

OFFICE OF INFORMATION AND LIBRARY SERVICES
DEPARTMENT OF INFORMATION AND COMMUNICATIONS TECHNOLOGY

Student Email

1. Summary

This paper sets out the proposal to change the method for providing the University of Greenwich students email system from an in house provider to an outsourced provision.

2. Background

- 2.1 All universities have long provided email and data storage to students as part of their IT portfolio. Given rapid external development, a review has been carried out as to the efficiency and value for money of trying to continue with this in house provision, as opposed to using an external provider. Several universities have gone down this latter route and most are going through the change consideration process.
- 2.2 Student feedback shows that there are issues with the current service, including limited storage and lack of functionality. Email sometimes does not get through to students, and many students just do not use the current university system. Rather than try and replicate what can now be provided externally, the proposal is to move all student email to an external provider.

The university currently does this in a number of other IT areas.

There would still be a known email address generated by the student record system, but this would be accessed by the external service. The address would remain @greenwich.ac.uk; the storage limit would vastly increase (from 20MB at present to 7000MB) and would enable – over time – other up to date student IT facilities.

- 2.3 This proposal is only aimed at student email – staff email would remain in house with necessary, legal, regulatory, governance and archived framework.
- 2.4 Any resource freed up by the removal of the in house provision would be used in meeting staff services whose demands are growing constantly.
- 2.5 Informal discussions with students and staff, and internal discussions at the University ICT group (18 March 2009) show that the Google service is the preference. This is the only system that meets the University technical infrastructure.

3. Google Mail

The provision would include:
Email address (not Google branded and advert free)
7000MB of data storage
Web available anywhere in the world
Retention of their email for life
Access linked to the student portal
Link to personal devices e.g. iphones

4. Other Universities that use this system include:

London Metropolitan
University of Westminster
Royal College of Art
School of African and Oriental Studies
Glasgow Caledonian University
Kings College

5. Customers and Case Studies

A list of some current customers with rich case studies and video testimonials can be found at <http://www.google.com/a/help/intl/en/edu/customers.html>

6. Privacy and Security

The Google security and privacy details are at <http://www.google.com/support/a/bin/answer.py?hl=en-in&answer=60762>; this highlights many responses to many of the common questions. In addition the Google privacy Centre at <http://www.google.com/privacy.html> has more information.

7. Terms of Service are at <http://www.google.com/apps/intl/en/terms/educationterms.html>: basically it is a free of charge service for 4 years in the first instance.

8. Do let me know if there are any questions; we are planning a pilot from now to the end of 2009: then a full service from 2010.

AP Broadway Head of ICT June 2009