


UW Google Apps Education Edition

# Pilot Report

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 UNIVERSITY *of* WASHINGTON

# UW Google Apps Education Edition Pilot Report

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## Background & Overview

The University of Washington is evaluating cloud computing services to improve effectiveness and collaboration while potentially reducing costs. This report focuses on the Google Apps Education Edition collaborative applications offering.

The UW Technology Department initiated a project to evaluate and contrast the Google Apps self-service provisioning scenario with an integrated provisioning trial underway in the UW Computer Science & Engineering department. After discovering Google Apps does not offer self-service provisioning for the Education Edition we modified the project scope to evaluate the Google Provisioning API and SAML Single Sign-On Service, and supplemented our research with interviews of existing Google Apps university customers. The intent of the project was to identify and answer initial policy questions and validate assumptions about cloud services, and not to evaluate the Google Apps services themselves (e.g. gmail, docs, etc.)

We set up a pilot Google Apps Education Edition domain and 61 staff, students, and faculty activated accounts as part of a service pilot and responded to two surveys about their experiences. In preparation, we asked interaction designers for a user-friendly account sign up process that integrates with the UW NetID environment and aligns the Microsoft and Google cloud provisioning processes. We also phone interviewed ten universities currently using Google Apps Education Edition (a few were also using Microsoft Windows Live) with a common set of questions for comparison. Based on our findings from institutional interviews and pilot user surveys, we compiled a set of recommendations and next steps for UW to take related to Google Apps Education Edition and cloud service offerings.

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## Summary of Institutional Interviews

### Interview Details

We conducted 30-60 minute phone interviews with representatives from ten institutions that had implemented Google Apps Education Edition. Our contacts at each institution varied from the Chief Technology Officer to technical staff, all of whom had perspectives on the experience of implementing Google that were dependent on their role. In some cases, we followed up by phone or email with technical staff for more details. See the appendix for the complete list of interview questions.

### What We Learned

- 1. Student Email:** Nearly all institutions we contacted moved to Google in order to discontinue their existing student email services. Half of the institutions also specifically mentioned that the move to Google Apps was motivated by a desire to offer a more fully-featured and frequently-updated email service than their institutions could build on their own. In most cases, use of other Google Apps was secondary or not considered. One school, however, initially used Google for access to the collaborative Apps. Some institutions felt they spent too much time debating the change and should have moved to Google sooner and faster; others felt they rushed some big decisions. One institution using both Google Apps and MS Live recommended picking just one vendor to simplify messaging and support.
- 2. Support:** None of the institutions we talked with reported a long-term increase in support with Google email, although half reported support spikes during their initial transition. Migration of old email was one of the main support challenges reported with the transition to Google. One school required students to migrate their own email and provided FAQs with instructions, but said they would offer more support for faculty if they end up moving faculty to Google. Institutions who moved faculty and staff to Google reported that the latter groups needed more support, at least initially. One such institution successfully used “migration stations” across their campus during a set timeframe to support migration. People could visit the station to set up their account and migrate their email. The level of support documentation was very high for institutions that mandated use of Google email, but all institutions offered fairly extensive documentation. One institution leveraged Google FAQs, and only provided documentation for local issues, like account management and name changes.
- 3. Single Sign On:** SSO was a key reason many institutions chose to use Google. Some level of integration with other systems (e.g., identity services or learning management systems) was important for most institutions. For the nine institutions using SSO, users set up a separate password on Google to use mobile devices or desktop email clients, but decisions on whether or

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not the Google passwords should be different than institutional passwords varied by institution: three institutions actively encouraged users to create different Google passwords than their institutional passwords, four did not care if the two passwords were the same, and two institutions did not specify their password policy.

