U-M Online Collaboration Tools Survey:
Google or Microsoft?

Final Report
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ITS Communications
U-M IT Collaboration Tools

Students, Faculty, & Staff Survey Analysis

I. Background

II. Methodology

III. Survey Analysis
   a. Q1. Demographics
   b. Q2. Vendor Sessions
   c. Q3. Collaboration tools importance
   d. Q4. Collaboration tools usage
   e. Q5. Non-affiliated collaboration tools rationale
   f. Q6. Collaboration tools familiarity: Google
   g. Q7. Collaboration tools familiarity: Microsoft
   h. Q8-17. Favorite features of individual tools
      i. E-mail
      ii. File storage, document sharing, & online applications
      iii. Calendaring & Scheduling
   i. Q19. Privacy and information protection
   j. Q20. Confidence in reliable services
   k. Q21. Confidence in effective collaboration

IV. Limitations & Challenges

V. Appendix I: Overall Raw Results

VI. Appendix II: Q19-21 Staff v. Faculty/Student breakdowns

VII. Appendix III: Q22 Themes

VIII. Appendix IV: Survey Announcement

IX. Appendix V: Survey Reminder
U-M IT Collaboration Tools

Students, Faculty, & Staff Survey Analysis

Background
High quality collaboration is the hallmark of a global research institution like U-M. As part of an initiative to dramatically improve the online environment for collaboration on campus—and external to campus—a major initiative is underway to select new collaborative tools that will help make collaboration easier, more convenient, and more pervasive. This report is an analysis of a recently concluded campus survey designed to provide more data about current capabilities, desired tool functionality, and identify concerns that need to be addressed in implementation.

Collaborative software is designed to facilitate communication and support the sharing of information, data, documents, and resources among two or more individuals or groups. Online collaborative tools (e.g., e-mail, calendar/scheduling, document sharing, instant messaging) are generally now organized as a suite that are fully intertwined and integrated to improve productivity and efficiency.

As a result of developing a comprehensive inventory of U-M’s current collaborative tool capabilities (part of the larger IT rationalization project), the university knows much more about the ongoing limitations of what it now offers, the large overlap and redundancy in offered services across campus, and the considerable unmet collaborative needs of many campus community members. For example, there are over 40 e-mail and calendar services in use on campus; different parts of campus redundantly offer the same or very similar e-mail or calendar solutions. The lack of standards across campus has resulted in costly repetition and duplication of essentially the same services.

Methodology
The survey was commissioned by the Unit IT Steering Committee, one of the key governance bodies established in 2010 to help set campus-wide priorities for IT services, resources, and facilities. The committee, at the request of the IT Council, is developing a recommendation on the future campus collaboration platform based on its own research and investigation as well as considerable input from the campus community. This survey is only one of the campus inputs that will be included in the committee’s deliberations.

More information on this initiative is available at nextgen.michigan.edu/collaboration.

Microsoft and Google were invited to campus on September 28 and October 7, respectively, to demonstrate their collaboration tool suites. A campus-wide e-mail was sent to all students, staff, and faculty (Ann Arbor campus only) on Monday, October 11, inviting them to participate in a survey that would help determine the selection of U-M online collaboration tools (see Appendix II). A reminder e-mail was sent on Thursday, October 14 (see Appendix III). The survey was closed on Tuesday, October 19, which allowed respondents eight days to respond.
The Online Collaboration Tools Survey was created with two goals in mind:

1. Solicit Campus Feedback
   - Identify and align with user need
   - Provide participants with a vehicle for submitting comments/feedback
   - Identify concerns and potential roadblocks that could be proactively mitigated

2. Capture User Requirements
   - Capture current usage of collaboration tools
   - Understand familiarity with the various tools by campus population segmentation
   - Prioritize key functionality by user segment
   - Understand perceived user impact of moving to a cloud-based solution
   - Determine the level of resistance to proposed solutions

It is also important to note that this survey is just one of several inputs the Steering Committee will be using to aid in its vendor selection.

The survey was offered through Qualtrics.com and anonymity was afforded to all respondents. A feature was enabled through Qualtrics to prevent respondents from taking the survey more than once. Randomization of response options was also deployed on certain questions (Q5, Q8–21). By randomizing response options, ordering biases are mitigated and more accurate responses are captured.

