Scarlet Apps • Pilot • Report on Final Survey

Question 1: Implement ScarletApps? **99% Yes**

Question 2: Will Enrich Learning Experience? **95% Yes**

Question 3: Acceptable for Rutgers to Have less Control? **91% Yes**

Question 4: Should Security Concerns Prevent Implementation? **70% No**

Question 5: Will Students Regularly Use Google Tools? **85% Yes**

Question 6: Is No Advertising Important? **89% Yes**

Question 7: Will Future Students Expect Google Apps Availability? **85% Yes**

Supplementary Comments Pertaining To Questions 1 Through 7

Regarding Questions 1  
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Regarding Questions 2  
Page 5 & 6

Regarding Questions 3  
Page 6 & 7

Regarding Questions 4  
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Regarding Questions 5  
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Regarding Questions 7  
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Comments About Suggested Improvements, Question 8  
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Other Comments, Question 9  
Page X
Results from Survey Questions

**Question 1** Based on your experience in this beta program, is implementing Google Apps for Education @ Rutgers (ScarletApps) a good idea? 99% answered some manner of Yes

<table>
<thead>
<tr>
<th>Implement ScarletApps?</th>
<th>Count</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Yes</td>
<td>193</td>
<td>90%</td>
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<tr>
<td>Yes With Reservation</td>
<td>20</td>
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**Question 2** Would you say that the collaboration / communication tools offered by Google Apps for Education have the potential to enrich your learning experience? 95% answered some manner of Yes

<table>
<thead>
<tr>
<th>Will Enrich Learning Experience?</th>
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<th>Percentage</th>
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Question 3 Moving to a cloud service will change the support model for email services because Rutgers will have limited control; turnaround times may be longer. Do you believe this is an acceptable trade-off for obtaining these applications? 91% answered some manner of Yes.

Acceptable for Rutgers to Have Less Control?

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<tr>
<td>Yes</td>
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<tr>
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<td>14</td>
<td>7%</td>
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<tr>
<td>Other</td>
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<td>3%</td>
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Question 4 Cloud computing introduces additional security concerns. Do you believe this should prevent the implementation of Google Apps at Rutgers? 70% answered No.

Should Security Concerns Prevent Implementation?

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<thead>
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<tbody>
<tr>
<td>Yes</td>
<td>20</td>
<td>9%</td>
</tr>
<tr>
<td>Yes With Reservations</td>
<td>36</td>
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<tr>
<td>Other</td>
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**Question 5** The number of applications included in the suite continues to grow, increasing the capabilities and potential effectiveness of the suite. From your experience, do you believe most students will take advantage of these tools on a regular basis? 85% answered some manner of Yes

**Will Students Regularly Use Google Tools?**

- Yes 140 65%
- Yes With Reservations 43 20%
- No 23 11%
- Other 8 4%

**Question 6** One of the advantages of using a ScarletMail account is that it not only identifies you with Rutgers but it provides the Gmail service without advertisements. Do you believe this advantage is important to students? 89% answered some manner of Yes

**Is No Advertising Important?**

- Yes 185 86%
- Yes With Reservations 6 3%
- No 20 9%
- Other 3 1%

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**Question 7** Do you believe future potential students will expect to have Google Apps for Education available to them? 85% answered some manner of Yes

**Will Future Students Expect Google Apps Availability?**

<table>
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<td>11%</td>
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<tr>
<td>Other</td>
<td>7</td>
<td>3%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
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</table>

**Comment from Survey Questions 1 through 7**

**#1: Implement ScarletApps?**

I’m neutral. it wouldn't be a good idea it wouldn't be a bad idea.

Yes with reservations, It seems unnecessary; Webmail works fine, and Google has had security problems in the past that would be a big problem for university accounts.

Yes, More storage space for emails, much more user friendly, faster

**#2: Will Enrich Learning Experience?**

I think if the bugs are worked out, and everyone would be willing to use it, I think it would be a great addition to the learning experience.

I wouldn't say "enrich your learning experience" but instead, but rather aid in completing certain tasks.

It all depends on how the services are used in the classroom. I would guess that most faculty under the age of 35 have already been using google services and products for years, and the older faculty still struggling to understand this "internet" thing wi

No, I think eCollege already does this; Google Apps for Education is redundant and unnecessary.

not a student, but if I were, yes
Rutgers Newark already has Blackboard, but it might be helpful overall.