4. **Release of New Features:** Most institutions did not enable automatic release of the latest features and gadgets from Google, instead preferring to screen new features prior to releasing them to users (if they released them at all). Some institutions did not enable all of the available Google Apps when they launched the service. Nearly all institutions kept the initial configuration they started with and did not make significant changes. When Google releases new features, they often do a phased roll out so not all services will look the same for all individuals at an institution, which can be problematic. In addition, Google does not always notify customer IT shops of changes, so it is important for institutions to keep abreast of changes on their own; it is possible to subscribe for automatic notification for some types of changes.
5. **Working with Student Government:** Three separate institutions emphasized the importance of working with student government, particularly in marketing Google Apps. At some institutions, adoption of Google email for students was promoted as an accomplishment of student government. One institution stressed that when talking about the move to Google it is important to emphasize the benefits to campus, not the benefits to the IT shop.
6. **Working with Google:** A few institutions observed that they had limited influence over Google's offerings and plans, but one institution remarked that Google had been extremely responsive to their requests. Another institution emphasized that it is not likely that an institution will have a single point of contact with Google; instead, Google will work with various individuals and departments directly and will not always involve or inform the IT shop.
7. **eDiscovery:** Institutions reported mixed experiences with eDiscovery. For some, there were no problems working with Google on eDiscovery. However, one institution reported having an unresolved request after several months. That institution recommended testing out the eDiscovery process (not just the eDiscovery policy) before launch to ensure the process works efficiently. Another institution was considering paying for eDiscovery and archiving services for faculty.
8. **Alumni Access:** It is important to have a plan from the start for alumni. For one institution, the most significant problem they faced with the move to Google resulted from not having a plan for what would happen when students graduate. Another encountered challenges in migrating students to separate alumni accounts, since students did not want their email address to change during the time frame when they were sending out resumes after graduation.
9. **Collaboration:** Faculty want Google accounts so that they can collaborate with students, even if faculty are not using Google email.
10. **Evaluation:** None of the institutions we talked with had formally evaluated user satisfaction with the move to Google, although a few had limited data pulled from other assessments. Anecdotally, all institutions reported that implementing Google was a success.

## Summary of UW Google Apps Pilot Surveys

### Pilot Description

- **Recruitment:** We contacted IT and support staff in several departments/units, and asked them to recruit faculty, staff, and students with various levels of technical expertise to volunteer for our

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pilot. We also asked student support staff in Learning & Scholarly Technologies and UW Technology Services to participate in the pilot.

- **Procedure:** We asked volunteers to provision their UW Google Email account, forward their email to that account, and provide feedback about their experience in Pilot Survey 1, which focused on the provisioning process. We also asked volunteers to use UW Google Apps for the next 1-2 weeks and to then complete Pilot survey 2, which asked about the use of the tools and support needs (see the appendix for copies of both surveys). Responses from student support staff were collected separately from those of general pilot participants.

## Participants

Population	Accounts Created	Survey 1 Response	Survey 2 Response
General Pilot	30	30 (100%)	25 (83%)
Student Staff	31	26 (84%)	22 (71%)

- **Departments/Units Represented:** General pilot participants came from the following departments: College of Education (11), School of Medicine (7), UW Tacoma (6), UW Technology (3), iSchool (1), Educational Outreach (1), UW Libraries (1). Student staff worked in the following units: Learning & Scholarly Technologies (16), UW Technology Service Center (6), and other (4).
- **Populations Represented:** In the general pilot, participants represented the following populations: faculty members (3), graduate students (11), professional/ classified staff members (10), undergraduate students (5), and librarians (1).

## Findings

1. **Participants:** Our pilot participants represent a small percentage of the population that will ultimately use UW Google Apps. Thus, the survey responses can help point out potential trouble spots or issues to consider as we move forward, but cannot be considered fully representative of campus needs. This is particularly true for faculty members, since only three participated in the pilot.
2. **Expertise:** The surveys included a question about technological expertise that was identical to a question on the 2008 Faculty, TA, and Student Surveys on Learning and Scholarly Technologies, which went out to the larger UW community. The expertise mean for faculty, TAs, and students who completed the 2008 surveys was the same for all groups, 3.3 on a scale of 1 to 5, with 5 being the highest expertise. For the UW Google Apps pilot, the mean for general pilot participants was 3.7, while the mean for student staff was 3.9. The 2008 surveys found that respondents with higher expertise encountered fewer obstacles when using technology and tended to find online materials and individual trial-and-error to be significantly more helpful than did those with less expertise. Based on these patterns we can anticipate that any challenges to using UW Google Apps will be more pronounced for the general UW community, since they have a lower expertise level than our pilot participants.
3. **Prior Use of Google:** Both general pilot participants and student staff had familiarity with Google Apps, particularly with using email, calendar, docs, and talk. For email, 88% of the general pilot participants and 96% of the student staff had used this app prior to the pilot.
4. **Satisfaction with Email:** General pilot participants were very satisfied with UW Google Email; 61% reported being "very satisfied," while 26% were "satisfied," 13% were "dissatisfied," and none

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were “very dissatisfied.” For student staff, the pattern was similar: 50% were “very satisfied,” 40% were “satisfied,” and 10% were “dissatisfied.”