The Online Collaboration Tools Survey allowed for both open and closed-ended responses. The open-ended responses are beyond the scope of this current analysis and will be available at a later date. After the respondents submitted their survey, a thank you message appeared, directing them to the NextGen website. This message also offered another opportunity to submit questions and comments to nextgen.sessions@umich.edu.

In total, 41,995 students and 41,032 staff/faculty received the survey invitation, totaling 82,946 potential respondents. Of the 82,946 invitees, exactly 15,419 respondents started the survey (19% of total sample) and 13,109 completed the survey (16% of total sample). The individual item response rates will be calculated based on the 15,419 respondents who started, but may not have necessarily completed the survey.

The survey instrument was developed under the supervision of the Unit IT Steering Committee Chair, Lynn Johnson, by Andrea Bolash, Heather Hengesbach, Alan Levy, and Douglas Roehler.

The analyses and report were developed under the supervision of the Unit IT Steering Committee Chair, Lynn Johnson, by Douglas Roehler and Alan Levy, ITS Communications.
Students, Faculty, & Staff Survey Analysis

Comments and questions related to this report can be sent to nextgen.sessions@umich.edu.

Survey Analysis

All of the graphs in this report are on the same scale. Due to best practices, the scales end at different places based on the individual response items percentages.

Q1. Demographics
Of the 15,419 total respondents: 3,748 respondents (27%) were undergraduate students; 2,589 respondents (18%) were graduate students; 6,504 respondents (46%) were staff; and 1,249 respondents (9%) were faculty.

- Students: 6,337 students (graduate and undergraduate) responded to the survey out of 41,995 total students on campus, yielding a student response rate of 15%.
- Staff: 6,504 staff members responded to the survey out of 34,850 total staff on campus, yielding a staff response rate of 19%.
- Faculty: 1,249 faculty members responded to the survey out of 6,182 total faculty members on campus, yielding a faculty member response rate of 20%.

Q2. Did you attend any Google and/or Microsoft vendor sessions held on campus?
While overall the vast majority of respondents did not attend a vendor session (93%), the number of respondents who identified as attending a specific vendor session appears to align very closely to the actual attendance of those sessions. This is important to note as it is a sign of effective
communication strategies at the vendor meetings and it identifies a segment of the respondents highly knowledgeable and motivated to provide input to the selection of a vendor.

**Q3. Collaboration tools importance**

The table below presents the top five collaboration tools ranked by importance for each campus population:

<table>
<thead>
<tr>
<th>Overall</th>
<th>Students</th>
<th>Faculty</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. E-mail</td>
<td>1. E-mail</td>
<td>1. E-mail</td>
<td>1. E-mail</td>
</tr>
<tr>
<td>Sharing</td>
<td>Sharing</td>
<td>Sharing</td>
<td>Sharing</td>
</tr>
<tr>
<td>Scheduling</td>
<td>Applications</td>
<td>Scheduling</td>
<td>Applications</td>
</tr>
<tr>
<td>Applications</td>
<td>Scheduling</td>
<td>Applications</td>
<td>Sharing</td>
</tr>
</tbody>
</table>

Even after stratifying by demographics, the same top five collaboration tools appear throughout the sample. The “Overall” column could be skewed by the differences in sample size between the three cohorts. Stratifying by population results in a more accurate display of differences between the groups.

An interesting finding is the lower importance of calendaring and scheduling tools by the students and faculty compared to staff.

**Q4. Collaboration tools usage**

The table below presents the top five collaboration tools ranked by usage for each campus population:

<table>
<thead>
<tr>
<th>Overall</th>
<th>Students</th>
<th>Faculty</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. E-mail</td>
<td>1. E-mail</td>
<td>1. E-mail</td>
<td>1. E-mail</td>
</tr>
<tr>
<td>Scheduling</td>
<td>Applications</td>
<td>Scheduling</td>
<td>Scheduling</td>
</tr>
<tr>
<td>Applications</td>
<td>Sharing</td>
<td>Sharing</td>
<td>Sharing</td>
</tr>
</tbody>
</table>

Final Analysis
Even after stratifying by demographics, the same top five collaboration tools appear throughout the sample. The “Overall” column could be skewed by the differences in sample size between the three cohorts. Again, stratifying by population results in a more accurate display of differences between the groups.

