

Staff Email Address Survey

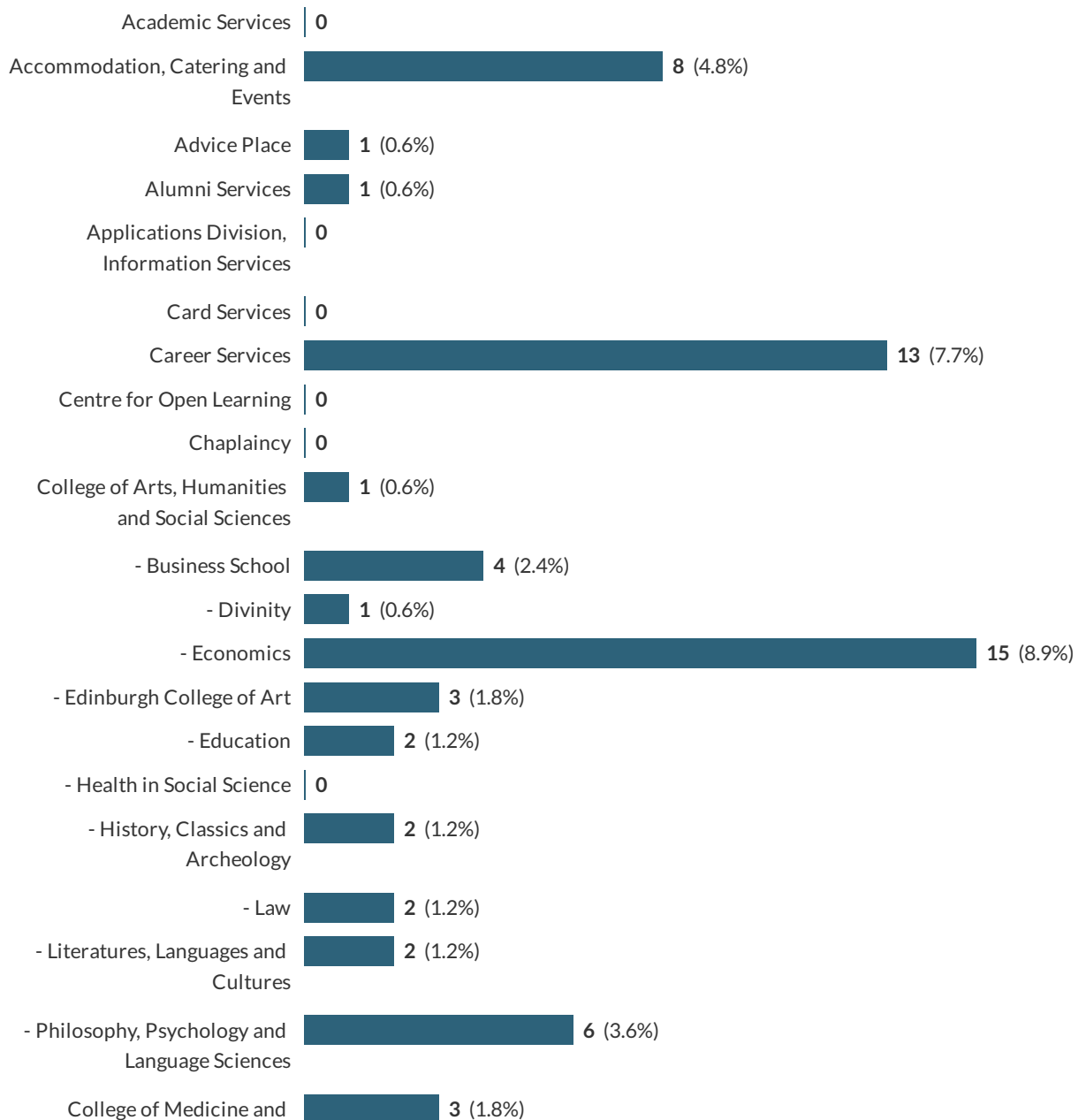
Showing 171 of 171 responses

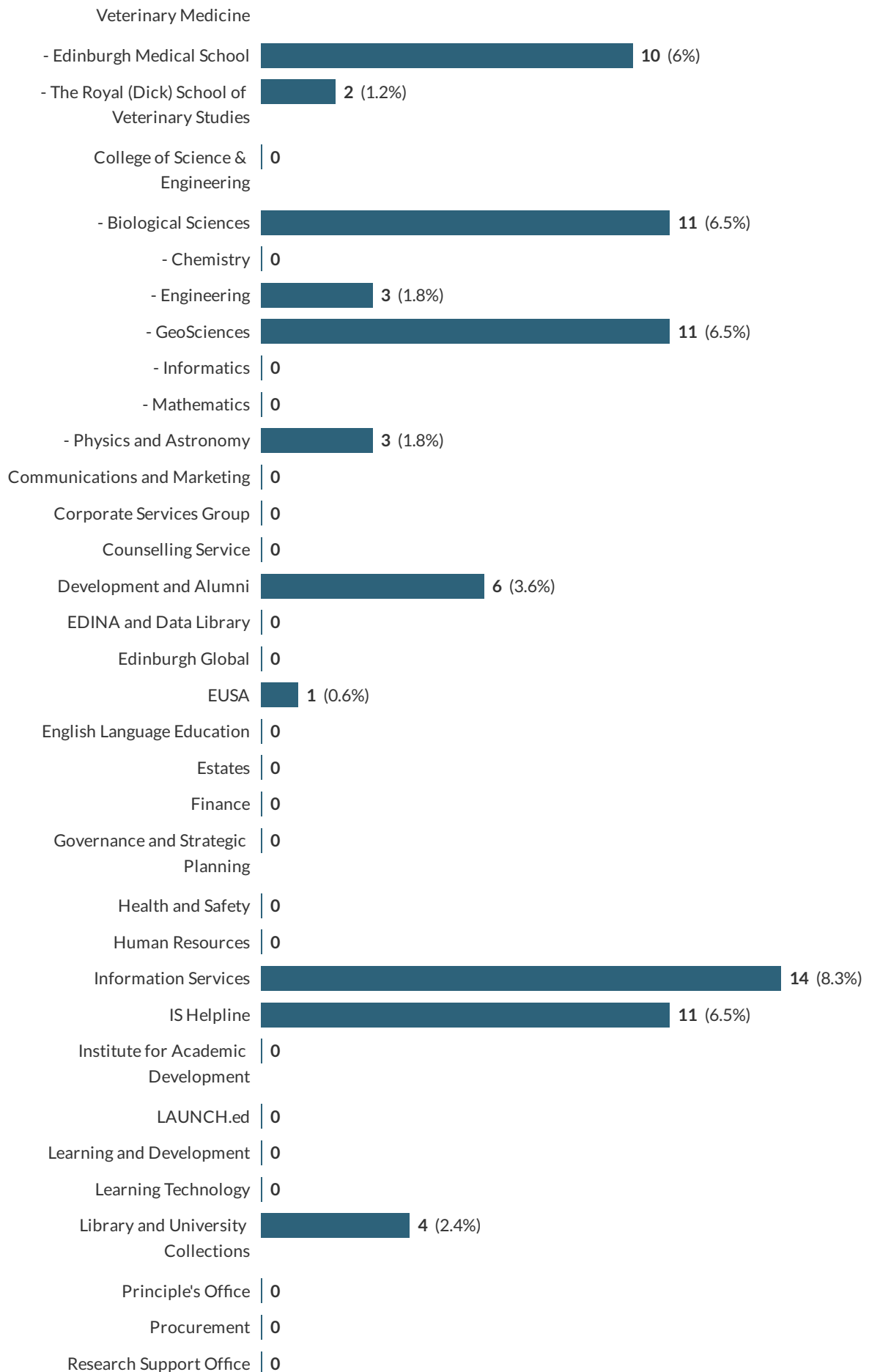
Showing **all** responses

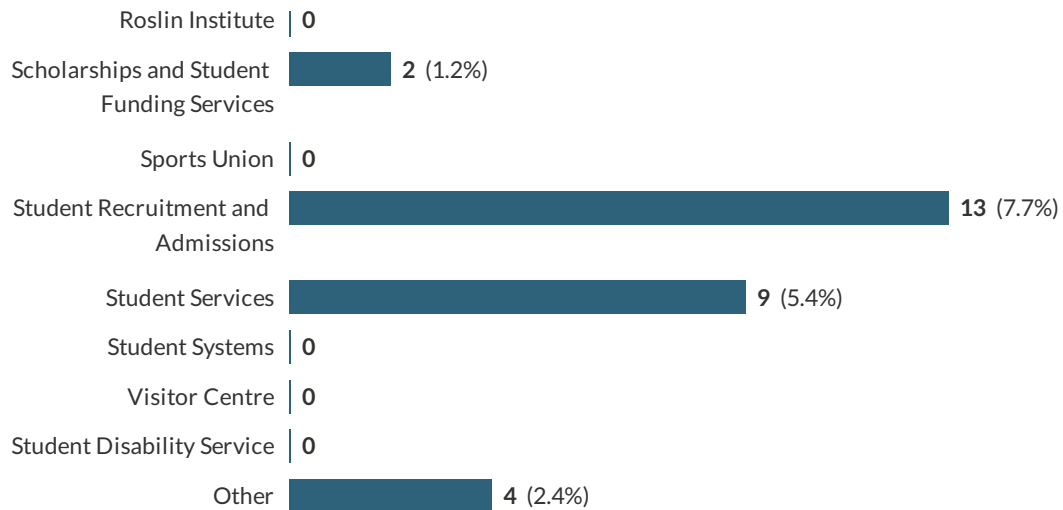
Hiding question **15**

Response rate: 171%

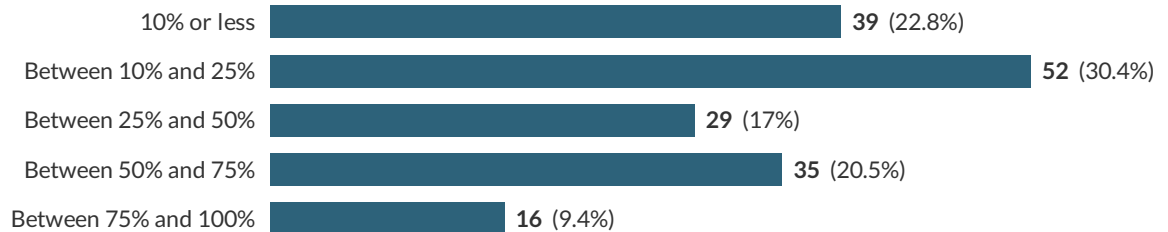
1 Which department of the university do you belong to?



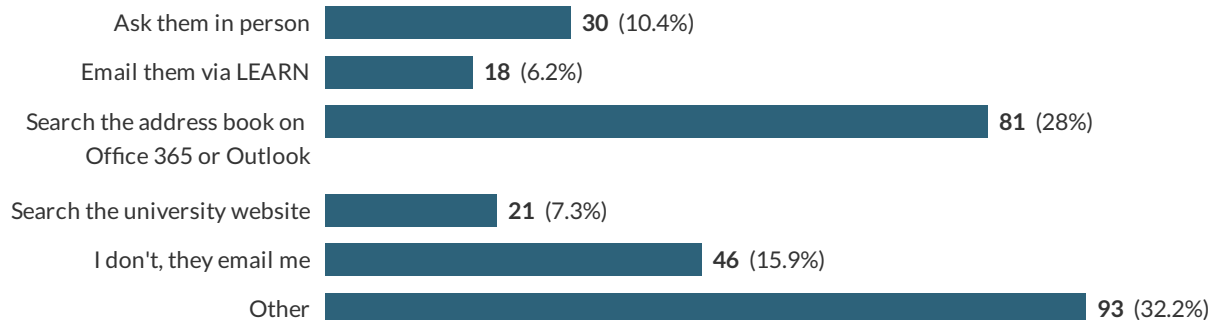




2 In terms of time, what proportion of your job involves emailing with students?



3 When you have to email students for the first time, how do you find their email address? Please select all that apply.



3.a If you selected Other, please specify:

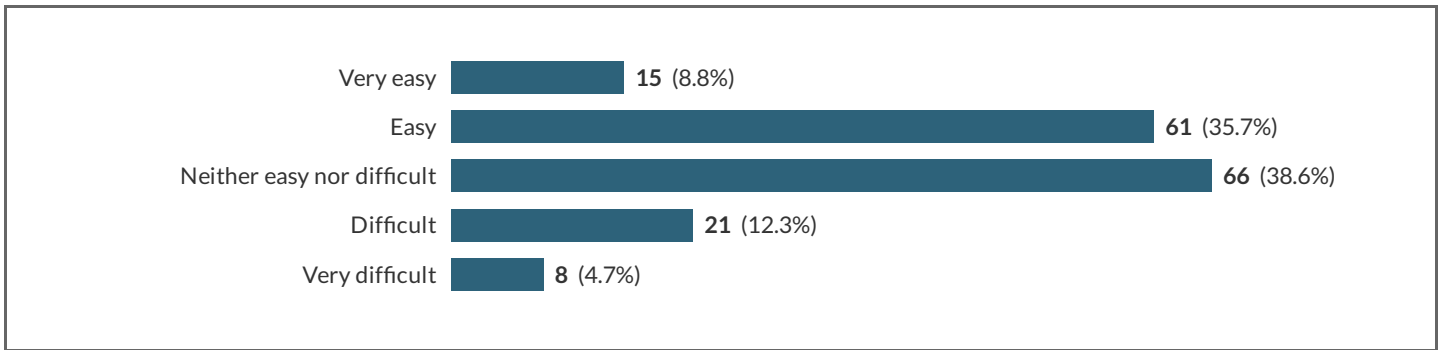
Showing all 93 responses

Ask for their student number which can be used to search for user details on the MyCareerHub Admin Console.	360146-360137-34386360
Use Kinetics (our accommodation database) to find student details	360146-360137-34389088
KX	360146-360137-34389143
They provide their UUN on a form and we use an Excel formula to populate the field.	360146-360137-34389135
Use of Kx Student Module	360146-360137-34389610
Kinetics KX database	360146-360137-34406386
student record in EUCLID or for large numbers use BI report to pull from EUCLID	360146-360137-34419083
I use their student number as the format, which I usually have, or can find through Euclid.	360146-360137-34446123
The student/staff search page on MyEd	360146-360137-34446095
Euclid	360146-360137-34447462
EUCLID	360146-360137-34447964
I use their UUN.	360146-360137-34448753
Search EUCLID	360146-360137-34449155
Use their UUN which I have from previous correspondence or our records and then add "@sms.ed.ac.uk" to the end	360146-360137-34449492
Look in EUCLID for their email address	360146-360137-34448788
Class lists from EUCLID	360146-360137-34449886
Identify students from specific backgrounds via BI Suite universe	360146-360137-34451463
Matric number used from class lists which are downloaded from either BI suite or Euclid	360146-360137-34450066
EUCLID or expand their UUN from a report to the format required	360146-360137-34452857
I use Euclid to get their email address	360146-360137-34452839
EUCLID	360146-360137-34453100
KX housing database system	360146-360137-34452832
EUCLID	360146-360137-34454111
Either use the link from EUCLID or reply to their enquiry	360146-360137-34454075