5. **Support Needs:** Only four participants in the general pilot indicated that they needed support during the pilot, while no student staff reported needing support. However, the UW Technology Service Center tracked pilot-related support calls from nine different individuals. Support issues primarily involved the use of mobile devices, particularly during the provisioning process.
6. **Email Migration:** We asked student staff to list areas where they anticipated clients would have support needs and email migration was their primary concern. Indeed, 52% of general pilot participants indicated that the lack of access to old email would “definitely” or “probably” impact their willingness to continue using UW Google Email, as did 38% of student staff.
7. **Access to UW Google Apps:** Another challenge reported by pilot participants involved knowing where to access UW Google Apps once they had provisioned their accounts. For general pilot participants, 76% felt it was “very important” or “moderately important” (as opposed to “unimportant”) to have a link to UW Google Apps in MyUW, while “40%” felt such a link was “moderately important;” among student staff 59% rated access through MyUW as “very important.”
8. **SSO and IMAP:** The pilot used a single sign-on process, but we asked participants if entering a separate password would affect their willingness to use UW Google Apps. Among general pilot participants, 48% indicated such a move would “definitely” or “probably” effect willingness to use UW Google Apps, as did 63% of student staff. For the pilot, eight general participants and three student staff set up a separate password for use with mobile device or desktop email and two of these users were “dissatisfied” with the access provided.
9. **Use of Other Apps:** While almost all pilot participants used UW Google email, only a few participants used the other apps. The most used App after email was UW Google Calendar, with 8 general pilot participants and 10 student staff using it during the pilot. However, since both groups rated collaboration with others as an important component of UW Google Apps, it is likely that the use of collaborative apps will grow over time.
10. **Guidance on Cloud Options:** General pilot participants and student staff also desired access to information, such as service descriptions or feature comparisons that would help them make informed choices about which email service to choose.

## Conclusions & Recommendations

### 1. Immediately

- A. Proceed with offering Google Apps Education Edition as a production service called "UW Google Apps", starting autumn quarter 2009.
- B. Grant eligibility to the UW Google Apps service, with weblogin, to all students, faculty, alumni, and staff with active, personal, UW NetID accounts. While allowing faculty and staff use simultaneously, initially promote and advertise the service to students only, and clearly describe the limited support for tools and assistance.
- C. Define service management role, processes, and staffing to support and develop (both) on-going cloud services.
- D. Identify resources and responsible parties to accomplish specific tasks below.

### 2. Before Launch (UW Google Apps-specific tasks)

- A. Develop/implement plan to phase-out UW team edition domains in Google Apps (.washington.edu and u.washington.edu).
- B. Develop and publish documentation and/or tools to facilitate migration of existing data and email to UW Google Apps from any of the following:
  - 1. Existing UW team edition domains
  - 2. UW Deskmail
  - 3. Other Gmail accounts
- C. Develop story or solution for UW Exchange users, for whom we do not currently offer a way to receive all their mail on Google unless their Exchange account is disabled.
- D. If resources permit, add the ability to set user's preferred "display name" as part of account activation process.
- E. Review initial and default configuration choices, e.g. whether "labs" features should be enabled.

### 3. Before Launch (Common tasks for both Google and Microsoft services)

- A. Define clear service and support levels, to set expectations for both users and the UW Technology Service Center staff; update the service catalog.
- B. To meet service level goals, prepare and implement a support plan which includes all necessary documentation, training and support delivery preparations.
- C. Define and implement Service Management plan(s), including:
  - 1. Reviewing policies, support strategies, and provisioning periodically.
  - 2. Gathering campus recommendations for service changes/improvements.
  - 3. Reviewing, prioritizing, and enabling user requests for cloud services and features.
  - 4. Low-overhead evaluation of user satisfaction/user experience, especially if plans include discontinuing related services.
- D. Define or clarify policies regarding:
  - 1. Eligibility for shared accounts
  - 2. Eligibility (or deprovisioning) for former faculty/staff and retirees
- E. Test the eDiscovery process prior to campus launch, and verify access to data in the vendor domain.
- F. Add links to each service on MyUW.

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## G. Communication and Outreach Plan

1. Prepare and implement a communication and marketing/outreach plan for launch. Identify units with unique requirements, and consider the different campus customer groups (e.g. student, staff, faculty, alumni).
2. Involve student government in communications about both services.
3. Make available the essence of the privacy, security, and intellectual property provisions in both vendor contracts to help people make informed decisions about the services.
4. Clearly communicate service support levels.

## 4. During Fall Quarter

- A. Work with Alumni Office regarding support for alumni using UW Google Apps.
- B. Assess whether we have adequate documentation for IMAP users who need separate Google passwords.
- C. Assess and plan for next phase of integration, focusing on group management, including enabling group permissions provisioning.
- D. Coordinate plans with expected Uniform Access and/or student email retirement project(s).

## Appendix A. Institutional Interview Questions

### GA Education Edition Interview Questions (Interview Record)

#### Interview Information

1. Your name:
2. Date of interview:  
Contact name and title:
3. Institution:  
Phone number:
4. Email address:
5. What responsibilities does the contact have in regards to the implementation of GA Education Edition at his/her institution?

