

Comment report

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

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Report info

Report date:

Monday, March 25, 2019 1:21:10 PM EDT

Start date:

Monday, January 21, 2019 3:31:00 PM EST

Stop date:

Friday, March 8, 2019 5:01:00 PM EST

Stored responses:

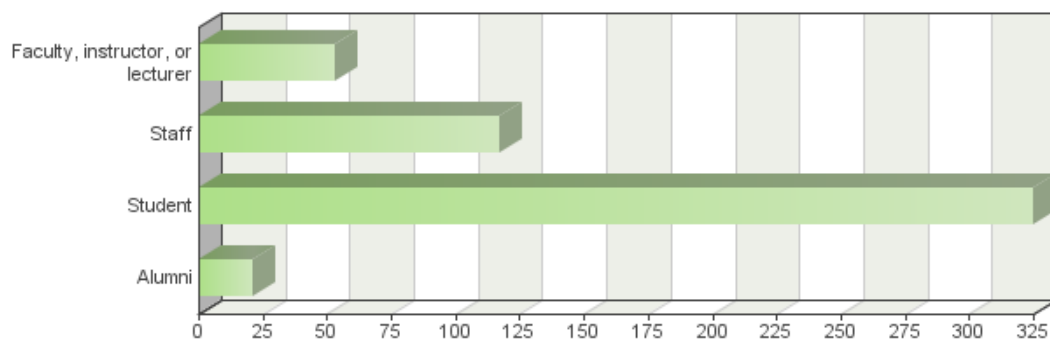
537

Number of completed responses:

437

Question 1

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

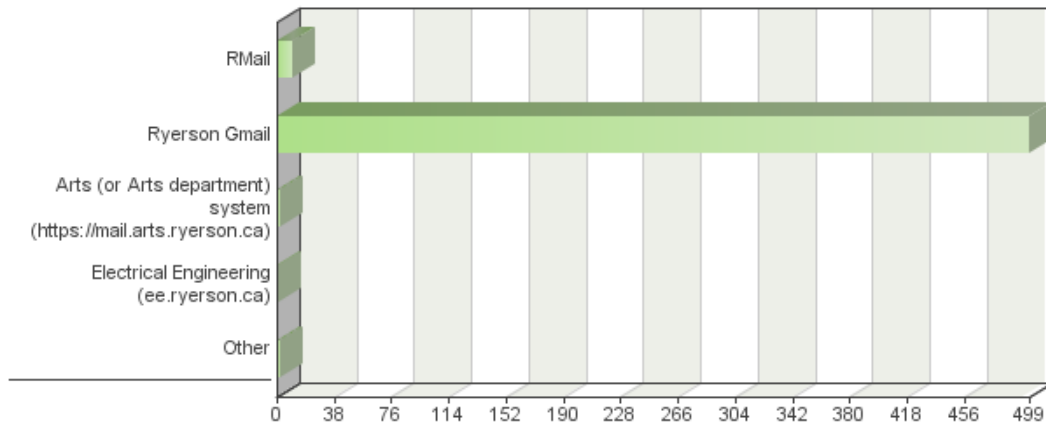


Frequency table

Choices	Absolute frequency	Relative frequency	Adjusted relative frequency
Faculty, instructor, or lecturer	53	9.87%	10.27%
Staff	117	21.79%	22.67%
Student	325	60.52%	62.98%
Alumni	21	3.91%	4.07%
Sum:	516	96.09%	100%
Not answered:	21	3.91%	-
Total answered: 516			

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	11	2.05%	2.14%
Ryerson Gmail	499	92.92%	96.89%
Arts (or Arts department) system (https://mail.arts.ryerson.ca)	2	0.37%	0.39%
Electrical Engineering (ee.ryerson.ca)	1	0.19%	0.19%
Other _____	2	0.37%	0.39%
Sum:	515	95.9%	100%
Not answered:	22	4.1%	-