An interesting finding is the importance to students of online application tools as compared to faculty and staff.

Q5. Rank the reasons for using online collaboration tools not affiliated with U-M

<table>
<thead>
<tr>
<th>Overall</th>
<th>#1 rankings (%)</th>
<th>#2 rankings (%)</th>
<th>Bottom 3 rankings (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rank</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Easy to use</td>
<td>34</td>
<td>19</td>
<td>14</td>
</tr>
<tr>
<td>2. Ability to access from anywhere</td>
<td>31</td>
<td>22</td>
<td>15</td>
</tr>
<tr>
<td>3. Easy to share information with others</td>
<td>13</td>
<td>16</td>
<td>24</td>
</tr>
<tr>
<td>4. Integration with other tools I use</td>
<td>13</td>
<td>10</td>
<td>39</td>
</tr>
<tr>
<td>5. Features &amp; formatting options</td>
<td>07</td>
<td>06</td>
<td>44</td>
</tr>
<tr>
<td>6. Information is backed up</td>
<td>08</td>
<td>10</td>
<td>45</td>
</tr>
<tr>
<td>7. My colleagues/peers use it</td>
<td>11</td>
<td>09</td>
<td>47</td>
</tr>
<tr>
<td>8. Overall impression</td>
<td>06</td>
<td>09</td>
<td>60</td>
</tr>
</tbody>
</table>

The items above were ranked based on each response option’s mean. After conducting a sub-analysis on group affiliation, there were not significant differences between the three groups. Respondents identified ease of use and the ability to access from anywhere as the two primary reasons they used non-U-M collaboration tools. Interestingly, all three groups had almost identical rankings of reasons for using online collaboration tools not affiliated with U-M. See limitation section for an explanation of flaws within this individuals question format.
Q6. Evaluate your familiarity with the Google collaboration services.

Overall:

Students:

Faculty:
It is clear from the analyses above that students consider themselves much more knowledgeable about all Google collaboration tools compared to faculty and staff.

**Q7. Evaluate your familiarity with the Microsoft collaboration services.**

**Overall:**
Students, Faculty, & Staff Survey Analysis

Students:
- Have not used
- Novice
- Proficient
- Expert

Faculty:
- Have not used
- Novice
- Proficient
- Expert

Staff:
- Have not used
- Novice
- Proficient
- Expert
Students, Faculty, & Staff Survey Analysis

Generally, there is a difference in familiarity between students, faculty, and staff. Students and faculty tend to have less familiarity with all collaboration tools offered by Microsoft compared to staff.

Q8-17. Favorite features

For these items, respondents were asked to evaluate their favorite features of the individual Microsoft and Google collaboration tools. Only those respondents who indicated that they were ‘proficient’ or ‘expert’ with regard to their familiarity with the tools (Q6 & Q7) were asked to respond to these subsequent questions (Q8-Q17). This protocol was enforced to ensure that only those with an appropriate knowledge base of the individual tools could provide feedback. Respondents could select more than one response option for these questions.

These items will be analyzed and organized based on the five most important collaboration tools from Q3:

- E-mail
- File storage
- Document sharing
- Calendaring and scheduling
- Online applications

There is not one collaboration tool in Microsoft, for example, that strictly does document sharing the same way Google Docs does. Due to differences in the features of the individual collaboration tools between the two vendors, there are three collaboration tools that will be concurrently compared: file storage; document sharing; and online applications.

See Appendix I for Q12-13.
For Gmail, over 40% of respondents selected all of the five feature-oriented response options, indicating an overall general positive impression of the tool. Only 8% had no favorite features.

**Q9. Microsoft E-mail (Hotmail/MSN/Exchange Online)**

For Microsoft E-mail, only one response option (easy to use) had above 40%. The next highest feature-oriented response option was “my colleagues/peers use it” (28%). Finally, a large portion of respondents responded that they “…have no favorite features” (35%).

Clear differences arise when comparing the Gmail and Microsoft e-mail responses. While Gmail had over 40% of respondents selecting all of the five feature-oriented response options, Microsoft E-mail only had one response item above 40%. This indicates a greater holistic positive impression of the tool.