#### General Questions

6. When did you begin using GA Education Edition and what were your goals for going down this path?
7. Who from your institution is using GA Education Edition (e.g. students, faculty, staff)?
8. Is it working well for your clients?
  - a. Have you taken any steps to evaluate user satisfaction?
  - b. If so, what did you do and what were the results?
9. Would you choose GA Education Edition again? Why or why not?
10. Do you have an FAQ or any other resources that you can share?
11. What is the current adoption rate?
  - a. Do you have a target adoption rate?
  - b. Did you market/promote the use of GA Education Edition? If so, how?
12. What other competing cloud or university-based services do you provide?
  - a. Do you have any other email options or is this the only one?
13. Did you have significant use of Google Team Edition before enabling GA Education Edition?
14. What do you consider the principal advantage of GA Education Edition over Team Edition and/or individual use of Google apps?
15. Is there a technical contact we could speak with? (Record name and contact information)

#### Technical Questions

16. Who answered the technical questions?  
Answer choices:
  - Original contact (listed under contact name in interview information)
  - Technical contact (listed in previous question)
  - Other (write in response)
17. What has been the impact on your help desk?
  - a. How have you measured this impact?
18. What are people asking for/missing?
19. Are you using SSO (single sign-on)? Why did you choose this authentication method?

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20. Have you made any significant changes to your configuration options since you began offering GA Education Edition and if so, what are they?
21. Do you allow users to provision a Google password for use with iPhone or IMAP clients?
  - a. If YES, how is that password managed? (e.g. via a local web page that uses the Google API to create/change/reset passwords)
  - b. What percentage of your users take advantage of the iPhone/IMAP option?
  - c. Do you try to make the Google password the same, different or "don't care", vs. their local institutional password. Why did you make this decision?

## Closing Questions

If you talked with two different people, record responses for both in this section.

22. Is there anything you would do differently now that you have more experience?
23. Is there anything else we should know about GA Education Edition?

**Interviewer Notes** Record observations about the interview, recommendations for follow-up, or notes/links to resources.

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## Appendix B. Google Apps Pilot Survey One Questions

Thank you for providing some feedback about the account creation process. This survey will take approximately 5-10 minutes to complete. Your responses are confidential.

### About You

1. What is your departmental and/or campus affiliation?
  - a. College of Education
  - b. iSchool
  - c. UW Tacoma
  - d. Educational Outreach
  - e. Other (write in)
2. What is your primary role at the UW?
  - a. Faculty member
  - b. Professional staff
  - c. Classified staff
  - d. Graduate Student
  - e. Undergraduate Student
  - f. Other (write in)
3. On a scale of 1 to 5, how would you rate your current technological expertise? For the purposes of this survey, we're primarily concerned with your computer and Web-based experience. We've defined three points on the scale as follows. These tasks represent some of the things a person at each level might do.

**Beginner:** Able to use a mouse and keyboard, create a simple document, send and receive email, and/or access Web pages.

**Intermediate:** Able to format documents using styles or templates, use spreadsheets for custom calculations and charts, and/or use graphics/Web publishing programs.

**Expert:** Able to use macros in programs to speed tasks, configure operating system features, create a program using a programming language, and/or develop a database.

  - a. 1 (Beginner)
  - b. 2
  - c. 3 (Intermediate)
  - d. 4
  - e. 5 (Expert)
2. Prior to signing up for the UW Google Apps pilot, which of the following Google Apps had you used either through an individual or team account? [check all that apply]
  - a. Google Email (Gmail)
  - b. Google Calendar (Calendaring and event scheduling)
  - c. Google Sites (Web sites)
  - d. Google Docs (documents, spreadsheets, and online presentations)
  - e. Google Talk (Instant messaging and computer-to-computer voice calling)
  - f. Other (write in)
3. What is the primary reason you are interested in UW Google Apps?

### Account Sign Up and Email Forwarding

In this section we describe and ask questions about each step of the sign in process.

#### Step 1: Agree to Appropriate Use Guidelines

This step included the following instructions:

- *To use this service you must agree to:*
- *Follow UW Computing Rules (<http://www.washington.edu/computing/rules/>)*
- *Not use UW Google Apps without your department's approval if you are an employee and have access to UW confidential data (<http://www.washington.edu/admin/rules/APS/02.10.2.html>)*

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- *Not allow UW confidential data to be placed into UW Google Apps computing services without specific authorization from the appropriate UW Data or Data Custodian (<http://www.washington.edu/provost/oim/dmc/trustees.html>)*
  - *Report any violations of appropriate use upon discovery*
- \_\_\_I agree to and understand the UW Google Apps Appropriate use guidelines*
1. Did you experience any problems completing Step 1 or do you have any questions or comments about the information provided? If so, please describe.
  2. Did you require any support completing Step 1?
    - a. Yes
    - b. No, I completed this step on my own
  3. [If you answered yes to the previous question] Please let us know where you went for support, what questions you asked, and whether or not you got the support you needed. [Note: using branching]