Total answered: 515

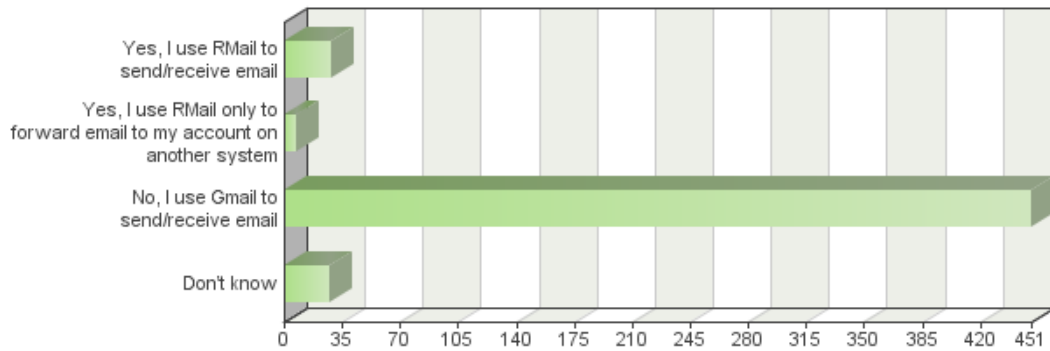
Last choice text input

Google Gmail

Gmail

Question 3

Are you a current user of RMail?

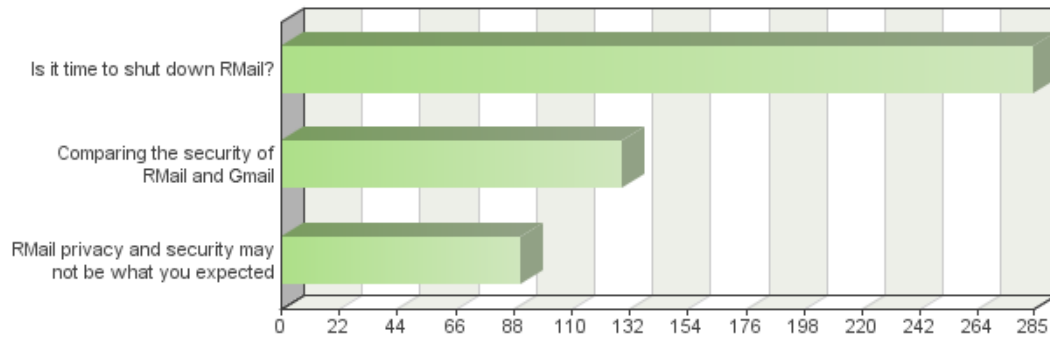


Frequency table

Choices	Absolute frequency	Relative frequency	Adjusted relative frequency
Yes, I use RMail to send/receive email	29	5.4%	5.64%
Yes, I use RMail only to forward email to my account on another system	7	1.3%	1.36%
No, I use Gmail to send/receive email	451	83.99%	87.74%
Don't know	27	5.03%	5.25%
Sum:	514	95.72%	100%
Not answered:	23	4.28%	-
Total answered: 514			

Question 4

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



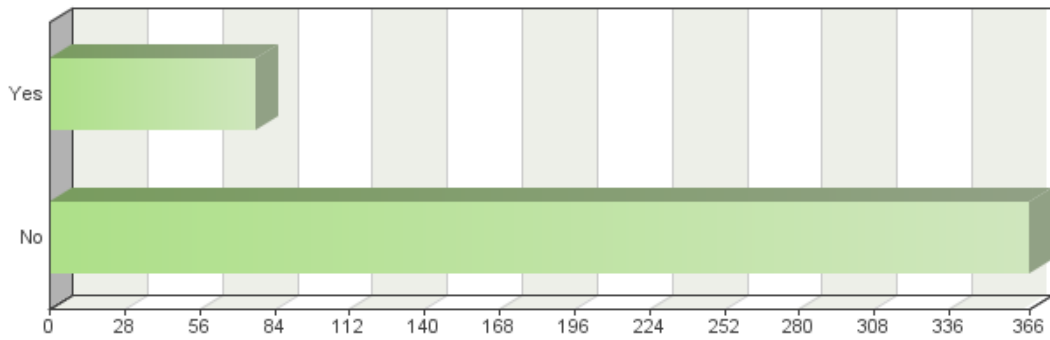
Frequency table

Choices	Absolute frequency	Relative frequency by choice	Relative frequency	Adjusted relative frequency
Is it time to shut down RMail?	285	56.44%	53.07%	84.82%
Comparing the security of RMail and Gmail	129	25.54%	24.02%	38.39%
RMail privacy and security may not be what you expected	91	18.02%	16.95%	27.08%
Sum:	505	100%	-	-
Not answered:	201	-	37.43%	-

