
<b>Sum</b>	127 - 34.14%	79 - 21.24%	84 - 22.58%	82 - 22.04%	372 - 100%

\*Sequence of numbers in a cell

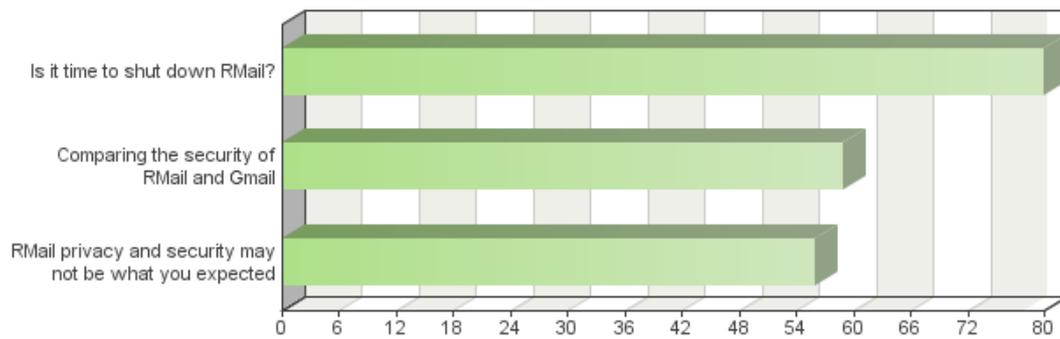
Absolute frequency

Relative frequency row

Relative frequency

## Question 14

Please indicate which of the following email or blog posts you have read.



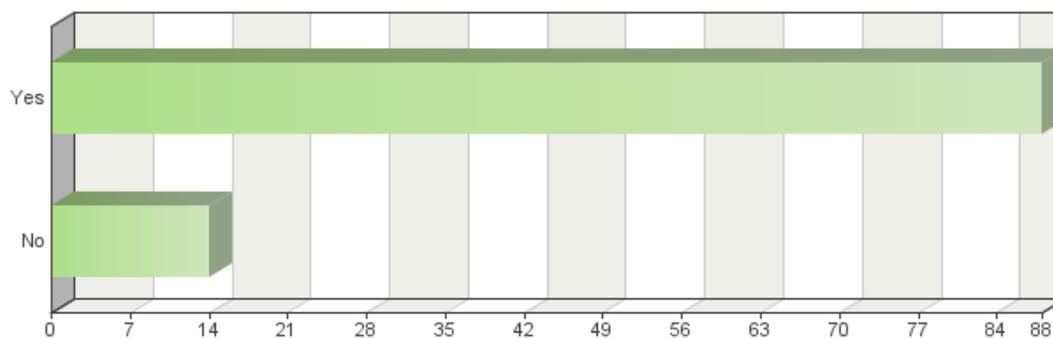
**Frequency table**

Choices	Absolute frequency	Relative frequency by choice	Relative frequency	Adjusted relative frequency
Is it time to shut down RMail?	80	41.03%	72.07%	91.95%
Comparing the security of RMail and Gmail	59	30.26%	53.15%	67.82%
RMail privacy and security may not be what you expected	56	28.72%	50.45%	64.37%
Sum:	195	100%	-	-
Not answered:	24	-	21.62%	-

**Total answered: 87**

## Question 15

Do you think the University should continue to offer the RMail system as an alternative to Gmail?

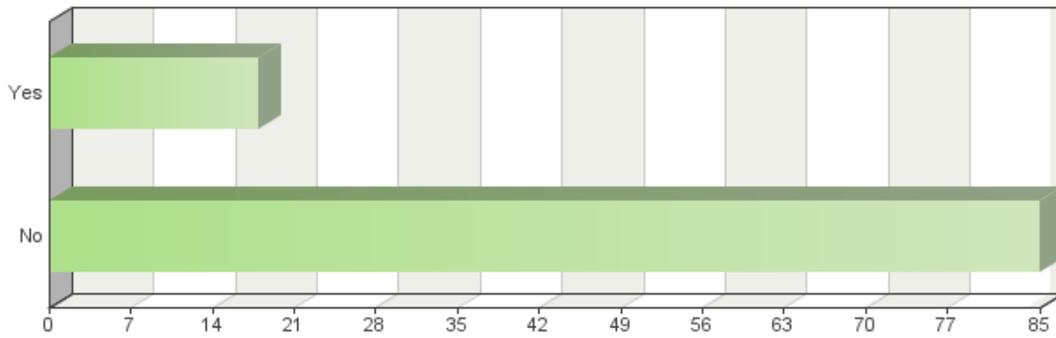


Frequency table

Choices	Absolute frequency	Relative frequency	Adjusted relative frequency
Yes	88	79.28%	86.27%
No	14	12.61%	13.73%
Sum:	102	91.89%	100%
Not answered:	9	8.11%	-
<b>Total answered: 102</b>			

## Question 16

Are you interested in attending a town hall to discuss the future of RMail at Ryerson?