**E-mail**

**Q8.**

**Gmail**
Students, Faculty, & Staff Survey Analysis

approval of Gmail’s features, compared to Microsoft e-mail. Importantly, the differences between “I have no favorite features” between the two tools is significant: Gmail (8%); Microsoft e-mail (35%).

File storage, document sharing, & online applications
Q10. Google Docs

Q14. Google Sites

Google Docs and Google Sites together offer a platform to share and store files, in addition to online applications such as word processing, presentation, and spreadsheet. Combined, easy to use was the favorite feature. Respondents also liked the ability of Google Docs to be integrated with other tools used (50%). Collaboration with peers and colleagues was an additional favorite feature of Google Docs (48%).
Microsoft SkyDrive and SharePoint together offer a platform to share and store files, in addition to online applications such as word processing, presentation, and spreadsheet. While ‘easy to use’ was the principal favorite feature of SkyDrive (39%), this was not the same case for SharePoint (27% and ranked 4th out of 5 feature-oriented response items). ‘My colleagues/peers use it’ was the principal favorite feature for Microsoft SharePoint (39%).

When comparing the Google and Microsoft file sharing, storage, and online applications collaboration tools, several differences emerge. Ease of use received roughly 70% of response options for both of the Google tools, while the two Microsoft tools averaged just 31%. The Google tools had a total of six feature-oriented response items above 40%, while the Microsoft tools had none. This finding suggests a greater holistic approval of these specific Google collaboration tools, compared to Microsoft. Lastly, the differences between “I have no favorite features” between the two tools is interesting. When averaging the individual vendors’ two
collaboration tools for this specific response item, the Google response rate was 13% and Microsoft 33%.

**Calendaring & Scheduling**

**Q16. Google Calendar**

For Google Calendar, over 40% of respondents selected all of the five feature-oriented response options, indicating an overall generally positive impression of the tool. Ease of use was the principal favorite feature (74%) followed by ‘integration with other tools used’ (57%). Only 7% had no favorite features.

**Q17. Microsoft Calendar (Hotmail/MSN/Exchange Online)**

For Microsoft Calendar, ease of use was the principal favorite feature (45%) followed by ‘my colleagues/peers use it’ (42%). Twenty-six percent had no favorite features. Overall impression was also ranked 5th out of the five feature-oriented response items with 19%.
When comparing the Microsoft and Google responses, clear differences arise. ‘Overall impression’ was considerably higher for Google Calendar (43%) compared to Microsoft Calendar (19%). Importantly, the differences between “I have no favorite features” of the two tools is large: Gmail (7%) and Microsoft e-mail (26%).

See Appendix I for Q18 findings

**Q19-21**
The graphs below reflect a sub-analysis eliminating those self-identifying as proficient or expert (Q6 & Q7) in three or more tools per vendor. The purpose of this sub-analysis is to decrease pre-existing biases respondents may have for one vendor over another. It is hypothesized that those self-identifying as proficient or expert in three or more tools per vendor have a higher likelihood of having a pre-established preference for a given vendor.

For staff v. faculty/student breakdowns, see Appendix II (p. 37).

**Q19. I am confident the university could establish processes and a contract with this vendor that would protect my privacy and information.**

![Graph showing responses to Q19 for Microsoft and Google](chart.png)
Students, Faculty, & Staff Survey Analysis

**Students**

<table>
<thead>
<tr>
<th>Tool</th>
<th>Strongly Disagree</th>
<th>Somewhat Disagree</th>
<th>Neither Agree nor Disagree</th>
<th>Somewhat Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Google</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Staff**

<table>
<thead>
<tr>
<th>Tool</th>
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<th>Somewhat Disagree</th>
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<tr>
<td>Microsoft</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Google</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Faculty**
Overall, large differences do not exist in the confidence level of those agreeing that the vendors would protect their privacy and information, although Google has a higher overall percentage than Microsoft. However, differences begin to emerge as the responses are broken down by respondent demographics. Students had the largest difference in confidence, with Google ahead of Microsoft. Faculty had the closest rating between the vendors, with Google still getting the advantage.
Q20. I am confident this vendor will provide reliable services.

Overall

Students, Faculty, & Staff Survey Analysis

![Bar chart showing responses to Q20 for different vendors and groups.]