They provide us with them, or we send all student emails	360146-360137-34456089
Use personal email from EUCLID application	360146-360137-34457040
look them up on EUCLID and determine their email address from their matric number	360146-360137-34457080
I create a group list for each year group and each programme, and I get the email addresses by adding sms.ed.ac.uk to their UUNs at the start of the year.	360146-360137-34457546
We use the student or applicant record in EUCLID	360146-360137-34456707
Data from EUCLID / BI report	360146-360137-34455003
departmental list	360146-360137-34459705

Using information on class lists	360146-360137-34461140
Look up their matric numbe from EUCLID	360146-360137-34462135
Ask student support officer	360146-360137-34463522
Use their matriculation number	360146-360137-34463655
find on Euclid	360146-360137-34459449
EUCLID	360146-360137-34468714
Use MyCareerHub	360146-360137-34469096
MyCareerHub	360146-360137-34468723
Through MyCareerHub, our CRM system. I also use this to email students as groups (mailing lists), but Q6 won't allow me to put that.	360146-360137-34468873
Search our database, MyCareerHub	360146-360137-34470711
enter their matriculation number followed by @sms.ed.ac.uk	360146-360137-34455988
EUCLID	360146-360137-34470678
MyCareerHub	360146-360137-34470752
Email address supplied in MycareeerHub (Careers CRM database)	360146-360137-34471712
MyCareerHub	360146-360137-34471073
We use their matriculation no. to generate their email address	360146-360137-34471733
Look their matric number up on Euclid.	360146-360137-34472440
Euclid	360146-360137-34472501
MyCareerHub	360146-360137-34473425
Through their student record	360146-360137-34476002
Email them via student email link on their EUCLID page	360146-360137-34476124
From the VLE enrolled student list	360146-360137-34477397
Student record	360146-360137-34483402
Euclid	360146-360137-34488144
MyCAreerHub	360146-360137-34501416
Their email is provided to me, with their permission.	360146-360137-34501516
Usually the student6 contcats us with a query or request however if we need to contact them we use Euclid	360146-360137-34501565
use their UUN or look up tool on Outlook	360146-360137-34502795
ask them about student number	360146-360137-34504740
Look them up on EUCLID	360146-360137-34507205
EUCLID	360146-360137-34522072
EUCLID	360146-360137-34526631