Total answered: 336

Question 5

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

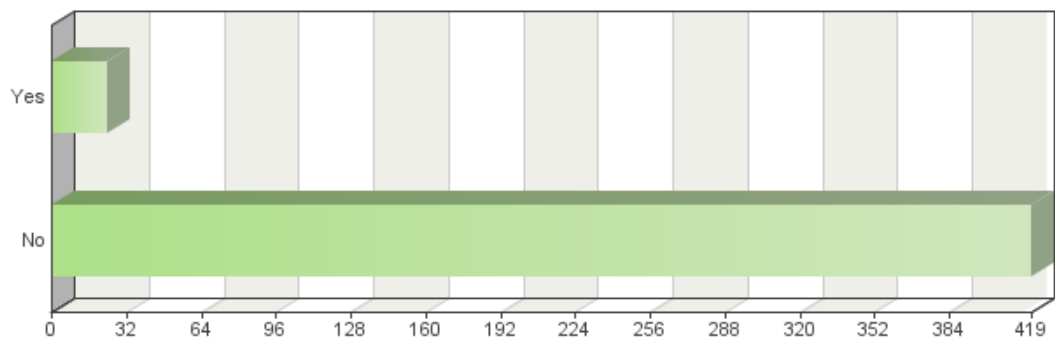


Frequency table

Choices	Absolute frequency	Relative frequency	Adjusted relative frequency
Yes	77	14.34%	17.38%
No	366	68.16%	82.62%
Sum:	443	82.5%	100%
Not answered:	94	17.5%	-
Total answered: 443			

Question 6

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	24	4.47%	5.42%
No	419	78.03%	94.58%
Sum:	443	82.5%	100%
Not answered:	94	17.5%	-
Total answered: 443			

Question 8

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

Text input

I have privacy and security concerns regarding hosting our University's primary email on Gmail. If I had the option to switch my account to RMail from Gmail I would, I do not believe what we allow Google to store is even remotely private or secure.

too confusing to have different emails. It is a mess. Some go to my outlook, others go to my gmail. I wish I had only one email. Don't like to have an arts email.

RMail provides an alternative service to Google's. It is an achievement of Ryerson University and should be maintained, if only as a symbol.

Its time to move forward with cutting edge technology. Gmail should become the standard at Ryerson!

N/a

I only require copies of old RMAIL messages for record-keeping purposes (which is vital), but have no need for RMail as an active system.

It's time!

I was away in Cuba during study week and could not access my Ryerson email account (but could access my courses on Brightspace). Google informed me it did not service Cuba. This kind of problem needs to be taken into account.

On more than one occasion I have had to try to reach students on important matters, but because their Rmail was full, the person could not receive important messages unless they deleted their emails. The university should have a standard email platform across the board that is able to receive emails.

I'm surprised RMail even exists because it looks so outdated like RAMSS. I'm worried about some privacy data breach that happened but will be exposed in the future.

maintaining parallel and redundant systems is wasteful. people simply need to move on and embrace change.

RMail is a waste of time and resources for a system that gives a false sense of security to ignorant people.

I would like to see RMail continue to be offered as an alternative to those that do not want to use Google products (for obvious reasons). Having a choice is always good.

Please keep Gmail - very convenient to sync with all Google apps

I said 'No' to the 5th question "do you think the university should continue to offer RMail system as an alternative to gmail", but I really would like to say "not sure".

I know universities try as much as possible to rule by consensus, but at some point you just need to do what is best for the institution. Maintaining a redundant e-mail service is an unnecessary use of limited resources. While I work within the CCS department, I am not involved in any way with supporting the GMail or RMail e-mail services. I have worked at many companies and institutions over the years as a consultant. I have never seen a workplace that bothered to provide employees with two e-mail services. Go ahead and shut down RMail. Some people might get upset, but they will get over it. I was upset when Strubs changed their pickle recipe, but I managed to get on with my life.

I never used our Rmail, so I don't really care about it.

I found the blog posts to be very biased.

Love gmail

the university should move on to Slack and leave email as an outdated form of electronic communication

Rmail was awful for searching and having to archive email all the time when you ran out of space. Get rid of it!!