- **Microsoft**
  - Strongly Disagree: 5%
  - Somewhat Disagree: 20%
  - Neither Agree nor Disagree: 25%
  - Somewhat Agree: 10%
  - Strongly Agree: 40%

- **Google**
  - Strongly Disagree: 5%
  - Somewhat Disagree: 20%
  - Neither Agree nor Disagree: 25%
  - Somewhat Agree: 10%
  - Strongly Agree: 40%

- **Students**
  - Strongly Disagree: 5%
  - Somewhat Disagree: 20%
  - Neither Agree nor Disagree: 25%
  - Somewhat Agree: 10%
  - Strongly Agree: 40%

- **Staff**
  - Strongly Disagree: 5%
  - Somewhat Disagree: 20%
  - Neither Agree nor Disagree: 25%
  - Somewhat Agree: 10%
  - Strongly Agree: 40%
Among the different demographic cohorts, the trends seem to stay consistent. There is much more agreement that Google would provide more reliable services as compared to Microsoft. Some cohorts may show this in a more extreme way (i.e., students), but the trend holds across all three groups.

Q21. I am confident that if this vendor was selected, I could collaborate effectively.

Overall
While there is greater confidence in Google’s ability to collaborate more effectively compared to Microsoft, the staff do not have as much confidence in Google over Microsoft when compared to
Students, Faculty, & Staff Survey Analysis

students and faculty. There is still an obvious difference between Microsoft and Google among the staff; however, the gap between the two vendors is not large.

Q22. Based on your knowledge of online collaboration tools and/or your attendance at the recent Google/Microsoft presentations, do you have any significant concerns that you feel are critical to be considered in making the final decision for the university?

For themes, see Appendix III. For themed responses, see separate document: http://nextgen.umich.edu/collaboration/Collaboration_Tool_Survey_Concerns.xls

Total responses: 2,802 (18% response rate)

- 1,294 (46%) students
- 297 (11%) faculty
- 1,204 (43%) staff

Limitations & Challenges

- Ideally, the statistics provided in this report should be weighted to account for the differences in percentage response rates by the campus population segments of students, faculty, and staff. Given that this survey is only one of a number of inputs that will be drawn on by the Unit IT Steering Committee in making a final determination and in interest of getting the analysis done as quickly as possible, response rates are presented here unweighted.

- In retrospect, Question 7 (Microsoft Collaborative Tools) should have included Office Web Apps as the general equivalent of Google Apps and Google Docs. While users of Microsoft SkyDrive (included in the survey) would likely be familiar with Office Web Apps that operate within SkyDrive, it should have been separately listed.

- The survey was distributed to all Ann Arbor campus students, faculty, and staff, including faculty and staff who work at the Medical Center. The survey preparers were not aware prior to releasing the survey that the U-M Health System was planning to notify its staff during the period that the survey was live that UMHS was moving from GroupWise (the e-mail and calendar application used for the last 15 years at UMHS) to Microsoft Outlook 2010. The e-mail specifically mentioned the e-mails that staff had received from the Unit IT Steering Committee, and that UMHS intended to work collaboratively with campus to identify and implement shared tools.
• The ranking asked of respondents in Question 5 included a relatively large number of items to rank order. The possibility of information overload potentially affects the validity of the rankings, although further analysis would be required to reach that conclusion with confidence.

• The open-ended question (Q22) was included to provide respondents an opportunity to raise additional concerns or issues regarding the campus selection of online collaboration tools as well as to make more nuanced statements regarding any aspect of the survey. The responses to this question will be summarized and analyzed in a separate supplementary report to be made available as soon as possible in November.

• Due to the limited time frame we had to conduct these analyses, and this survey being just one of several inputs into the final decision, the researchers did not use format statistical techniques to determine statistical significance. The researchers simply used their expert opinions to discern noteworthy differences.
Appendix I: Overall Results

In total, 41,995 students and 41,032 staff/faculty received the survey invitation, totaling 82,946 potential respondents. Of the 82,946 invitees, exactly 15,419 respondents started the survey (19% of total sample) and 13,109 completed the survey (16% of total sample). The individual item response rates will be calculated based on the 15,419 respondents who started, but may not have necessarily completed the survey.