Use the link from EUCLID or usually replying to their e-mails	360146-360137-34540003
Look up on EUCLID	360146-360137-34609489
Based on their UUN gathered in our registration lists.	360146-360137-34615842
I find their matriculation number and use that to construct their email address.	360146-360137-34616417
Search on Alma	360146-360137-34690349
Student record search	360146-360137-34692632
use UUN	360146-360137-34714299
Caller details in Unidesk, use eddir -h on fireworks	360146-360137-34714300
IDM	360146-360137-34714460
UniDesk or IDM	360146-360137-34714326
Often from UniDesk	360146-360137-34714495
IDM	360146-360137-34714978
Find email address in IDM or EUCLID (if personal email needed)	360146-360137-34715402
Telephone	360146-360137-34717849
I will enter UUN@sms.ed.ac.uk	360146-360137-34719419
Email via ALMA or already have their student number.	360146-360137-34721443
EUCLID	360146-360137-34722664
Unidesk calls provide them	360146-360137-34728907
From unidesk call	360146-360137-34745186
UniDesk	360146-360137-34757220
BI suite report	360146-360137-34759697
Ask a work colleague	360146-360137-34761606
use a matric number	360146-360137-34764686
EUCLID	360146-360137-34778168
Kx Database	360146-360137-34806141
I am passed students' UUNs and I create the email addresses from that.	360146-360137-34806978
Look it up on Alma, our library circulation system	360146-360137-34811974
Generate email addresses from list of UUNs	360146-360137-34821081
IDM or EUCLID	360146-360137-34821299
Find student number in BI report and email that. I never email a student by name, only by matric number.	360146-360137-34885858

4 If you use the address book feature on Office 365 or Outlook, how easy is it to find a student by name?

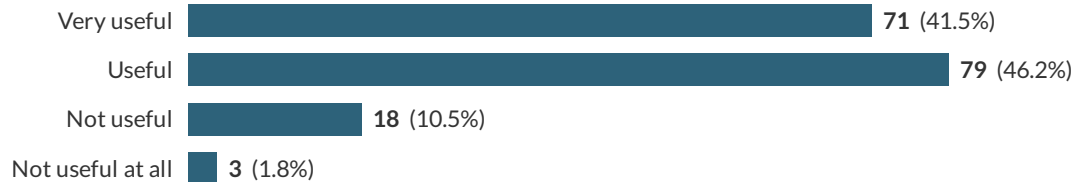


4.a If you selected Difficult or Very difficult, what would make it easier to use?

Showing all 35 responses	
It depends on their name. If it is really common or they have double barrel surnames it is challenging. Also sometimes staff and students have the same names.	360146-360137-34389135
To use their full name and not preferred name.	360146-360137-34389610
Multiple students with the same name, requires looking up their student number and cross-referencing	360146-360137-34406386
Never use this	360146-360137-34419083
If the search function didn't rely on knowing the order of their names in the database. Being able to search by codename rather than surname	360146-360137-34433590
Not always sure if it is indeed the right student	360146-360137-34446724
Searching by UUN.	360146-360137-34448753
The names do not always match what is displayed in EUCLID. For example when a student has multiple last names the final one may show in EUCLID but the second to last in the outlook/office365 which has the potential for errors to be made with sensitive information. As SSOs/teaching offices use EUCLID as one of the primary tools it would be beneficial that they could match exactly.	360146-360137-34449075
Keeping the matriculation number in their email address as a second way of checking the email address. It's very easy to misspel a name especially if you're taking the student's name over the phone. Numbers are a lot easier to work with I find, with less of a chance of getting the numbers wrong.	360146-360137-34448788
This change would be very time consuming. In almost everything we do within student administration, we use spreadsheets using matric numbers that can then be very simply converted to an e-mail address. Changing to name based e-mails will add significant workload and could take a simple task from seconds to hours. I cannot think of how this would be made easier. Name based e-mails will also be more open to errors & students may miss out on important information sent to them.	360146-360137-34450066
it can be very difficult to identify which person you want when presented with the same name multiple times on the drop down.	360146-360137-34453100
searching by matriculation number	360146-360137-34452832

- outlook sometimes shows nick names so it is difficult to find	
Better search functionality	360146-360137-34455508
I don't	360146-360137-34456089
Comment - You've made this a required question, but I don't use the address book feature of Office 365 / Outlook to email students - see previous response.	360146-360137-34457080
As students and staff may have the same name, the UUN and title needs to highlighted	360146-360137-34456707
It is hard to know if you have selected the right person as staff and students can have the same name.	360146-360137-34462135
search by matriculation number	360146-360137-34463655
Add title as 'student'	360146-360137-34468723
Problem is when there is more than one person with the same name.	360146-360137-34468873
I never use it but there was no option for this	360146-360137-34470752
We write to lists of students. It would be inappropriate to have to look up each one to find their email address	360146-360137-34471733
Use a unique identifier like UUN. Variation in spelling makes this difficult.	360146-360137-34472501
I don't use it but question required an answer	360146-360137-34477397
N/A	360146-360137-34501516
using the UUN makes everything easier	360146-360137-34501565
for staff working at Uni the only possible way to work with emails is to carry on with student numbers as email addresses, otherwise it will be impossible to work	360146-360137-34504740
Only minor difficulty can be with students whose names are double-barreled, with multiple last names or with a different chosen first name. That's when I go to EUCLID to be certain.	360146-360137-34507205
didn't know you could do this	360146-360137-34526631
the students name doesn't always come up	360146-360137-34609489
S numbers	360146-360137-34632496
The issue is searching by name when we have multiple students with same name even within one school - would have to have dob or year of programme information	360146-360137-34692632
being able to search via UUN	360146-360137-34722664
Can be difficult to know if I have the right student, particularly if trying to email a group of students I dont really know, such as my personal tutees.	360146-360137-34763144
It's time consuming when dealing with a lot of students and we need both matric number and name when dealing with students - sometimes 100+ payments required.	360146-360137-34885858

5 How useful would it be to be able to filter the Outlook and Office 365 address book by staff or student status?



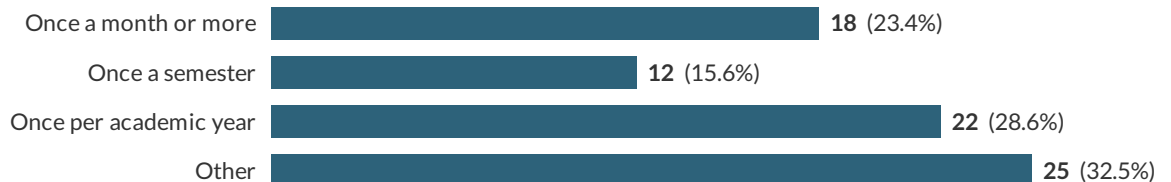
6 Do you email students via a mailing list?



6.a If you answered yes to the previous question, how are the mailing lists kept? Please select all that apply.



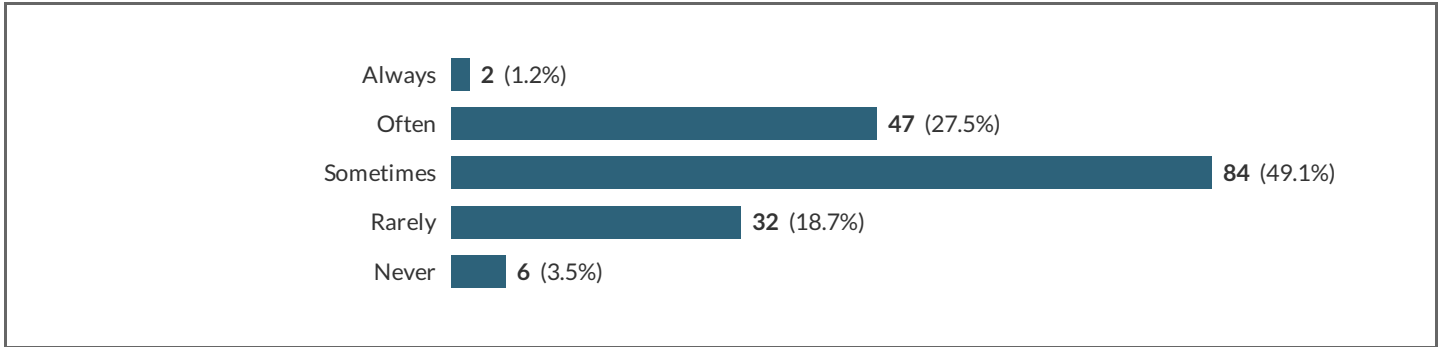
6.b How often do you revise your mailing lists to keep them up to date?