## Step 2: Set UW Google Apps Password (Optional)

This step included the following instructions:

- *To access UW Google Apps via a Web browser (e.g. Firefox, Internet Explorer) use your UW NetID and Password.*
  - *To access UW Google Apps via phone or desktop email (e.g. iPhone, Outlook) use a separate password.*
    - *Set Separate Password*
    - *Password (must be 8-30 chars)*
    - *Confirm Password*
4. Did you choose to set a separate password for use via phone or desktop email?
    - a. Yes
    - b. No
  5. Did you experience any problems completing Step 2 or do you have any questions or comments about the information provided? If so, please describe.
  6. Did you require any support completing Step 2?
    - a. Yes
    - b. No, I completed this step on my own
  7. [If you answered yes to the previous question] Please let us know where you went for support, what questions you asked, and whether or not you got the support you needed. [Note: using branching]

## Step 3: Configure Email Forwarding

This step included the following instructions:

*[Your UW NetID]@u.washington.edu and [your UW NetID]@uw.edu delivers to [your current email service]. Change uw.edu and u.washington.edu email delivery to Gmail?*

- *Yes, deliver to UW Google Apps Inbox*
- *No, continue to delivery to [your current email service].*

*[Your UW NetID]@myuw.net (if enabled) delivers to [your current email service]. Change myuw.net email delivery to Gmail?*

- *Yes, deliver to UW Google Apps Inbox*
- *No, continue to delivery to [your current email service].*

8. Did you choose to forward either of your email accounts to UW Google Apps?
  - a. I forwarded my u.washington.edu and uw.edu email
  - b. I forwarded my myuw.net email (if enabled)
  - c. I forwarded both accounts
  - d. I did not forward either account
9. Did you experience any problems completing Step 3 or do you have any questions or comments about the information provided? If so, please describe.
10. Did you require any support completing Step 3?
  - a. Yes

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- b. No, I completed this step on my own.
11. [If you answered yes to the previous question] Please let us know where you went for support, what questions you asked, and whether or not you got the support you needed. [Note: using branching]

## Signing in and Using Your UW Google Apps Account

After completing the three steps listed above you received the following message:

*Congratulations! You now have a UW Google Apps account.*

*Next Steps:*

- *Sign in (link to sign in) to Google Apps*
  - *Agree to Google's Privacy Statement*
  - *Start using UW Google Apps*
12. Did you encounter any problems completing the steps described above (signing in, agreeing to Google's privacy statement, and starting to use UW Google Apps) or do you have any questions or comments about the information provided? If so, please describe.
13. Did you require any support completing these steps (signing in, agreeing to Google's privacy statement and starting to use UW Google Apps)?
- a. Yes
  - b. No, I completed these steps on my own.
14. [If you answered yes to the previous question] Please let us know where you went for support, what questions you asked, and whether or not you got the support you needed. [Note: using branching]
15. During this pilot, you are able to log in to the "Manage UW NetID Resources" page with your UW NetID and password and then access Google directly through a Web browser without entering a separate password (a separate password is only required for mobile and deskmail access to UW Google Apps). If we were to change the login process so that you had to enter a separate password to access Google through a Web browser, would this change affect your willingness to use UW Google Apps?
- a. Definitely
  - b. Probably
  - c. Not at all
16. Is there any additional feedback you would like to provide us about the process of setting up your UW Google Apps account, forwarding your email, and accessing your account?

## Appendix C. Google Apps Pilot Survey One Results Table

### Data for General Pilot Participants

On a scale of 1 to 5, how would you rate your current technological expertise?			
ANSWER	FREQUENCY	PERCENTAGE	MEAN
1 (Beginner)	1	3.3%	3.70
2	1	3.3%	
3 (Intermediate)	9	30.0%	
4	14	46.7%	
5 (Expert)	5	16.7%	
Totals	30	100%	

Prior to signing up for the UW Google Apps pilot, which of the following Google Apps had you used either through an individual or team account? [check all that apply]		
ANSWER	FREQUENCY	PERCENTAGE
Google Email (Gmail)	23	88.5%
Google Calendar (Calendar and event scheduling)	21	80.8%
Google Sites (Web sites)	10	38.5%
Google Docs (documents, spreadsheets, and online presentations)	17	65.4%
Google Talk (Instant messaging and computer-to-computer voice calling)	16	61.5%
Other:	5	19.2%
Total	92	