For questions that provide a mean and standard deviation, both are based on a scale of 1-5

1. **My primary role at U-M is:**
   
   14,090 responses out of 15,419 total respondents = 98% response rate
   
   a. 3,748 respondents (27%): Undergraduate student
   
   b. 2,589 respondents (18%): Graduate student
   
   c. 6,504 respondents (46%): Staff
   
   d. 1,249 respondents (09%): Faculty

2. **Did you attend any Google and/or Microsoft vendor sessions held on campus?**
   (You can select more than one)
   
   13,994 responses out of 15,419 total respondents = 97% response rate
   
   a. 532 respondents (4%): I attended a Microsoft general session (9/28)
   
   b. 317 respondents (2%): I attended the Microsoft technical session (9/28)
   
   c. 584 respondents (4%): I attended a Google general session (10/7)
   
   d. 344 respondents (4%): I attended a Google technical session (10/7)
   
   e. 180 respondents (1%): I attended the technical feedback session (10/11)
   
   f. 13,060 respondents (93%): I did not attend a session

3. **How important are the following collaboration tools to you?**

   The means are based on a scale of 1-5 (1=not at all important, 5=extremely important)
Students, Faculty, & Staff Survey Analysis

A. E-mail (mean = 4.87, SD = 0.47)
   14,108 responses out of 15,419 total respondents = 91% response rate
   a. 71 (<01%) respondents: Not at all Important
   b. 58 (<01%) respondents: Somewhat Unimportant
   c. 134 (01%) respondents: Neither Important or Unimportant
   d. 1,171 (08%) respondents: Somewhat Important
   e. 12,674 (90%) respondents: Extremely Important

B. File Storage (mean = 4.37, SD = 0.90)
   14,036 responses out of 15,419 total respondents = 91% response rate
   a. 310 (02%) respondents: Not at all Important
   b. 355 (03%) respondents: Somewhat Unimportant
   c. 1,178 (08%) respondents: Neither Important or Unimportant
   d. 4,134 (29%) respondents: Somewhat Important
   e. 7,528 (54%) respondents: Extremely Important

C. Document Sharing (mean = 4.30, SD = 0.90)
   14,047 responses out of 15,419 total respondents = 91% response rate
   a. 334 (02%) respondents: Not at all Important
   b. 334 (02%) respondents: Somewhat Unimportant
   c. 1,189 (08%) respondents: Neither Important or Unimportant
   d. 5,188 (37%) respondents: Somewhat Important
   e. 7,029 (50%) respondents: Extremely Important

D. Calendar & Scheduling (mean = 4.28, SD = 0.99)
   14,026 responses out of 15,419 total respondents = 91% response rate
   a. 456 (03%) respondents: Not at all Important
   b. 476 (03%) respondents: Somewhat Unimportant
   c. 1,288 (09%) respondents: Neither Important or Unimportant
   d. 4,221 (30%) respondents: Somewhat Important
   e. 7,588 (54%) respondents: Extremely Important

E. Online Applications (word processing, spreadsheet, presentation, etc.)
   (mean = 4.27, SD = 0.99)
   14,033 responses out of 15,419 total respondents = 91% response rate
   a. 461 (03%) respondents: Not at all Important
   b. 475 (03%) respondents: Somewhat Unimportant
   c. 1,338 (10%) respondents: Neither Important or Unimportant
   d. 4,231 (30%) respondents: Somewhat Important
   e. 7,528 (54%) respondents: Extremely Important

F. Website Creation/Maintenance (mean = 3.27, SD = 1.29)
   14,039 responses out of 15,419 total respondents = 91% response rate
Students, Faculty, & Staff Survey Analysis

- 2,083 (15%) respondents: Not at all Important
- 1,439 (10%) respondents: Somewhat Unimportant
- 3,690 (26%) respondents: Neither Important or Unimportant
- 4,225 (30%) respondents: Somewhat Important
- 2,602 (19%) respondents: Extremely Important

G. Video Conferencing (mean = 3.27, SD = 1.24)
13,998 responses out of 15,419 total respondents = 91% response rate
- 1,943 (14%) respondents: Not at all Important
- 1,373 (10%) respondents: Somewhat Unimportant
- 3,872 (28%) respondents: Neither Important or Unimportant
- 4,572 (33%) respondents: Somewhat Important
- 2,238 (16%) respondents: Extremely Important