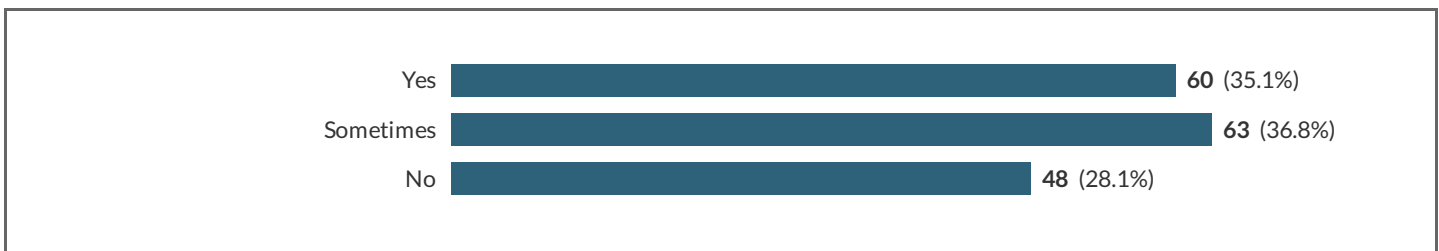
6.b.i If you selected Other, please specify:

Showing all 25 responses	
lists are updated daily at the start of the acadmic year then reduce in frequency as students become less likely to change programme	360146-360137-34419083
I dont use paper i use learn but this was not an option on your survey	360146-360137-34433590
do not maintain any	360146-360137-34446244
Every time I use it	360146-360137-34446095
NA	360146-360137-34447462
This survey was poorly designed, so my answers above to q6 are misleading. Some mailing lists are organised by the school with Sympa. When I want to email my own dissertation students, I use a shell script I wrote.	360146-360137-34447020
I don't update my mailing list, my managers do. It's either an all student or all staff mailing list, with no need for inputting separate names.	360146-360137-34448788
One main update per academic year and then updates as required (when students change course or withdraw etc.)	360146-360137-34449886
Event driven	360146-360137-34452857
as needed for staff changes	360146-360137-34452832
Updated at the time of use	360146-360137-34453818
Whenever I need to email students	360146-360137-34455508
students identified from a BIS report which is refreshed	360146-360137-34456707
When new students start or students leave	360146-360137-34451042
Administrator does that	360146-360137-34459705
revised at each mailing	360146-360137-34455988
never because i use MyCareerHub or occassionally the mailing list from the school and i dont update that	360146-360137-34470752
Daily at the start of semester. For this reason we generate all mailing lists every time we want to email them.	360146-360137-34471733
IT keep the lists in order	360146-360137-34472715
For 6a you did not give an other option. We email groups of students via MailOut. These are updated according to Euclid data.	360146-360137-34472501
We approach SSP each time we need to email in bulk.	360146-360137-34483402
I don't do that at all. It's IT I think.	360146-360137-34504740
School of Geosciences has a mail out programme so we don't need to update student lists ourselves	360146-360137-34609489
I don't revise them, I just have access to them.	360146-360137-34715914
As necessary	360146-360137-34821081

7 When you are corresponding with students, how often do they respond from a personal email address, rather than their university one?



7.a Does this cause difficulties for you when students use a personal email address rather than their university one?



7.a.i If you answered yes to the previous question, please explain why:

Showing all 76 responses	
I prefer to use 365 technology and not all email accounts work with that.	360146-360137-34389135
We often require a response from their email account to confirm their identity	360146-360137-34406386
it is difficult to verify a persons identity if their personal e-mail address is not listed on their record.	360146-360137-34406483
If we are asking for certain information, withdrawal form/bank details we require these to be sent from a UoE account for audit purposes	360146-360137-34419083
they will then not check their student account if you reply to personal one without noticing	360146-360137-34446244
It's difficult to decide which I should use to get back to them	360146-360137-34446095
Confidentiality/ security etc Cannot guarantee they will get it as It is not official so cannot industry that our emails to them are read The official Edinburgh student mail system acts as a guaranteed delivery	360146-360137-34446724
Yes because if we are submitting expenses or any finances to Accounts Payable, they must have the evidence from their SMS accounts	360146-360137-34447703
When it involves money. When reimbursing students, Accounts Payable insist that any email correspondence from the student must be from their sms account.	360146-360137-34448167
When they ask for personal information that we can only send to their university email.	360146-360137-34447188

It makes it difficult to find their UUN and locate their details.	360146-360137-34448753
We need to ask additional security questions to ensure they are who they claim to be. However, we always cc' their UoE email to any response.	360146-360137-34449075
Verification	360146-360137-34448133
Students always email me via their university student email	360146-360137-34448788
I prefer to correspond with them through uni email but if they have contacted via personal address if I reply to just uni they might not see it so I normally reply to uni cc'ing the personal. This then adds the personal into the outlook email address search book though so if emailing them again in the future you might select the personal email from drop down list in error when you begin typing their name in the 'To' box.	360146-360137-34449886
I can give out general advice via personal email, but can't email any specifics about a student for privacy reasons.	360146-360137-34451061
I email students from disadvantaged backgrounds about travel and work experiences that are available. Having them email back from the same email address I contacted them means I don't have to check it is indeed one of the students I emailed and not a student who has heard about the opportunity "on the grapevine"	360146-360137-34451463
I just feel that external personal email accounts are not as reliable as University email accounts, i.e. the student may have switched from hotmail to gmail and not told the Uni.	360146-360137-34452839
If we do not know the UUN of the student we are corresponding with we have to either mail them back and ask them for their UUN or tell them to resubmit their email from their student account - this wastes time and is not a good student experience. However with data protection in mind we have to be certain who we are dealing with and the UUN is the only unique identifier we have.	360146-360137-34453100
it's hard to confirm it is the person and not a friend or parents using that email address	360146-360137-34452832
Inappropriate to email a student's personal email address	360146-360137-34453818
We only contact students through their university email	360146-360137-34454111
It can be difficult to keep track of those who use personal email addresses and sometimes they miss important messages.	360146-360137-34454394
They don't always provide their UUN or full name. often a personal address uses a shortened/nickname. Chinese students often have a personal account which is approx. 12 numbers. Email from a student account has come from a student, a personal address is less secure.	360146-360137-34454075
I can't always find them when searching previously emailed students on Outlook	360146-360137-34456089
If it is a common name it can be difficult to identify the student and deal with their query without emailing back to ask for their UUN	360146-360137-34456707
It can make it hard to identify the student if they have a common name. We would usually then search EUCLID for the email address but many students have multiple emails which are not necessarily recorded in EUCLID.	360146-360137-34455003
It's not possible to verify student identity from a personal email account, so I exercise caution with what I will send.	360146-360137-34459655
Does not keep the email trail altogether and harder to track the correspondence.	360146-360137-34462135
It's hard to keep track of who's who	360146-360137-34462989

as the e-mail may go into their junk mail or they ignore the e-mail	360146-360137-34463655
Because it's not the address in our system and so they sometimes miss communications re appointments and so forth.	360146-360137-34468873
GDPR changes do not allow us to use personal email address but sometimes for varying reasons, we can only communicate with students via personal email addresses.	360146-360137-34455988
I worry about id related issues and the safety of the email system. Feel more secure when they use the official university mail.	360146-360137-34470678
Students should only use their university email addresses. I don't use their private email addresses unless necessary (in urgent situations, etc.)	360146-360137-34471754
We reply to their university email address to ensure the mail is going to the correct person.	360146-360137-34471733
Sometimes these emails will go straight into the junk folder. No way to verify that it is the actual student who is emailing.	360146-360137-34472440
I always reply and cc their student email and encourage students to use the university email when corresponding.	360146-360137-34472501
1) Very occasionally, their responses go to the spam folder. 2) If I need to look up their student records, it often involves an extra step.	360146-360137-34474939
Having a student's UUN in their email is incredibly useful for us. Additionally, the student email helps confirm who they are for data protection purposes.	360146-360137-34476002
We have no means of searching their personal email to match to the student. We have to rely on them providing us with more personal information i.e. Date of Birth, Student Number.	360146-360137-34476124
Concerned that students are not using their UoE eMail account and therefore missing important eComms	360146-360137-34477397
because this then comes up in my mail client as an option and i prefer not to reply to personal addresses	360146-360137-34492109
Keeping contact details current	360146-360137-34501416
Because if there are multiple people with that name it is hard to locate their record.	360146-360137-34501565
I answered no, but I should clarify that when I respond, I do so to the student email address, even if the personal address has been used. I cc the personal address, but ensure that the response is to the official account. Only takes a second to do, but gradually students switch to using their student account.	360146-360137-34507205
As replies rely on checking their details it wastes valuable time tracing them as invariably they do not tell us their student number. So many have similar or the same names, especially some foreign students.	360146-360137-34540003
Often in student support the emails are sensitive or personal in nature, so there is an issue of data protection	360146-360137-34609489
Challenge of linking correspondence with/from their UUN@ed.ac.uk or firstname.surname@ed.ac.uk accounts with anything from a non-UoE account.	360146-360137-34615842
Complicates trying t figure out which student I'm corresponding with. Confuses matters when I've emailed their university address but they reply using their personal address. Sometimes these emails don't get through due to spam filters.	360146-360137-34616417
email history is lost	360146-360137-34617444