QUESTION	FREQUENCY	YES	NO
Did you require any support completing Step 1?	30	6.7%	93.3%
Did you require any support completing Step 2?	30	6.7%	93.3%
Did you require any support completing Step 3?	30	6.7%	93.3%

Did you choose to set a separate password for use via phone or desktop email?		
ANSWER	FREQUENCY	PERCENTAGE
Yes	10	33.3%
No	20	66.7%
Total	30	100%

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Did you choose to forward either of your email accounts to UW Google Apps?		
ANSWER	FREQUENCY	PERCENTAGE
I forwarded my u.washington.edu and uw.edu email	24	80.0%
I forwarded my myuw.net email (if enabled)	1	3.3%
I forwarded both accounts	4	13.3%
I did not forward either account	1	3.3%
Total	30	100%

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## Appendix D. Google Apps Pilot Survey Two Questions

Thank you for participating in the UW Google Apps Pilot. Now that you have had the opportunity to try UW Google Apps, please tell us about your experience. This survey will take approximately 10-15 minutes to complete. Your responses are confidential.

### UW Google Apps--Launch

1. What is your primary role at the UW?
  - a. Faculty member [skip next question]
  - b. Professional staff [skip next question]
  - c. Classified staff [skip next question]
  - d. Graduate Student
  - e. Undergraduate Student
  - f. Other (write in) [skip next question]
2. [For students only] How important is it to you to have access to your UW Google Apps account after graduation?
  - a. Very Important
  - b. Moderately Important
  - c. Unimportant
3. We are currently considering two different options for launching UW Google Apps to campus: (1) making the Apps available to faculty, staff, and students simultaneously or (2) making them available to students before they are available to faculty and staff. How important is it to you that the entire campus community (staff, faculty, and students) have access to UW Google Apps on the same time schedule?
  - a. Very Important
  - b. Moderately Important
  - c. Unimportant
4. How important are the following collaboration options in your use of UW Google Apps? [matrix]
  - a. Ability to collaborate with faculty (Very important, Moderately important, Unimportant)
  - b. Ability to collaborate with students (Very important, etc...)
  - c. Ability to collaborate with staff (Very important, etc...)
  - d. Ability to collaborate with individuals outside the UW (Very important, etc...)
5. We are currently making decisions about how much to integrate UW Google Apps into existing systems, including MyUW. How important is it to you to be able to access UW Google Apps from MyUW?
  - a. Very Important
  - b. Moderately Important
  - c. Unimportant
6. During this pilot, you are able to log in to the "Manage UW NetID Resources" page with your UW NetID and password and then access Google directly through a Web browser without entering a separate password (a separate password is only required for mobile and deskmail access to UW Google Apps). If we were to change the login process so that you had to enter a separate password to access Google through a Web browser, would this change affect your willingness to use UW Google Apps?
  - a. Definitely
  - b. Probably
  - c. Probably Not
  - d. Not at all
7. UW Google Apps currently does not have a "start" or "home" page (one screen from which you can access all Apps). Instead, you follow different links to access different Apps. How important is it for the UW to create a "start" or "home" page for UW Google Apps?
  - a. Very Important
  - b. Moderately Important
  - c. Unimportant

# UW Google Apps Education Edition Pilot Report

8. If we were to create a “start” or “home” page for Google Apps, what would you like to see included on such a page?
9. In the future, members of the UW community will have the choice of using UW Google Email, UW Outlook Live, or continuing to use current UW email options. In order to make the best decision about what email service to use, what information or resources would you find helpful?

## UW Google Apps--Support

1. During the course of the pilot, did you require any support with UW Google Apps?
  - a. Yes
  - b. No [skip to next section]
2. Please describe the problem (s)/concern(s) for which you needed support.
3. What answers/solutions did you receive for the problem(s)/concern(s) you mentioned above?
4. Where did you go for support?
5. How satisfied are you with the support you received?
  - a. Very satisfied
  - b. Satisfied
  - c. Dissatisfied
  - d. Very dissatisfied

## UW Google Email

1. UW Google Email provides ad-free email with 7GB (and growing) of storage that is based on the familiar Gmail interface but with a unique UW look!
2. Did you use UW Google Email at any point during the pilot?
  - a. Yes
  - b. No [skip to next question]
3. [If answered “no” to previous question] Why did you decide not to use UW Google Email during the pilot? [skip to next section]
4. How satisfied are you with UW Google Email?
  - a. Very satisfied
  - b. Satisfied
  - c. Dissatisfied
  - d. Very dissatisfied
5. What do you like most about UW Google Email?
6. What do you like least about UW Google Email?
7. Currently, UW Google Email does not have a simple automatic migration tool for importing mail from your previous email account. Will lack of access to old emails affect your willingness to continue using UW Google Email?
  - a. Definitely
  - b. Probably
  - c. Probably Not
  - d. Not at all
8. Prior to the pilot, what email program did you use as your PRIMARY client for UW email?
  - a. WebPine /Web Alpine
  - b. Pine/Alpine
  - c. Microsoft Outlook
  - d. I forwarded my UW to a personal account (i.e., hotmail or gmail)
  - e. Other (write-in)
9. How does UW Google Email compare to the email you used prior to the pilot?
  - a. Considerably better
  - b. Better
  - c. No difference