Gmail is great but in terms of collaboration its terrible. A much better way to go would be office 365 as the online office suite provides substantial enhancements in collaboration and workflow over gmails archaic office suite.

Some of our systems and web servers have rmail accounts for notifications (printers, etc...). It would be great if you could provide cheat sheets/checklists for common device migrations (e.g., how to transition a lexmark printer over, web server, etc...).

Pls keep the site on as the student, it is difficult to adapt change and learning new site again when ee have other things to worry about. It is the most convenient way for students

I don't think that RMail is worth maintaining. I am happy with Gmail.

I cannot access RMail. Freezes at loading screen

I have two accounts registered under my name that are for students to book facilities. (pic and print). These are 2 rmail accounts that allow my co-worker and I to answer emails. Rmail allows us both to monitor these two accounts from anywhere without any restrictions from 2 factor authentication. My concern is single user code generators and usb keys that would restrict the accounts to only me. For our facility to operate, we both need to have easy access to each account from more than one computer. Thank you.

Never knew rmail existed until i read the article

Although I dont use it, I think that if there are still people using Rmail, the service should still be available.

I am also an it adviser at Ryerson, and so I realize that students are slowly choosing to opt-into the Gmail service instead.

I think we're gonna convery from rmail to gmail and then try to grant delegate acecess, but if that fails we'll need to figure something else out.

I would prefer to see Rmail phased out because students who do not monitor their inboxes in order to determine whether they are over quota, cannot be contacted by email (which is a primary motive communicating with students for instructors who teach courses online for the Chang School at Ryerson University).

Shut it down

While I realize that it is possible to use Google Calendar without RMail, this does not work seamlessly and creates extra work for scheduling cross-functional/inter-departmental meetings (i.e., cross referencing RSVPs manually)

As long as the email addresses have Ryerson.ca in them, I think it will be okay.

I did not know what Rmail was until this year, my fourth year of study.

Gmail is way more efficient but if people want to use Rmail I have no reservations against it

Gmail is easier to use and more aesthetically pleasing

I dont even know what Rmail is.

I'm not sure what the value of having a town hall regarding using RMail vs. Ryerson Gmail is, but depending on the context of the conversation, I may be interested.

Rmail is clunky and awful.

Gmail is not accessible from some parts of the world. Ryerson Gmail should not be placed under google. It is ok for google to manage ryerson emails for many good reasons, for example, cost. But it is totally not acceptable when ryerson email cannot be accessed outside of Canada.

RMail is old. Gmail is tested and proven as a reliable, secure email system. Why on earth would you want to manage your own email service? I don't even do this in the corporate IT world anymore! Save your time, money, and energy for other more important things.

I think keeping RMail as an option for those who prefer it to gmail seems good. I dont use it myself but I am no longer as involved in the school. Maybe RMail is preferred more by professors rather than students?

I think that the University needs to commit to its administrative changes, in order to facilitate the proper management of the university as a whole. To continue to allow faculty only to use a separate system of mail and calendaring, while making it a requirement of all other employees, perpetuates the two-tiered system of employees at the University. It is also simply inefficient to maintain two separate systems that don't speak to one another.

I was unaware that there are so many different email systems here at Ryerson. I was under the impression that it was mandatory to switch to Gmail at the time it was introduced and group wise was discontinued.

Total waste of resources to maintain 2 email systems to accommodate a few kooks. What kind of serious organization would do that?

Every university has their own email account. It would be stupid if ryerson shut down theirs

GSuite has critical, significant architectural design flaws, and is not well suited to long term enterprise use. It lacks extensibility capabilities for other third party services which rely on its directory service. Also, the offloading of proprietary data on a fully Google managed stack - as opposed to a hybrid solution (RMail) - is a dangerous precedent.

One system should be sufficient and more efficient

RMAIL barely works on mobile. I need to use gmail on mobile (most common for me) because it won't load. RMAIL also won't open on my desktop. It won't load.

I originally didnt want to switch to gmail from rmail as Ive been using it since first year. However, during my last semester of the four years, I ran out of storage for rmail. I like to keep all my emails so the fact that I didnt have storage was the reason I switched to gmail which has unlimited storage.

SHUT HER DOWN! everyone uses gmail!