Frequency table

Choices	Absolute frequency	Relative frequency	Adjusted relative frequency
Yes	18	16.22%	17.48%
No	85	76.58%	82.52%
Sum:	103	92.79%	100%
Not answered:	8	7.21%	-
<b>Total answered: 103</b>			

## Question 18

The area below is provided as a general comments area. Please feel free to comment on anything related to this consultation:

Text input

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I work with many classes and the file structure/setup/layout of Rmail is much, much better than google gmail. Rmail is also a system we have control over vs. gmail which can and has changed their layout over the years and not always for the better. If I had any complaints about Rmail is that it does not allow enough storage of emails. I teach photojournalism and many of the files sent to me are quite large. The layout of Rmail is far superior to gmail but of course the storage on gmail is better.

---

If there are pressing, unresolvable issues with the RMail system outside the cost of operating it, then I believe the best choice would be to switch to Google or (preferably) replace it. Otherwise, RMail is the only system I use, and I enjoy having it as an option.

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I don't trust Gmail as I do with Rmail

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Back when Ryerson gave the Toption to switch to Gmail from Rmail. I did not do it because I forgot and when I tried to do it I was too late and it was tough to do it. I think they should open up the switch again and give the option to switch to Gmail. I personally would switch to it because I like the layout better.

---

I am so well served by CCS and Ryerson that I am reluctant to end the relationship.

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I do not disagree with CCS on their identification of the merits of Gmail instead of RMail but I have indicated my preferences in order for further data to be used in making a decision. Furthermore, I remember the blogs but must admit I can't confirm that they were the titles as you listed them in Q14 above.

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I think that the university should consider a third alternative.

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Changing from a good-not perfect but good-system controlled by Ryerson to one controlled by Donald Trump and his mentor Vladimir Putin is an abomination.

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I tried to switch to Gmail after using RMail for 3+ years and it says I was not authorized to do so. If RMail shuts down, how will I continue using my Ryerson email?

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While I prefer the comfort of the well-known RMail, I can support the fact that running one server rather than two will probably save funds best used elsewhere.

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Ryerson doesn't mandate a third-party relationship with other foreign corporations in order to function as a student. I'm not forced to buy textbooks from Amazon or school supplies from Walmart. Why should I be forced to use email services from Google? I've taken strides to remove Google from my life. I appreciate that Ryerson did not require use of Google services when I signed up.

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I am a contractual instructor (Philosophy Dept) at Ryerson University. My full-time job is as a lawyer for the Department of Justice (Federal Government). Access to GMAIL is blocked at work; access to RMail is not. If RMail was eliminated, this would significantly impede my ability to communicate with students during the work day. Moreover, the fact that the Department of Justice (and Fed Govt) blocks access to Gmail from their network as being "not secure" raises flags. This kind of decision is made for a reason.

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The three blogs are presented in a way that gives a strong indication that the decision to get rid of RMail already has been decided. It doesn't seem to be a fair/balanced representation of the situation.

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"Forcing" users to change to another email provider isn't very ethical, unless it poses a huge threat. Having read the articles on "shutting down RMail", changing from RMail to google would only benefit the "average" computer user. Phishing emails and what not can still be sent on Gmail, however, at a lower frequency. The ability to distinguish between a phishing email and a nonphishing one is entirely on the user. User using Gmail can still receive a phishing email and fall for these "tricks". Data breaches are not a common occurrence for RMail users and data breaches at google have a much higher impact on the user. Gmail allows users to integrate their notes, maps, contacts, and other "things" onto one email. A data breach at google would result in the user's own contact information, map history, and other important things to be shared/leaked. RMail doesn't have these features, meaning a data breach at Ryerson would not result in a significant amount of data loss/theft.

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The underlying reason for offering RMail in addition to other systems has not changed, i.e. the hosting of email on US servers.

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The reason why I chose to not use Gmail for my Ryerson mail back in first year was because I already had a gmail account with the exact same first.last name format. At the time I did not want to confuse myself so I kept my school email and personal email separate. That probably wasn't the best idea. My Rmail inbox is running out of space. Rmail is old but I still like the idea of having a separate school email account.

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n/a

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keep Rmail

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Rmail is antiquated, however I am concerned regarding porting my files have done this in other systems and files are lost or corrupted after the transfer. As a contract faculty I may not have access to support if I am only on campus once a week or every other semester.