Yes, Allows better communication which will allow more interactions triggering learning experiences.

Yes, If you can get the professors to use it.

Yes, The features of Google Apps will be more beneficial for students with smartphones since they will be the ones in constant access to these tools.

Yes, Using Gmail as a school e-mail alternative will make more people use their school email.

#3: Acceptable for Rutgers to Have Less Control?

Google services very rarely fail, but when they do fail it is spectacular. Just keep that in mind.

I don't quite understand what is being said here, but I think it is important Rutgers is in control of its own webmail and that the services remain fast. I should not wait more than 15 seconds for an email or a second in instant messaging chat services.

No, Google Apps are available to anyone for free, including anyone at Rutgers. The Google Apps for Education are no different from the regular Google Apps. It seems silly for Rutgers to put its name on a service that isn't theirs, that they have no control over, when students are already using it on their own and can continue to do so.

Possibly. I can see how immediate support could be vital for students and professors; however, the advantages of cloud model are too great not to take the risk.

The turnaround time will likely be faster now that Rutgers does not have to handle issues themselves.

Timeliness of campus email is very important.

To an extent again I believe if users are advanced tech users then support won't be an issue. Also seeking help from other users using forums and other tools might make the turnaround times irrelevant.

Yes with reservations, Only if turnaround times are not over 48 hours.

Yes with reservations, The benefits gained by moving to the new system (ie Google over Squirrelmail) are far greater than the support disadvantages. Note that depending on the degree to which Google
apps password recovery though google's pages is a big thing -
password recovery prompts through google are standard but also not
as secure as the current eden password reset process.

Yes, Google has extensive help pages, in addition to being used by
millions of people, so support should not be an issue.

Yes, I have been using Gmail since it was in its Beta stages years ago,
and to this day, I have yet to encounter a problem with it. Therefore,
the turnaround times for any problems should be negligible
considering how Google apps function.

Yes, The benefits outway the costs
Yes, Would google provide 24/7 support?
Yes, Yes with reservations, maybe...

#4: Should Security Concerns Prevent Implementation?
Acceptable if secure
Assuming strict security guidelines are maintained then it shouldn't be
a problem

For some circumstances, yes. If any sensitive information is being
stored on any webspace, it might be better kept within university
walls.

Heightened security is a must, school emails have valuable information
that may make ID theft much simpler
I'm not sure... research data might require additional security
It should not prevent it, but it may definitely be a concern
My reaction is 'no' but I can't say for sure without more information.

No, Data is encrypted. Plus, the cloud sits on Google servers. The
physical location is irrelevant.

No, In the age of cloud storage and the internet, the location of data
storage is only part of the problem. Even the data stored on Rutgers
servers is not immune to unauthorized access. Cloud storage will
never be an ideal option, however the storage options of google apps
are superior in resources than rutgers resources and also much faster.
Compared to the current email implementation at rutgers, google apps
is such a huge step forward that location of data is a concern, but not
a showstopping concern. The majority of students will already have
external email storing their information, so google apps will not be a change. Grades are already not sent out via email for security concerns, so that would be the biggest concern.

No, It is still an issue of concern especially considering college students lack of proper measures to secure important data

No, Most of the e-mails sent through a school account are questions and not personal information - I don't think security would really be a factor

No, We have nothing to hide as far as I'm concerned.

Rutgers needs to install certain measures that will put in asterisk in the place of important id numbers like RUID's and Social Security Numbers

Yes with reservations, Correspondence by students can include sensitive information such as GPA, personal identification numbers (such as Social Security numbers, student ID numbers, etc). Even if the information is still the intellectual property of Rutgers, it's storage location, if outside of the United States, will be subject to controversy since there is the POTENTIAL that someone may gain access to very sensitive information and potential perform actions of identity theft. However, the risk of identity theft is something to be overlooked since, on a daily basis, people run the same risks of identity theft merely be using social networks like Facebook, improperly disposing of mail, etc. The storage of information on the cloud outside of Rutgers University should not impede the implementation of Google Apps since this system will provide more benefits and conveniences than the current/previous system has.

Yes with reservations, I can see how users could be skeptical about their personal data being stored out of the jurisdiction of the US

Yes with reservations, Sensitive data especially research data gathered by faculty must be encrypted in some way to discourage hacking and piracy.
#5: Will Students Regularly Use Google Tools?

I believe that some students will take advantage of the tools while others will never use them.