Yes, as I am not sure if the message has been scanned for viruses. There is no archive kept of the messages on University servers.	360146-360137-34681940
You need to work out who the email is from - if they are a student, does it connect to another email chain.	360146-360137-34690349
If they don't also include their UUN in the message, they can't be verified. This means another message exchange to obtain their UUN before anything else can be transacted.	360146-360137-34712574
we want to correspond to their official(student) address - makes it easier to keep a record	360146-360137-34713576
I manage the IS Helpline service and if students reply from their personal address they're unknown in UniDesk which causes an overhead for us in having to reset the customer to their recognised UoE address	360146-360137-34714157
need to ask for UUN	360146-360137-34714299
Unidesk doesn't hold external email addresses so they are Unrecognised and no uun given	360146-360137-34714300
If they email from their personal email address, UniDesk does not pick up their UUN. We then have to try and locate their UUN or email them asking for it.	360146-360137-34714326
In Unidesk it doesn't show the School details, so other tools need to be used to find out info needed.	360146-360137-34714495
UoE service management tool picks up UoE email addresses, but can't for e.g. GMail etc.	360146-360137-34714978
Personal email addresses can sometimes make it difficult to properly identify the student.	360146-360137-34716118
If the initial email from the student is from an external address, we then need to confirm their UUN or student email address.	360146-360137-34717849
If the student has not given their UUN or full (or it's a common name) and I personal email, we have no idea who they are and have to ask for the UUN.	360146-360137-34719419
I use Unidesk, so when the student emails into the call from a personal email address, the caller details still have the university email. If I then select to email the user it defaults to the uni email. Sometimes I either don't notice that their reply came from a personal email, or I forget to update it.	360146-360137-34732392
to find their university identity, as many email aliases are anonymous	360146-360137-34744163
It is easy to assume that they do not check their university email address as often as their private one.	360146-360137-34761606
If they have a common name (John Smith for example), and they do not include their student number, then it can be difficult to know their status at the university. And can sometimes raise security issues	360146-360137-34763866
We encourage students to use their academic address for security and so as to not miss any announcements/emails from the university. Plus we can identify who they are accurately, as personal emails are not complete verification that it is the student concerned communicating with us.	360146-360137-34764686
Cannot sure an email from the university will be delivered	360146-360137-34768431
We have been told only to reply to student's university email address	360146-360137-34775884
I always try to copy the student Uni email in to the reply. But quite often a student personal email address is completely random and difficult to identify.	360146-360137-34806415

All of our communications go to the students' university email addresses. This relies on them checking this inbox.	360146-360137-34806978
Outlook remembers the email address so if it contains their name it can auto-fill the wrong address when you start to type and you may not notice.	360146-360137-34885607
80% of my correspondence with students involves paying them awards, expenses, etc. Finance (a) requires confirmation of bank details from a student email address and (b) uses the student number in all student invoicing and payments. Using a name rather than a number for the email generates more work and a greater risk of error, as additional transcription will be required.	360146-360137-34885858
Due to data protection I prefer to use University so I know exactly who I am contacting.	360146-360137-34889520

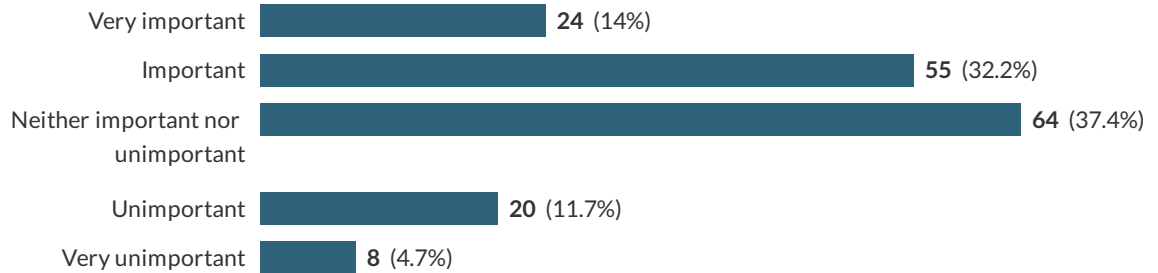
8 Do you have any other comments on the way you communicate with students via email?

Showing all 47 responses	
N/A	360146-360137-34386360
Excluding the student number from the email address would make cross-referencing difficult as often emails are forwarded to us and they would only contain the name, which would be impossible to identify unless the student number is present somewhere.	360146-360137-34406386
The student number is the easiest (and safest) way to email students. I find that there are staff members with the same name as students, and using the student number eliminates the risk of a data breach.	360146-360137-34446123
no	360146-360137-34446244
I use dotmailer to send a weekly newsletter by email - it's efficient to use and you can track opens etc.	360146-360137-34446095
Email is seen as old fashioned and a bit like junk mail. So often ignored. They probably get too much.	360146-360137-34446724
No	360146-360137-34448167
If you could filter by School and possibly UG vs PG this would be very useful. More so than just by status which I am assuming is current vs. interrupted etc..	360146-360137-34449075
When trying to find students in Outlook, it's always easier to find them by putting in their matriculation number. If you were to change the default email to their initial.surname then I would suggest that you keep showing the matriculation number as a way of double checking that we have the correct student.	360146-360137-34448788
sometimes they link their uni email with a personal account so you send an email to their uni address but get a response from a personal email address. Risk of this going into spam?	360146-360137-34449886
When using outlook I currently find that the easiest way to tell if someone is a student or staff is to look at the format of their email address. If student emails change to 'name' format then it would be good if there was an obvious way to tell student v staff.	360146-360137-34451061
I don't use the "Outlook and Office 365 address book" at all for finding student email address. I just go to the student's Euclid record, and right-click on their UUN to get their email. For staff email addresses, I just search the UoE website. I find Outlook unreliable for staff email addresses because sometimes you see multiple versions of a staff member's email address. e.g. "@staffmail.ac.uk". "@exceed.ac.uk". or "@ed.ac.uk". In contrast. I think the	360146-360137-34452839

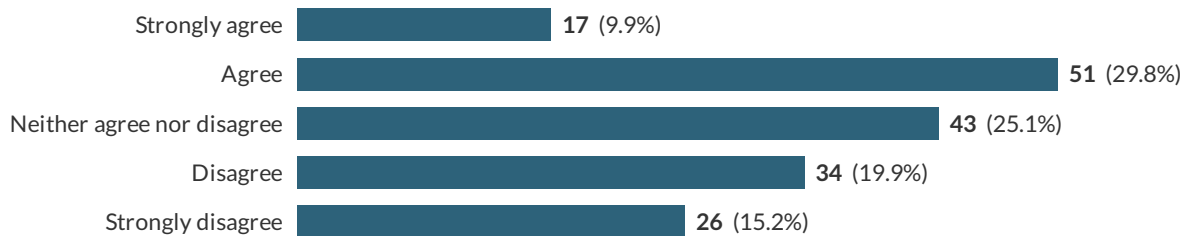
staff member would take more care in making sure their right email address is on their UoE web page.	
see last answer	360146-360137-34453100
Keep in mind we mainly contact prospective students or offer holders. So answers relating to current students is very rare. Mainly those in our student ambassador scheme.	360146-360137-34453818
If we cannot identify the UUN, and we cannot identify the specific student, we then have to contact them again. Potential breach of Data Protection	360146-360137-34454075
I think it would be great if there was a way to download email addresses of students depending on the programme and year they belong to either from EUCLID or through Outlook.	360146-360137-34457546
We use email constantly to contact students, often with confidential or sensitive information so it is essential to our work that we are confident that we are using the correct email address. We far prefer uun as it acts as a clear identifier.	360146-360137-34455003
It is a frustration that Sympa mailing lists are not dynamic and need to be created and maintained manually - this adds a lot of work at peak periods of the academic year.	360146-360137-34459655
It's becoming increasingly difficult to engage with students via email due to the volume of communications.	360146-360137-34468873
Current practice for students who are in debt, is to restrict their IT access and therefore it makes it very difficult for us to contact them.	360146-360137-34455988
n/a	360146-360137-34471754
When emailing groups of students, I tend to use either special distribution lists in the Schools I look after (maths & Engineering) or groups set up in MyCareerHub. The data is updated annually (I think).	360146-360137-34471712
Lists are generated for all sorts of reasons eg signing up as demonstrators, signing up for essays, emailing particular tutorial groups. These tasks are made more simple by being able to sort in excel and email the appropriate set of people by adding '@sms.ed.ac.uk' to the matric no. When receiving emails it is also easy to look up the student by copying the matric no into Euclid - then you get direct to the correct record...you don't want to be requesting names eg smith and trying to find the right one.	360146-360137-34471733
Personal information is sent via email so using a unique identifier like UUN seems to me to be the most obviously secure way to communicate with students. We have duplicate named students in the same year, I cannot see how this will work when dealing with large groups of students.	360146-360137-34472501
It is so much easier to locate student records using their Student Number as it's a unique identifier.	360146-360137-34476124
To do bulk mailings we need to go through SSP.	360146-360137-34483402
This should be connected to discussions about email for life and the need to contact graduates/alumni for statutory and strategic reasons.	360146-360137-34501416
We have to set up mailing lists for our students every year - using the UUN method means that we can do this easily from a spreadsheet using formula to add @sms.ed.ac.uk. If we move to a name will the UUN method still work or will there be an easy way to pull a list of email addresses for programmes/cohorts?	360146-360137-34502795
If you are going to change university email addresses for students using their names this will be absolute chaos for all staff, at the moment each student has an individual number and no	360146-360137-34504740