RMail, while once useful, has run its course. With most of the school (and the world!) relying on email service providers such as Gmail or Outlook, there is no benefit in supporting and maintaining Ryerson's own email infrastructure. It's not worth the cost.

Q4 - I have not read any of these blog posts but N.A. option is not available

Rmail is the same email system that I had when I was in university almost twenty years ago, it's ridiculous that it's still being maintained.

I prefer to have the ryerson.ca email to separate my school work from my personal email. It helps maintain organization and I feel if I used my personal account that I would miss important emails regarding group work or from the university.

I used RMail and was very pleased with it, and did not want to change. I liked being able to customize the subject in response to ongoing e-mails to show progress. I do not like the AI anticipations of Gmail; but my RMail account had to be cleared each time it reached the limit. I was forced to change when I had to use two-factor authentication for classes I had to teach. I had to buy a new phone since the i-phone 5 could not receive e-mails I needed in class to confirm Panopto was received. I purchased an i-phone 8 since the 9 is too large for comfort in my hand.

I feel it may be important for some to have a system as an alternative to Gmail. Financially, this may not be viable though. Perhaps the way forward is to phase it out gradually as you seem to be doing(all new hires would be asked to join Gmail).

Personally, for new students and the younger generations coming in, we are all accustomed to gmail. Most public high school accounts are through gmail. Whether we like it or not, we are accustomed to gmail. Personally, after seeing the hideous and not user friendly RAMS layout, i did not even want to look at the Rmail system and immediately opted in for the gmail option. There is also the fact that gmail is easily accessible, has its own apps, instantly creates a google drive. Again, not sure if Rmail offers all of these as I have never checked it out, but I think it's kind of obsolete given we have the gmail option.

I was never even made aware that Rmail was available until students until my second year. So maybe with more knowledge about it people would be willing to give it a try.

At this point anyone left with an rmail account is mostly emailing people internally with gmail accounts so I don't see a reason to keep rmail running.

It might be less confusing to just have Gmail

gmail is fine. so it google docs

RMail provides a different pathway for others to have an email platform towards. I personally am having some difficulty with the Gmail switch as my Ryerson emails also get forwarded to my personal gmail. RMail would provide a way to separate personal, work and school emails.

i think rmail sounds outdated and is a waste of resources. many students already have experience using gmail before they come to university, and are more comfortable with gmail which is why i use the ryerson gmail. i also think that gmail is better due to google drive and many profs use google drive folders to share course materials, so itd be betterif we all just used gmail to keep things consistent and so more students can learn about google drive and how useful it is

With large platforms such as gmail dominating the email and communication sector, it is unlikely for a majority of people to use a platform such as Rmail. By removing it, digital clutter is reduced, and processes for individuals being set up on email becomes easier through the known gmail platform

WHAT IS RMAIL??

The university should suspend RMail going forward, there is no reason for its use over Gmail.

While I do not know the technical details behind having an internal mail service vs using an existing provider, I personally believe the best is to go with what offers the most security.

Didn't even know students were using something other than the Ryerson Gmail account

I have never been able to access my emails through RMail. Each time I have tried to log in, it stops loading at 20%. I have left the page open in the background for over an hour to no avail.

What is rmail? Is it different from gmail ryerson accounts?

At the moment, Ryerson Gmail is the best alternative to the antiquated RMail. Hopefully an even better e-mail client (not from Google or Microsoft) will be created someday.

RMail can be good if everyone used it all the time. I find with the FNTI partnership, i use my personal email more and i don't check the RMail as much. Although, i do check it when contacting instructors but then again, not all instructors use D2L so my personal email is fine. It is good to keep separate my school work from my personal email and i only use it as such. thank you.

I was a longtime user of Rmail until last November. I have moved over to Gmail after getting information on the system. Until then I was not aware that Rmail was a problem and outdated. Perhaps, the trickle down of information missed many of us until November 2018.

Best to have one email platform for the university. Have no problems with Gmail.

I understand from students that too many emails are being sent out - such that many students do not use the Ryerson email !!!

I didn't even know Rmail existed, so I don't think it is worth keeping if people don't even know about it.