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rmail should continue, just increase user quota in rmail, don't need to implement another solution.

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Gmail is not accessible from some countries.

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I have a gmail account and like to have RMail as an alternative email account. I don't want 2 gmail accounts.

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I wanted to switch to Gmail in my first year (now in fourth) but for some reason no IT has been able to help me figure out how to switch. Everyone comments on the fact that I haven't switched to gmail yet. RMail is also horrendously aesthetically unappealing and difficult to use.

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I used Rmail because it is easy to use and I am comfortable with it. I preferred to use Ryerson mail system since it provide and support from the university.

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This survey is not well structured, in that it assumes users only access e-mail via a web browser. I use Rmail, but with an e-mail client on my primary computer. I only use the web access to Rmail when necessary (mostly if traveling). Hence, for me the questions about web interfaces are largely irrelevant.

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As a retired Ryerson faculty member, alumnus, and parent to a current Ryerson student I have always been concerned about the use of Gmail by Ryerson. When Gmail was originally offered to RFA members I without much difficulty decided to remain with Rmail. My concerns with Gmail have not changed over the years. When I retired I was also lead to believe that the use of my existing email account on Rmail was a retirement benefit provided to retired RFA members. If I had been required to switch to Gmail I would have ceased to use my Ryerson account and most likely severed many links with RU. Clearly I strongly prefer keeping Rmail but I suspect that in the end Ryerson will ultimately choose to go with what is expedient and ignore the larger ethical concerns many Ryersonians have with Google and Gmail.

---

I love the way I can file my email in Rmail and I can always find things. I don't like using Google.

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Keep R, Mail! it is simple to use.

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As someone has commented on the blog, this feels more like a campaign to shut down RMail than a collaborative decision... Nevertheless, I strictly object to using Gmail - not for personal or usability reasons but for strategic reasons; it would be unwise and short-sighted to make university communications fully dependent on a foreign, for-profit corporation instead of maintaining in-house capacity.

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I have filled out this survey because it feels important to have some kind of say in all of this -- but it is likely pointless to have done so. I find that these systems change regardless of what users think or prefer. Other priorities from other people and places take precedence.

---

I access email 99% of the time through an email client (MacOS mail). I am only interested in issues related to that and the time it will take me to change all of the various hidden settings to make a change. I store no mail on the server, and use webmail only when I am stuck somewhere that my mail client cannot connect for some reason.

---

I am concerned that if we switch to gmail I will lose all the emails I had on rmail from the past couple years.

---

I've always had technical problems with my Ryerson gmail account, but RMail has always worked perfectly.

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I sometimes need to travel to China and conduct research there (especially in summer time, for collecting data or attending conferences). However, Gmail is blocked in China; also I may not be able to use all the functions if I have to forward my emails from Gmail to another external email system such as hotmail. Given that Gmail is also not accessible in some other countries, I don't think we should remove RMail before we can fully address this issue .

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Ryerson should host its own email services. It shouldn't have to go through a third party provider.

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Doesn't matter to me what you do. Millions of users are on Gmail and likely already use it for their personal email account, too. You should have asked this question. Looking forward to whatever you decide. Thanks.

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I realize we need to switch to gmail. I am willing to do that if there is support on how to use it effectively.

---

I bam very content with Rmail and don't wish to change unless I have to change.

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I am just worried that cancelling rmail will delete all of the work and files I have

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Used to RMail, meets my needs. Also possible to archive my emails offline. Don't think I can do this in gmail - it is forever only available via a gmail account which could be stopped at any time by Google. Not sure about ease of access to Ryerson email via Gmail - is it as straight forward a using a gmail account (which I have but not my main acct) or is there another step involved?

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Quick pace of Google AI development will further inhance its ability to mine various bits of student's data and possibly combine it in the future to create profiles. If Ryerson decides to completely switch to Gmail than a strong legally binding contract should be negotiated with Google to protect student's privacy.

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Continue to offer both options and let individual students decide if they'd rather use Gmail or Rmail

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I think Rmail should be kept as an option for students/staff/faculty,etc. because I don't want to mix up my school related emails with my general business related emails.

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I am a student at the Chang School for continuing education. My certificate program requires me to complete 7 credits. At the present time I have been a part-time student and am half-way through the program. I feel that changing RMail at this point in time will cause a big disruption in my studies when I only have 3 more classes to enroll in. I would much rather prefer if it could be changed over once I complete the program. Is there a way to change it for those that are fulltime students and not for those that are part-time.. as we don't use it nearly as much? Just a thought.

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