be absolute chaos for all staff. at the moment each student has an individual number and no spelling mistake can happen. we use s...on daily basis.	
First email is often a group email via Outlook from EUCLID student list; introducing me as personal tutor, information on what that means, routes to contact me, etc.	360146-360137-34507205
Nothing specifically about the mechanics.	360146-360137-34512999
For question 6a I use none of those methods as the School of GeoSciences has its own mail out programme	360146-360137-34609489
Being able to automatically generate mailing lists and email addresses solely based on UUN is operationally essential for us.	360146-360137-34615842
Multiple surnames mean that a personalized email address would make a student feel MORE anonymized, in my opinion. If they are the 121st of their name, this won't make it any easier to remember.	360146-360137-34632496
Staff and students often have multiple email addresses within the university	360146-360137-34690349
It's essential to be able to access a student's UUN for verification purposes or to add them to some systems, so as long as it continues to be embedded in their header information, that's satisfactory. Personalisation is a good idea.	360146-360137-34712574
I think it would be very positive for students to have a name-based address as a default.	360146-360137-34713430
although its nice to have your name on it, its problematic when you have 6 people with the same name, I guess then you would have "katyperry1" "katyperry2" etc, but thats not helping us know we have the right one...	360146-360137-34713576
No	360146-360137-34714978
It would be useful to have the IDM status as a searchable field in the address book e.g. UG, PGT, Visitor Staff, etc.	360146-360137-34719419
Especially for our distance learning students, I usually copy the personal email address into the email I am sending.	360146-360137-34721443
If their accounts are compromised or suspended a personal email address is often the only way to try and reach them if they do not contact us.	360146-360137-34728907
Do students actually use their university email accounts for communication?	360146-360137-34730843
Students cards are often handed in the reception. I would contact the person using student number by email. As long as the name based email can be found on the student card, it would be fine.	360146-360137-34759697
Students should be given clear FORWARDING and POP/IMAP instructions for the most relevant email providers so they could receive university emails on their private emails.	360146-360137-34761606
It is useful to have their names rather than matric nos., but perhaps keep the sms.ed.ac.uk to differentiate easily where the name is similar to a member of staff.	360146-360137-34768431
	360146-360137-34778168

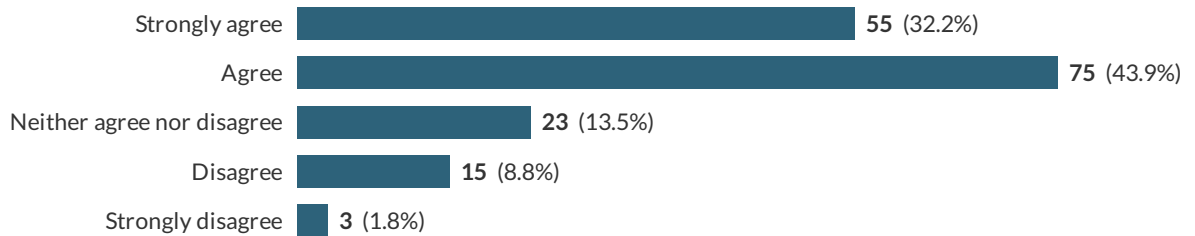
9 How important is it to you, in terms of ease and convenience, that the format of the student email address is different from the format of the staff email address?



10 Changing the format of the student email address to a name based format such as joe.bloggs@ed.ac.uk will make it easier to email students.



11 Changing the format of the student email address to a name based format such as joe.bloggs@ed.ac.uk will make it difficult to distinguish between staff and students.



12 Do you have any other comments on the format of the student email address?

Showing all 76 responses	
N/A	360146-360137-34386360
If the details on the contact card are properly populated then it won't be difficult to tell the difference between staff and students. Many phd students already use this function.	360146-360137-34389135
joe.bloggs@student.ed.ac.uk would make it clear you were speaking to a student.	360146-360137-34406483
It is sometimes useful to be able to use their student numbers to email students. If you are	360146-360137-34433590

<p>It is sometimes useful to be able to use their student numbers to email students. If you are going to use their names then you need to keep this function</p> <p>Using names rather than numbers will lead to errors when emailing the wrong person because the names are non unique. This will lead to potentially sensitive information being disclosed to random students with a similar name to the intended recipient. You should not make this change.</p>	360146-360137-34446123
<p>As mentioned in the previous section, using a name based format will increase the likelihood of a data breach.</p>	360146-360137-34446123
<p>I like the name based idea but it would be good to have something in there to distinguish students from staff</p>	360146-360137-34446095
<p>Can we have joe.bloggs@sms.ed.ac.uk?</p>	360146-360137-34446724
<p>There would ideally be a difference in the "ending" of the email address to distinguish between staff and student. For example, at the University of Aberdeen they use "@abdn.ac.uk" for staff and "@aberdeen.ac.uk" for students.</p>	360146-360137-34447061
<p>I think it would be a good thing to NOT be able to tell students and staff apart based on email addresses.</p> <p>Students aren't inferior beings!</p> <p>And if there is an important reason to tell the difference (e.g. sharing confidential information), then email address alone is not a reliable way to check.</p>	360146-360137-34447020
<p>No</p>	360146-360137-34448167
<p>I agree with the joe.bloggs part but keeping something like @sms.ed.ac.uk is a key identifier for SSO/Teaching offices to distinguish student from staff.</p>	360146-360137-34449075
<p>What about students that have the same name, how will they be determine, john.smith12? This would just mean having to search as we currently do to make sure we have the right John Smith</p>	360146-360137-34449155
<p>couldn't it be joe.bloggs@sms.ed.ac.uk so we can still recognise it as a student email address? Could it not lead to emails going to the wrong people when there are a hundreds of 'john.smith-NN's etc.</p>	360146-360137-34449886
<p>Changing to a name format will make the email service nicer for the students, so I support it. Could the option to email a student using their UUN still be kept open? As it I could email S137323@sms.ac.uk and it would come through to m.mcGovern13@ed.ac.uk?</p>	360146-360137-34451463
<p>We currently have a very simple and very easy to use e-mail system that work well, I struggle to comprehend why this would be changed.</p>	360146-360137-34450066
<p>I think it is better to just have the student's UUN as part of their email address (i.e. the way it is now), so that it is easy to identify the individual as a student as opposed to a staff member. Also, given the high and increasing number of students, I imagine that in say 5 years time, the email addresses would become very long and then difficult to read.</p>	360146-360137-34452839
<p>The issue with name based accounts is not just distinguishing with staff and students but also with students of the same name</p>	360146-360137-34453100
<p>I'd be happy to move to a name-based address so long as outlook would continue to recognise the correct address when pasting a student number into the 'to' field</p>	360146-360137-34453804
<p>Not having the student number included will cause lots of issues. We have many students and graduates who have the same. or very similar names. If they do not include their uun</p>	360146-360137-34454075