# UW Google Apps Education Edition Pilot Report

- d. Worse
  - e. Considerably worse
10. Do you feel that there are any features missing from UW Google Email that would discourage you from leaving your current UW email service and using Google Email full-time?
  11. Do you plan on continuing to use UW Google Email as your primary UW email client in the future? Why or why not?

## UW Google Calendar

You can use UW Google Calendar to schedule meetings, create events, and share calendars with others.

1. Did you use UW Google Calendar at any point during the pilot?
  - a. Yes
  - b. No, but I was aware of this App [skip to next section]
  - c. No, and I was unaware of this App [skip to next question]
2. [If answered "unaware" to previous question] Now that you are aware of this App, would you be interested in using it in the future? [skip to next section]
  - a. Yes
  - b. No
  - c. Don't know
3. How satisfied are you with UW Google Calendar?
  - a. Very satisfied
  - b. Satisfied
  - c. Dissatisfied
  - d. Very dissatisfied
4. What do you like most about UW Google Calendar?
5. What do you like least about UW Google Calendar?
6. Do you plan on continuing to use UW Google Calendar in the future? Why or why not?

## 1. UW Google Sites

You can use UW Google Sites to create Web sites and incorporate photos, videos, calendars, and more. Share them with small groups or the world.

2. Did you use UW Google Sites at any point during the pilot?
  - a. Yes
  - b. No, but I was aware of this App [skip to next section]
  - c. No, and I was unaware of this App [skip to next question]
3. [If answered "unaware" to previous question] Now that you are aware of this App, would you be interested in using it in the future? [skip to next section]
  - a. Yes
  - b. No
  - c. Don't know
4. How satisfied are you with UW Google Sites?
  - a. Very satisfied
  - b. Satisfied
  - c. Dissatisfied
  - d. Very dissatisfied
5. What do you like most about UW Google Sites?
6. What do you like least about UW Google Sites?
7. Do you plan on continuing to use UW Google Sites in the future? Why or why not?

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## UW Google Docs

You can use UW Google Docs to create and store documents, spreadsheets, and presentations online, then share them with a group and make changes in real time.

1. Did you use UW Google Docs at any point during the pilot?
  - a. Yes
  - b. No, but I was aware of this App [skip to next section]
  - c. No, and I was unaware of this App [skip to next question]
2. [If answered “unaware” to previous question] Now that you are aware of this App, would you be interested in using it in the future? [skip to next section]
  - a. Yes
  - b. No
  - c. Don't know
3. How satisfied are you with UW Google Docs?
  - a. Very satisfied
  - b. Satisfied
  - c. Dissatisfied
  - d. Very dissatisfied
4. What do you like most about UW Google Docs?
5. What do you like least about UW Google Docs?
6. Do you plan on continuing to use UW Google Docs in the future? Why or why not?

## UW Google Talk

UW Google Talk provides instant messaging and computer-to-computer voice calling, on the Web or on your desktop.

1. Did you use UW Google Talk at any point during the pilot?
  - a. Yes
  - b. No, but I was aware of this App [skip to next section]
  - c. No, and I was unaware of this App [skip to next question]
2. [If answered “unaware” to previous question] Now that you are aware of this App, would you be interested in using it in the future? [skip to next section]
  - a. Yes
  - b. No
  - c. Don't know
3. How satisfied are you with UW Google Talk?
  - a. Very satisfied
  - b. Satisfied
  - c. Dissatisfied
  - d. Very dissatisfied
4. What do you like most about UW Google Talk?
5. What do you like least about UW Google Talk?
6. Do you plan on continuing to use UW Google Talk in the future? Why or why not?

## UW Google Apps—Mobile and Desktop Access

1. Did you choose to set a separate password so that you could access UW Google Apps via phone or desktop email?
  - a. Yes
  - b. No, but I was aware of this option [skip to next section]
  - c. No, and I was unaware of this option
2. [If answered “unaware” to previous question] Now that you are aware of this option, would you be interested in using it in the future? [skip to next section]
  - a. Yes
  - b. No

## UW Google Apps Education Edition Pilot Report

- c. Don't know
3. Why did you set choose to use this option?
  - a. To access UW Google Apps on a mobile device
  - b. To access UW Google Apps via desktop email
  - c. To access UW Google Apps on a mobile device AND via desktop email
4. How satisfied are you with the mobile and desktop access provided by UW Google Apps?
  - a. Very satisfied
  - b. Satisfied
  - c. Dissatisfied
  - d. Very dissatisfied
5. What do you like most about the mobile and desktop access provided by UW Google Apps?
6. What do you like least about the mobile and desktop access provided by UW Google Apps?
7. Do you plan on continuing to use UW Google Apps on your mobile device or desktop in the future? Why or why not?