I am in advance standing program and I started in 2015 - at that time I have been advised to set up my email as Gmail so since I didn't have any experience with the old one, I thought it is a done deal and it was already decided

We have been informed that there will be substantial budget reductions between 5 to 10% for the university. If very few people are using RMail and shutting down RMail saves money, it should be considered.

I think many users of Rmail are concerned about privacy with using Gmail and thus being reluctant to switch to Gmail. I suppose we all need to know how safe it is to use Gmail. I wonder if there is another way besides using my.ryerson.ca to go to your Ryerson Gmail, for example going through gmail.com and using a different password than the one for my.ryerson. If there is a way, there are no clear instructions on it.

RMail should be shut down. It is a dinosaur program. Arts.ryerson.ca should also be shut down. Everyone should be on Gmail so that the university can communicate properly on one platform.

What if Google decides to not allow university to use gmail then what other option for students have then? I know some people who still use Rmail instead of Gmail for security reasons.

No comment.

Rmail should have been killed off years ago.

When first setting up my Ryerson email account, seeing that using Gmail was an option meant that I did not even consider using the RMail platform. It made the email more accessible to me, and I'm sure many others feel the same.

I read your posts and my only concern with Gmail (and indeed all of Ryerson's use of Google Suite/Drive) is I'm assuming that by using an American company at least some time the data is either stored or passed through the U.S. This would make all our data subject to the Patriot Act and American "anti-terrorist" spying. Students and staff could find themselves on a no-fly list for an innocent university assignment. Please correct me if I'm wrong, but this is a major concern. Can Ryerson guarantee that by using Google the data will never be stored or pass through the U.S.?

This whole time I was under the assumption that RMail was Ryerson Gmail.

There are a few people in my department who believe the functionality of RMail helps them to effectively manage their messages. As well, they are worried about the security of Google and its various platforms. Their concerns range from the use of the cloud or being monitored.

N/A

N/A

The accessibility provided by GMail accounts should also be noted. Calendar, Docs, and other access make using the Google based system much more feasible in the University

During my first year at ryerson I was set up on rmail. It was during the summer before I began first year that I wasn't receiving emails etc regarding my classes and school. Basically my program admin saved me because I attended one of the workshops offered and she caught on that my email was weird when we were setting up our course stuff in one of the computer labs. This workshop wasn't mandatory though and had I not gone I could have been really lost especially as a first year. I then had to find tech support etc which now isn't a big deal but going to do that alone in a brand new school was hard. Ultimately it hasn't been useful for me whatsoever.

In terms of university efficiency, it doesn't make sense to pay for two different email systems, if they both work the same and the legacy factor is just "costing money". It also creates confusion with some parties as to how to interact via email (ie: some Ryerson members still believe Gmail to be the @gmail.com email address, so communications have been "missed").

During my time as a second year student, I've never used RMail once. It has always been easier to use the connected Gmail account. Now, if it costs Ryerson too much money to host their email service through Google's service, then I could potentially migrate over to RMail. Since that is not the case right now, I don't see any benefit in Ryerson supporting RMail other than a couple of people who still use it and need to move over to Gmail.

The reason I think they Rmail could be a good system alternative is that there could be some legacy account users who may have info on those accounts such as alumni or retired employees. I don't fall into that category but it's worth considering if there's a risk of anyone losing an email account that may be their primary. If it's closing my suggestion is you offer sessions for those members to assist with transferring their data?

(1) I support the continuation of RMail because I believe the university should continue to have experience storing mail on university grounds. I plan to attend the town hall discussions for this. (2) I currently do not use RMail because I am unable to open the client in my browser.

I don't know much about Rmail, as I've never used it, but I'm concerned that there are lots of costs associated with it when it isn't being used by the majority of people at Ryerson and this money could be used better for other resources at the university.

RMail never even loads on any of my devices, so I've never been able to use it anyway

I believe there is value in the university community having direct control of its email system, and in particular having physical possession of the email servers and direct control of email retention policies. Google is a huge, powerful for-profit entity that feeds on user generated data. Ryerson is accountable to its community. To whom is Google accountable?

Although I'm new to Ryerson and have only just recently learned about the RMail system, it feels as though this is an unnecessary division of attention and resources that could be better spent elsewhere. In further full disclosure though, I think Ryerson has the best online counterpart of all the schools I've attended (Saint Mary's University, Nova Scotia Community College and OCADU), so keep up the great work!