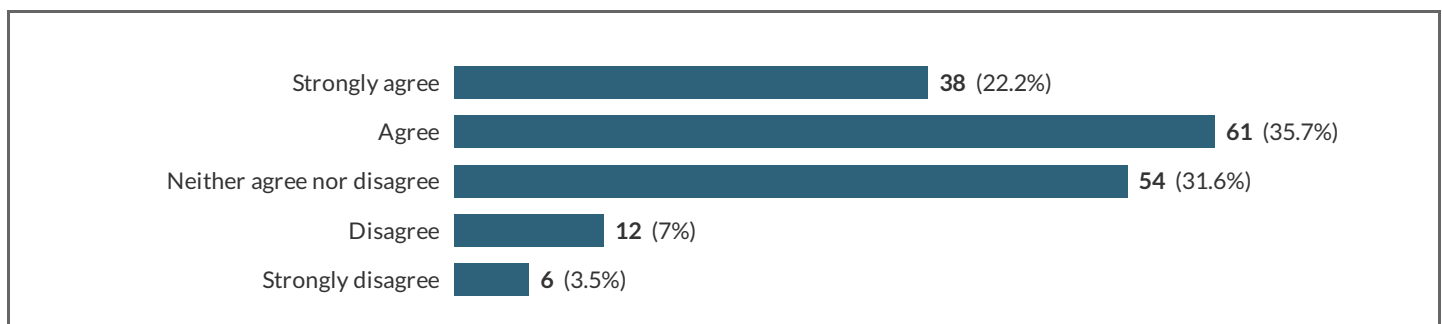
when contacting us it will create even more work as we will be unable to identify the correct record, will need to contact them for more information. This will slow down processing times.	
It might be easier to email them as we don't need to know the UUN, but it'll be difficult to distinguish them from staff and will increase the risk of emailing students instead of staff about sensitive issues. Similarly, some students have both staff and student accounts (e.g. students who are also employees) so not sure how this would work. As a former student I never had any issue with my email address being my UUN so not sure where the feedback stems from?	360146-360137-34456089
Sometimes students may have the same name as staff (or a permutation). E.g. I had a personal tutee called Robert Collins and he remarked that he sometimes received emails from other students or from university staff that were intended for Dr Colin Roberts (our Senior Tutor). (Robert would forward these to Colin). But such emails could contain confidential information. So it is very important to try to ensure that staff email addresses differ in some way from student email addresses.	360146-360137-34457080
My concern would be staff and students with the same name inadvertently receiving emails intended for each other, if there was not an easy way to distinguish between student and staff email addresses. This could result in a data protection breach if personal information, say a list of alumni prospects, was sent to a student instead of a staff member.	360146-360137-34457682
The UUN is critical to identifying the correct student	360146-360137-34456707
We far prefer the default to remain as UUN.	360146-360137-34455003
Extreme care should be taken in the Office365 or Outlook directories to ensure that it is clear in some way whether a named individual is staff or student (noting also that some are both and will have both email accounts - we need to be sure which is the correct account!). Names are also not necessarily unique identifiers (I have encountered students in the same programme with identical names in the past), whereas UUNs are unique, which reduces the risk of error.	360146-360137-34459655
How about adding Mat to the stem (matriculated student) or st? eg joe.bloggsmat@ed.ac.uk or joe.bloggsst@ed.ac.uk	360146-360137-34459705
Changing to a name based format would make it easier for the majority of undergraduate students. However there is a difficulty when it comes to PG students, who are also employed as tutors and have separate staff email addresses. Usually we can distinguish these as the staff addresses will take a name based format - if the student address changes to this format as well it will make it difficult to differentiate between the two, and to ensure tutors use their staff email address when communicating in their staff role.	360146-360137-34461140
Need to be sufficiently different so at a brief first glance you can be reassured you are not emailing a staff member by mistake. Similarly I have emailed a student before who had the same name as a staff member and obviously sensitive information can be shared so I think they need to look quite different.	360146-360137-34462135
issues with student with the same name, where are we taking their name from - official name or known as - if known as we would they have to try and figure this one out	360146-360137-34463655
if the student and staff email addresses by name are in the outlook to box I can see some confusion for example if staff and student names coincided which could happen	360146-360137-34468714
I like to see the matric number change automatically to name when messaging students. It confirms that I am messaging the correct person and feels more personal / friendly.	360146-360137-34468723

When students use their email externally eg for job applications, it is better to have a name rather than numbers as an address.	
There are often several students with the same name or very close variations and think that moving away from the indentifying student number may cause issues.	360146-360137-34455988
n/a	360146-360137-34471754
Complications in changing include: * Students who also have a staff email as they work P-T at the uni; * Confusing students (and staff) with the same name! Not insurmountable problems, but will need consideration.	360146-360137-34471712
We need to be able to generate email addresses from matric nos, so this format of email address still needs to be active to allow easy communication. It is also less prone to error - picking up students/staff with the same name is and has been a problem in the past.	360146-360137-34471733
I do not understand the argument from moving away from student number which is unique to a student. I foresee emails being mistakenly sent to people with similar names.	360146-360137-34472501
1) It's nice to know when an email is from staff or students automatically. I would miss this. 2) I've had a few students email me with their names rendered in Chinese idiographs but not the latin equivalents; this is awkward. I think it's fine if students want to add (e.g.) the Chinese form of their name, but it should be mandatory to also include the typeable latin name. (Note: this hasn't happened to me for at least a few months, so policy may have changed. Apologies for complaining if this is already addressed.)	360146-360137-34474939
The separation of staff email and student email makes many things more simple for us. Especially always being able to easily access their ID number.	360146-360137-34476002
We deal with sensitive data, often over email. If students and staff have the same email format, I foresee an increased chance that a student is erroneously emailed confidential information.	360146-360137-34477958
I can see that it may make it harder to distinguish staff and student groups, but I think it is more important to personalise (humanise, even!) our student email addresses.	360146-360137-34483402
I prefer the name option; having a student/staff discriminator will be an essential feature	360146-360137-34492109
Having the student number as the email make it a lot easier to find the students record and enables us to provide a better quality of service. In addition to this it then means ther is no chance of a mix up as all UNN's are unique and not re allocated to new students with same or similar names.	360146-360137-34501565
keep it as it is!!!!	360146-360137-34504740
I see the change as being a step towards helping students feel members of the academic community. There should be no difference between staff and student email addresses as we are all part of the same community. This is a necessary change in terms of equality of members of our community.	360146-360137-34507205
I am aware that the change may cause some technical difficulties with staff who are both students and staff, but I'm sure you've got that on your action list!	
It is important that the underlying email addresses for students remain based on their matriculation numbers and in the existing format. However, aliases using name-based format would be acceptable.	360146-360137-34512999
Being able to identify the correct person when there are multiple people with the same name.	360146-360137-34522072

I agree that this change will make students feel less of a number in the grander scheme of things. It may cause some initial confusion but I think this is a good move forward in making students feel more valued and part of a community.	360146-360137-34608207
when a student emails me using their current student email address as it contains the UNN number I can very quickly look up the students record on EUCLID and find out the information I need to respond to the student.	360146-360137-34609489
Having a name-based format is good for students, but essential that an alias is retained that allows UUN@ed.ac.uk	360146-360137-34615842
N/A	360146-360137-34684047
Why do we need to keep changing everything? I just managed to remember my email address last year and we need to change it? If you want to keep it working could you include both the name and number, please? Eg.: JohnDoeS4765473@sms.ed.ac.uk. Have you considered the fact that I have included my university address for many websites as login detail? Pages like Researchgate, Academia, Research Professional. Why can't we just keep the current systems?	360146-360137-34681940
It will make it very easy to find students' email addresses. Would they want privacy from this?	360146-360137-34690349
UUNs are completely unique and offer a secondary check when they convert to student name in Outlook. To change to a name only would run risk of mistakes being made (e.g. how to select correct 'Kate.Smith@ed.ac.uk')	360146-360137-34692632
As long as the outlook / office 365 formatting makes it clear if someone is a student or staff member, then I think this is a positive move. The only issue may come about when a student is also a member of staff, but requires a different UUN as they will have access to different servers etc. In this case it will need to be VERY clear which is which so that student email accounts do not receive any confidential information.	360146-360137-34713430
again, I know it would be 'nice' to have your name on the address, but it is better for us for identifying the right person, and it is more private too.	360146-360137-34713576
Agree with number 11, but don't think that necessarily matters. For example a research PGR is not too different from a new postdoc.	360146-360137-34714978
I find it far less useful to have a student email in the format J.Bloggs-23@sms.ed.ac.uk than it is to have it in the format s1234567@sms.ed.ac.uk as the searches we do tend to need the UUN.	360146-360137-34715402
I don't see the point in changing the format when you can easily search for people's names, distinguish between matriculation numbers by year group, or simply ask someone for their matriculation number. It just seems a bit pointless, in my opinion.	360146-360137-34715914
Would it be possible to add an identifier just to show that you are corresponding with a student? Something like the sms.ed.ac.uk would work for this.	360146-360137-34716849
A number will still need to be present for students with common first and last name combinations, as there will likely be multiple staff and students with the same name.	360146-360137-34717849
It may be less obvious if a staff address is inital.surname@ed.ac.uk but adding a user type field in the address book would get around that. Staff can always ask for a different alias if bothered.	360146-360137-34719419
I see no problem with it, and I have never had any complaints from our students. It is handy to be able to distinguish between staff and students. Remember also that when you put the student number into the email address it comes up with the student's name	360146-360137-34721443

student number into the email address it comes up with the student's name.	
The format as it stands makes it easy to find their UUN and this is the link from their student record to their Alumni record.	360146-360137-34722664
I think that there should definitely be a distinction - however I also think there needs to be definition when a student is also staff and vice versa... so there are not two per person.... it is a tricky question and good luck!	360146-360137-34730843
Is it not possible to maybe leave the @sms in to distinguish?	360146-360137-34732392
keep it different from staff, but definitely get rid of the student number. the sms abbreviation is less ideal too. something like name@student.ed.ac.uk would be easier to remember, and we would probably get less of the email alias set up requests.	360146-360137-34744163
Maybe to include a ".student" extension to identify them: joe.bloggs.student@ed.ac.uk	360146-360137-34761606
It would be best to have name based but with 'student' added after the @	360146-360137-34763144
If a student or staff member has a similar name this could result in confusion. It will not be as easy to identify a student from the email address if they are identical to staff emails.	360146-360137-34764686
The only issue, which is the same as we have now, if it could be hard to check you have the correct person, if the names are the same	360146-360137-34775884
Name ordering and initial used not always clear - overseas student often adopt a 'western' first name. Flexibility to use name or matric number desirable, whatever default.	360146-360137-34778168
Some students also have staff email addresses (student staff members), it would be very difficult to distinguish which one you should use if the format was the same. Furthermore it would be extremely time consuming for me to gather email addresses if the UUN format was no longer used.	360146-360137-34806978
Many students and staff have the same name - be interesting to see how this could be managed.	360146-360137-34811974
As long as the UUN is in the email profile somewhere so we can scroll over and check it's the correct person.	360146-360137-34885607
Having the student UUN form part of the email address is useful as it is a unique identifier, i.e. more unique than a name.	360146-360137-34886060
I think it is more likely to make an error as there can be multiple names the same but Student ID is totally unique	360146-360137-34889520