### **UW Google Apps--General**

1. Is there anything else we should know about your experience using UW Google Apps before we launch these applications to campus?

## Appendix E. Google Apps Pilot Survey Two Results Table

### Data for General Pilot Participants

What is your primary role at the UW?		
ANSWER	FREQUENCY	PERCENTAGE
Faculty member	2	8.0%
Professional staff	6	24.0%
Classified staff	3	12.0%
Graduate Student	10	40.0%
Undergraduate Student	3	12.0%
Other:	1	4.0%
Total	25	100%

QUESTION	FREQUENCY	VERY IMPORTANT	MODERATELY IMPORTANT	UNIMPORTANT
How important is it to you to have access to your UW Google Apps account after graduation?	13	46.2%	38.5%	15.4%
How important is it to you that the entire campus community has access to UW Google Apps on the same time schedule?	25	32.0%	28.0%	40.0%
How important is it to you to be able to access UW Google Apps from MyUW?	25	40.0%	36.0%	24.0%
How important is it for the UW to create a "start" or "home" page for UW Google Apps?	25	32.0%	28.0%	40.0%

How important are the following collaboration options in your use of UW Google Apps?				
ANSWER	FREQUENCY	VERY IMPORTANT	MODERATELY IMPORTANT	UNIMPORTANT
Ability to collaborate with faculty	24	62.5%	25.0%	12.5%
Ability to collaborate with students	25	56.0%	36.0%	8.0%
Ability to collaborate with staff	24	45.8%	37.5%	16.7%
Ability to collaborate with individuals outside the UW	25	8.0%	56.0%	36.0%

## UW Google Apps Education Edition Pilot Report

If we were to change the login process so that you had to enter a separate password to access Google through a Web browser, would this change affect your willingness to use UW Google Apps?		
ANSWER	FREQUENCY	PERCENTAGE
Definitely	5	20.0%
Probably	7	28.0%
Probably Not	9	36.0%
Not at all	4	16.0%
Total	25	100%

During the course of the pilot, did you require any support with UW Google Apps?			
ANSWER	FREQUENCY	PERCENTAGE	MEAN
Yes	4	16.0%	1.84
No	21	84.0%	
Total	25	100%	

Did you use UW Google Email at any point during the pilot?		
ANSWER	FREQUENCY	PERCENTAGE
Yes	23	92.0%
No	2	8.0%
Total	25	100%

How satisfied are you with UW Google Email?			
ANSWER	FREQUENCY	PERCENTAGE	MEAN
Very satisfied	14	60.9%	1.52
Satisfied	6	26.1%	
Dissatisfied	3	13.0%	
Very dissatisfied	0	0.0%	
Total	23	100%	

Currently, UW Google Email does not have a simple automatic migration tool for importing mail from your previous email account. Will lack of access to old email affect your willingness to continue using UW Google Email?			
ANSWER	FREQUENCY	PERCENTAGE	MEAN
Definitely	9	39.1%	2.30
Probably	3	13.0%	
Probably not	6	26.1%	
Not at all	5	21.7%	
Total	23	100%	

## UW Google Apps Education Edition Pilot Report

Prior to the pilot, what email program did you use as your PRIMARY client for UW email?		
ANSWER	FREQUENCY	PERCENTAGE
WebPine / Web Alpine	7	30.4%
Pine / Alpine	0	0.0%
Microsoft Outlook	3	13.0%
I forwarded my UW to a personal account (i.e., hotmail or gmail)	5	21.7%
Other:	8	34.8%
<b>Total</b>	<b>23</b>	<b>100%</b>

How does UW Google Email compare to the email you used prior to the pilot?			
ANSWER	FREQUENCY	PERCENTAGE	MEAN
Considerably better		26.1%	2.61
Better	5	21.7%	
No difference	7	30.4%	
Worse	2	8.7%	
Considerably worse	3	13.0%	
<b>Total</b>	<b>23</b>	<b>100%</b>	

QUESTION	FREQUENCY	YES	NO (AWARE)	NO (UNAWARE)
Did you use UW Google Calendar at any point during the pilot?	25	32.0%	56.0%	12.0%
Did you use UW Google Sites at any point during the pilot?	25	8.0%	64.0%	28.0%