I think it depends on the individual'

it depends on how they are promoted/supported locally

No, Even though Google Apps continues to provide more features that take away the need for a traditional computer setup, people will still be engrained to old habits with computer use and therefore may not truly take advantage of the features of Google Apps. For example, Google Docs, though very useful and somewhat eliminates the need for Microsoft Office, is still very crude and limited in its capabilities. Also another factor that may impede the acceptance of Google Apps is the need for constant internet connection. Even though Rutgers has removed the bandwidth limit of years past, the network is still temperamental and from time to time, (especially in my personal experience), will cease to work for a short period of time for no real reason; students may also wish to not have internet connected to their computers at all times, perhaps a student with a laptop wishes to move about while doing their work. Furthermore, since the information saved by Google Apps is saved onto the "cloud," students may avoid some features of Google Apps because of Cloud computing, the risk of digital theft may become an issue for some. I personally would not want documents that I have spent hours upon hours working on to be uploaded to the Cloud and because of negligence, in regard to setting security settings, have my work posted publically for all to see.

No, Those that would, already are, through Google or other services - it isn't necessary for Rutgers to implement these sorts of things.

No, With the key word "most students". There will be a solid core number of users of the various google apps tools, but it will be a minority by the numbers. Calendar and Mail will be most used, followed by Docs for those who know what it is and how useful it really is. Especially if not advertised as available (most people won't read that either...) - those who use google docs on their personal accounts will be the first users, there will be trickle down when group projects occur that the one power user introduces the rest of the group to Docs. The number will likely grow as time goes on, but I wouldn't expect MOST students to use it - more like a decent percentage will
rely on the service. Since Apps just expanded to all Google tools - if Google voice remains free - the phone service from it and calling from apps gmail could be an enticing option/alternative to rutgers provided phone lines of yesteryear. In short: Most: no, % of power users.

Not sure most but many.

Perhaps

Students who care will use it properly, as well as professors who technologically savvy and willing to educate the students on how to use it to the best of their advantage.

they may use chat, email, documents and sites but i am not sure if they will take advantage of groups.

They will probably take advantage of these tools, but not on a regular basis.

Yes with reservations, Not many students take advantage of everything that is given to them without the proper promotions of such

Yes with reservations, Only if Professors use it too.

Yes with reservations, the tools get some getting used to, just like any other technical innovation.

Yes, but you must make sure they are aware of them

Yes, Depends on the student.

Yes, I know, from experience, that people use the applications on a daily basis anyway, so they will continue to use them through ScarletApps

Yes, Yes with reservations
#6: Is No Advertising Important?

I don't believe students really care; they see enough ads in other media (e.g. Targum) and tune them out when appropriate.

I think we have become indifferent to online advertising. Plus, power users already use Ad Blocking software.

No, I don't believe the ads were very intrusive. While the cleaner interface is refreshing, I don't believe it to be a major advantage.

No, The ads in the google clients are very unobtrusive, to the point where I didn't notice their absence.

No, There are ads in Gmail? I've never noticed them. I've used it for 7 or 8 years. Ads are not a problem.

The lack of advertisements is nice, but students still probably won't use it as their primary e-mail if it's life won't continue past graduation.

Yes, Absolutely

Yes, Many, many people use gmail and don't like using eden because "it isn't gmail"

Yes, The no-ads is important because ads on a rutgers email is tacky. It is necessary to identify students w/ a @....rutgers.edu email address.

#7: Will Future Students Expect Google Apps Availability?

depends on how much they are integrated in the classrooms

difficult to judge how others will use the service

I don't know

No, It's not like it's widespread, but if they had done this trial or heard of it, I think so. But really, not that many people have heard of Google Apps for Education. I never heard of it until this beta run.

not sure

not sure, it depends on what other schools are doing; I personally hadn't heard of the service until this was mentioned

Probably.

That expectation won't be there, but once they realize they have it, they'll be very happy
Yes with reservations, It was advertised to incoming students - those who read up on this will expect it to happen. However, those who are not familiar with rutgers email services will not know until they recieve their email service.

Yes, Depends on awareness.

Yes, Future students may expect to have the benefits of Google apps since their generations will have grown up using the features of Google apps in high school and may find them more useful than whatever services Rutgers may provide in the future for schoolwork. yes, or similar functionality

Yes, the current email system is terrible

Yes, Yes with reservations