

**RESULTS OF FEEDBACK RECEIVED FOLLOWING MERITMAIL DEMONSTRATIONS ON
FEBRUARY 20, 2008.**

We received 113 feedback forms from the 156 people who attended the MeritMail demonstrations. Their responses on the forms are shown below. These results are from two open meetings for all members of the WMU community and one meeting for the academic forum.

Do you use Groupwise? Yes (89) No (24)

Do you use Webmail? Yes (43) No (70)

Do you use Outlook (20), Thunderbird (15), Entourage (1), or Mac Mail (5) software?

Are you (check all that apply)

- (13) a student
- (2) a graduate assistant
- (4) a student employee
- (2) a part-time staff member
- (82) a full-time staff member
- (4) a part-time faculty member
- (31) a full-time faculty member
- (1) a retired faculty or staff member

Please rate MeritMail on each of the following criteria by circling the appropriate term in the rating scale.

Access, including access everywhere I go; using Outlook, Mac Mail, or Thunderbird; doesn't require special software on my computer; uses Bronco NetID; can access through GoWMU.

(99) (3) (9)
Meets Expectations Doesn't Meet Expectations No Opinion (or blank)

Managing Documents, including sending, receiving and saving attachments, and sharing documents.

(97) (4) (10)
Meets Expectations Doesn't Meet Expectations No Opinion (or blank)

Convenience, including having faculty/staff/students in one system, easy to use, can set out of town messages, good method for searching messages and appointments, optional on-screen alerts when a message arrives, spell checking, optional conversation view, composing in HTML or plain text, instant messaging, easy message printing.

(93) (5) (12)
Meets Expectations Doesn't Meet Expectations No Opinion (or blank)

Address Books & Calendars, including system-wide and customized personal address books, address completion as you type, address book sharing, calendar sharing, and reserving rooms or equipment for meetings.

(91) (9) (11)
Meets Expectations Doesn't Meet Expectations No Opinion (or blank)

Capacity, includes having lots of storage space for saved messages and documents, and easy archiving of old messages.

(101) (2) (8)
Meets Expectations Doesn't Meet Expectations No Opinion (or blank)

Security & Privacy, includes spam and virus blocking, custom message filtering, use of electronic signatures, emergency communication.

(83) (8) (20)
Meets Expectations Doesn't Meet Expectations No Opinion (or blank)

Questions should be directed to James Gilchrist, vice provost and chief information officer at james.gilchrist@wmich.edu.