

Email Pilot Program Class of 2014

**Securing the eCampus
Dartmouth College
July 27, 2009**

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BC Email Systems Overview

- » Email system services over 75,000 users
 - Accounts at BC ~24K
 - 7,000 Faculty and Staff
 - 17,000 Undergraduate and graduate students
 - Email for life (forwarding addresses) ~50K: Alumni
 - Applicants also get a Boston College email address to forward

- » Mail Services
 - IMAP
 - Quota
 - Faculty and staff-none
 - Students-200 meg
 - Forwarding allowed

Email Security

- » Server-side tools
 - Proofpoint: spam rating and filtering (junk folder)
 - McAfee Antivirus: identify and delete messages with viruses
 - BC Security monitoring systems
 - SSL/TLS encryption and decryption

- » Client-side tools
 - EPO – McAfee anti-virus tool required to be on BC network
 - Email client authentication – required to send email on BC network
 - Local email client spam filtering – client specific

Rethinking Email Services

- » Failure of email system in 2007-2008
- » Email service environment changing outside of Boston College
 - Google, Microsoft, Zimbra
 - Robust services, easy interface, more space
- » Student use of email changing
- » What is most essential to Boston College?

Rethinking Email Services

- Surveyed other schools who had outsourced
 - Northwestern
 - Arizona State
 - U Cal
- Evaluated options from Google and Microsoft
- Met with key stakeholders on campus
 - ITS Student advisory group
 - University counsel
 - Student Affairs
 - Student Services-Registrar

Conclusion

- » Contracts from outside vendor were complex and presented difficulties for Boston College to support
- » Work still required by Boston College staff despite the “outsourcing”
- » Email address would include a vendor name in addition to Boston College
- » Service currently free but will it always be so?

Solution?

- » Why not let students chose their own email provider?
- » Boston College would provide a forwarding address but no account
 - Works with 47,000 alumni
- » Explore and work towards messaging in the portal or Blackboard as appropriate
- » Pilot with the Freshman class
 - Ask students to confirm address on admission

THE CHRONICLE

of Higher Education

Saturday, July 25, 2009

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December 17, 2008, 11:09 AM ET

5 Most Popular Wired Campus Items of 2008

Each year we look back at what's attracted the most buzz on the blog. Out of the hundreds of stories we've posted this year, here are the five that readers clicked on the most:

1. [Boston College Will Stop Offering New Students E-Mail Accounts](#) — Last month we broke the news that Boston College has decided to drop full e-mail accounts from its list of basic student services starting with next year's freshman class. It will offer a forwarding service instead, so students will still have an e-mail address ending in bc.edu, but the move was symbolically important. The message: Students may not need college e-mail accounts at all these days, since the vast majority of students come to campus with one or more digital identities. A follow-up *Chronicle* article explored the issue in greater depth.

2. [Web Site Promising 'Juicy' Campus Gossip Faces Backlash](#) — Juicy Campus is a gossip Web site that seems to love getting people worked up about its salacious material, all posted anonymously by students. And if the site judges success by the number of angry customers, it is a giant hit. Students around the country have protested the site this year, and two colleges recently took the unusual step of [blocking all campus access](#) to it. Many of you chimed in in our comments section as well. Said one reader: "This is not only a legal issue – it is a moral and ethical issue that tests our concept of what is simply right and wrong. It is a giant test of the image that this generation wants to put forth for their own children in years to come – currently they are failing miserably."

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Where are we now?

- » Academic Deans wanted more time to consider the issues and put appropriate policies in place
 - Culture shock

- » Concerns raised included:
 - No official policy on email as communication
 - Receiving messages from strange email addresses
 - cooldude@yahoo.com
 - hotpants@gmail.com
 - Wanting guarantee that email will be delivered
 - Quota bounces used as information of non delivery

Sample Email Policy-Clemson

Email is the primary form of communication used at Clemson--please check your Clemson email daily. GoogleApps for Education is available to all Clemson students. Your Clemson email (userid@clemson.edu) will be forwarded to your Google Apps for Education account unless you have already selected forwarding to another email address. New students who wish to use webmail or an email service other than Google Apps for Education will need to make that change at www.clemson.edu/email_forwarding.

Where are we headed?

- » Academic Deans working on development of official use of email policy
- » Pilot to be conducted with Class of 2014
- » Stay tuned..