13 Alumni email addresses should be distinguished from current student email addresses.



14 Do you have any other comments on providing a life long email service for students?

Showing all 57 responses	
N/A	360146-360137-34386360
Great idea - they have the choice of using it or not.	360146-360137-34446095
Why not	360146-360137-34446724
A very good thing to do.	360146-360137-34447462
<p>I think this is one of the most important issues the university faces, despite it being very simple. I think our current alumni email policy is wasting us millions of pounds every year in lost revenue. This is not hyperbole -- I am willing to defend this claim publicly.</p> <p>Our alumni relations are an <i>*absolute* *disaster*</i>. We have no idea where most of our students are or how we can reach them. This breakdown in communication causes us many problems:</p> <p><i>* It makes it hard for us to place our current students in good jobs or good post-graduate programmes, because we don't have good informal networks to connect them to.</i></p> <p><i>* We don't receive donations from our alumni, because we don't keep good relations with them.</i></p> <p><i>* Our alumni don't come back very much for further study, such as masters degrees or continuing professional development.</i></p> <p><i>* Our alumni don't know each other very well, and find it hard to connect to each other. This means they miss out on opportunities from each other. This is <i>*huge*</i>. For instance, many MBA programmes are equally about the networking as the education, and the "weak ties" are a critical part of the network.</i></p> <p>Proposed solutions:</p> <p><i>* Students should automatically keep their email addresses forever.</i></p> <p><i>* Students should have the same email address forever -- it should never change. This means old contacts stay contacts forever.</i></p>	360146-360137-34447020
No	360146-360137-34448167
I'm not sure why this is being considered. It would be good to get more information.	360146-360137-34447188
Alumni are not regularly contacted in my position, however, this may cause difficulties when they apply for external perks. Normally for these a university email address is used to check if someone is still studying but if they have a lifelong status it would have an impact on this further down the line and the University may get more confirmation requests for this type of activity.	360146-360137-34449075
Whatever email they have during their studies should be their email for life	360146-360137-34449155
I would only see this being beneficial for alumni students who want to maintain contact with the University or are still involved with organisations related to the University. Otherwise,	360146-360137-34448788

once students leave the University and they don't come back, then the email addresses become obsolete.	
As alumni myself, I found it annoying that my email account had to change after graduating. Why couldn't it just stay the same? I knew it had an alias with my initials/name rather than the student number. After 4 years of using it I would have preferred just to stick with it!	360146-360137-34449886
As my granny always said "An email is for life, not just for Christmas"!	360146-360137-34451463
Life long e-mail addresses may in the future cause many duplicate names.	360146-360137-34450066
I think it is better to stick with the one email address for the full life of the student	360146-360137-34452839
Since we want to engage with our alumni - eg for graduate outcomes surveys - it makes sense that we offer the service	360146-360137-34453100
Makes it harder to work out when they have graduated - in my role I need to email current students.	360146-360137-34453562
Very good idea, especially for people who are finishing postgraduate degrees and seeking other work in academia.	360146-360137-34453804
It would be easier to maintain contact with them after they graduate and I think it would be easier for them as it means that they wouldn't lose important information.	360146-360137-34454394
I never use my alumni email	360146-360137-34456089
I think that's great. My alma mater already does it so not sure why UoE is behind on this!	360146-360137-34457546
I think that is a good idea but would need to be different from staff and student email addresses.	360146-360137-34455003
I have seen this in other institutions and it can work well as long as it is distinguished from current students' addresses to avoid any confusion.	360146-360137-34461140
this would be great for us to keep in touch with our alumni!	360146-360137-34459449
It is important to know whether someone is a current student or a graduate.	360146-360137-34465554
If you move to more of a name instead of matric number email address (or at least make that more obvious to students) then they may be more likely to continue using it. We need as part of our role and for a statutory survey to continue contact with alumni so that would be important. If you are genuinely offering an email for life you do need to compete with other providers like gmail in ease of use and storage and accessibility to entice graduates to see that as their personal email for life	360146-360137-34468714
It's well overdue! We're behind competitors on this front. Really important way to encourage lifelong affiliation with the University, useful for graduates to use in their CVs as subtle evidence of their graduate status, endorsed by us.	360146-360137-34469096
This would be helpful for students who use their university emails job applications or professional networking and may wish ongoing communication.	360146-360137-34468723
I am a Cambridge alumna and they provide this service - I use it simply as a forwarding service, but it's really useful for me to have one constant email that doesn't change and it also makes it much easier for them to keep in touch with alumni.	360146-360137-34468873
It is a great idea!	360146-360137-34471712
Please do not change to names - this will also make it awkward if you don't know the spelling. It will make many addresses longer.	360146-360137-34471733

I feel the current system works perfectly (from our perspective)	360146-360137-34476002
Third parties may assume a person is a current student if they use UoE eMail address	360146-360137-34477397
I think there should be a consistent email account for life.	360146-360137-34483402
Support the concept as it forms a strong bond after students graduate.	360146-360137-34492109
This has real potential benefits for engagement, graduate support and on-going relationships.	360146-360137-34501416
That would be an excellent option, and a fore-runner to hopefully giving alumni life long library e-resource access online. We want to maintain contact with our alumni and keep their involvement with the academic community for as long as they wish. We also sometimes have students who lose access to their emails on leaving the University and lose references, applications and work that they didn't download in time.	360146-360137-34507205
I don't think that this has much value as many people will already have their own personal email address through another providers (e.g. Gmail or Outlook).	360146-360137-34608207
Good move.	360146-360137-34615842
It does seem to be a relatively well used service- but often alumni assume the university provide the service rather than Aluminate so get in touch for support we cannot offer. Also, often alumni will sign up for email for life, use their alumni email address as their listed email address for correspondence OUT from us- but will email IN on a personal account separate to email for life, meaning we cannot directly log an email to our alumni database and we have to manually find their record and paste in their message plus our reply- time consuming	360146-360137-34617801
I think it is a really good idea as it helps science communication and resource gathering. Whenever I email an institution with my private email it is considered a joke. However when I use the university's I get tremendous amount help.	360146-360137-34681940
It may fill the address book with emails which are no longer used.	360146-360137-34690349
Alumni must be distinguished so that time isn't wasted on attempting to support them for services they aren't entitled to.	360146-360137-34712574
I don't think it's a good use of resources - there are plenty of other things we should be supporting instead!	360146-360137-34713430
None - the service is well supported by Dev & Alumni and doesn't cause IS Helpline too much of an issue	360146-360137-34714157
Client support (ability to read any such account using a mail client) important.	360146-360137-34714978
No, but I think this is a good idea.	360146-360137-34715914
All email addresses should be permanent... postmaster is already reluctant to 're-assign' an email alias @ed.ac.uk, so why not go the next step and give email address for life, like Oxford or Cambridge?	360146-360137-34717849
It reinforces the bond with alumni and would be mighty convenient for alumni. However we might want to avoid people with an alumni account looking like current staff or students. There are an awful lot of them.	360146-360137-34719419
Why? We already give our alumnus far too much for free, so I fail to see why we should also provide them with an email address...if you do go down this route, I would say it is essential that it is very obviously an alumnus email address, as those of us dealing with alumnus	360146-360137-34721443

queries are already experiencing problems with the ongoing use of MyED, as the alumnus don't understand that they can't use all the library services in the same way and it is causing problems with things like requesting books, or even making queries which relate to an alumnus account but comes in on the old MyED account so we then have to waste time finding the up to date details.	
While it would allow a long-term communication channel with alumni it might be that the email is not looked at often, to check for messages.	360146-360137-34722664
There will be an ever increasing number of email accounts to support longer term as the number of Alumni increases.	360146-360137-34728907
I would not have thought that alumni use their student emails... I definitely don't.	360146-360137-34730843
Not something that should be a priority in my opinion.	360146-360137-34744163
Why don't teach them (create simple guidelines) to FORWARDING and POP/IMAP OR let them use their own private email?	360146-360137-34761606
I havent thought about this and am not sure of the implications	360146-360137-34763144
Alumni to keep original email address, but separate address lists for current students, alumni and staff	360146-360137-34778168
I think this is a really good idea as it will make it easier to contact students to monitor the longitudinal impact of our projects (with their consent of course).	360146-360137-34806978