H. Web Conferencing (mean = 3.22, SD = 1.24)
14,018 responses out of 15,419 total respondents = 91% response rate
- 2,016 (14%) respondents: Not at all Important
- 1,448 (10%) respondents: Somewhat Unimportant
- 4,005 (29%) respondents: Neither Important or Unimportant
- 4,511 (32%) respondents: Somewhat Important
- 2,038 (15%) respondents: Extremely Important

I. Instant Messaging (mean = 3.14, SD = 1.35)
13,946 responses out of 15,419 total respondents = 90% response rate
- 2,630 (19%) respondents: Not at all Important
- 1,592 (11%) respondents: Somewhat Unimportant
- 3,352 (24%) respondents: Neither Important or Unimportant
- 3,980 (29%) respondents: Somewhat Important
- 2,392 (17%) respondents: Extremely Important

J. Wikis (mean = 2.80, SD = 1.25)
13,953 responses out of 15,419 total respondents = 90% response rate
- 3,089 (22%) respondents: Not at all Important
- 2,159 (15%) respondents: Somewhat Unimportant
- 4,316 (31%) respondents: Neither Important or Unimportant
- 3,227 (23%) respondents: Somewhat Important
- 1,162 (08%) respondents: Extremely Important

K. Blogs (mean = 2.44, SD = 1.16)
13,983 responses out of 15,419 total respondents = 91% response rate
- 4,032 (29%) respondents: Not at all Important
- 2,842 (20%) respondents: Somewhat Unimportant
- 4,532 (32%) respondents: Neither Important or Unimportant
Students, Faculty, & Staff Survey Analysis

d. 2,022 (14%) respondents: Somewhat Important
e. 555 (04%) respondents: Extremely Important

4. How often do you use the following collaboration tools?
   The means are based on a scale of 1-4 (1=Never, 4=Always)

A. Email (mean = 3.96, SD = 0.27)
   13,855 responses out of 15,419 total respondents = 90% response rate
   a. 50 (<01%) respondents: Never
   b. 57 (<01%) respondents: Rarely
   c. 331 (02%) respondents: Sometimes
   d. 13,417 (97%) respondents: Always

B. Calendar & Scheduling (mean = 3.39, SD = 0.84)
   13,808 responses out of 15,419 total respondents = 90% response rate
   a. 657 (05%) respondents: Never
   b. 1,304 (09%) respondents: Rarely
   c. 3,875 (28%) respondents: Sometimes
   d. 7,972 (58%) respondents: Always

C. File Storage (mean = 3.32, SD = 0.86)
   13,782 responses out of 15,419 total respondents = 89% response rate
   a. 711 (05%) respondents: Never
   b. 1,448 (11%) respondents: Rarely
   c. 4,318 (31%) respondents: Sometimes
   d. 7,305 (53%) respondents: Always

D. Online Applications (word processing, spreadsheet, presentation, etc.) (mean = 3.27, SD = 0.89)
   13,803 responses out of 15,419 total respondents = 90% response rate
   a. 861 (06%) respondents: Never
   b. 1,557 (11%) respondents: Rarely
   c. 4,453 (32%) respondents: Sometimes
   d. 6,935 (50%) respondents: Always

E. Document Sharing (mean = 3.16, SD = 0.83)
   13,822 responses out of 15,419 total respondents = 90% response rate
   a. 734 (05%) respondents: Never
   b. 1,644 (12%) respondents: Rarely
   c. 6,082 (44%) respondents: Sometimes
   d. 5,362 (39%) respondents: Always

F. Instant Messaging (mean = 2.49, SD = 1.12)
   13,790 responses out of 15,419 total respondents = 89% response rate
Students, Faculty, & Staff Survey Analysis

a. 3,657 (27%) respondents: Never
b. 3,008 (22%) respondents: Rarely
c. 3,830 (28%) respondents: Sometimes
d. 3,295 (24%) respondents: Always

G. Video Conferencing (mean = 2.08, SD = 0.96)
13,744 responses out of 15,419 total respondents = 89% response rate
a. 4,840 (35%) respondents: Never
b. 3,965 (29%) respondents: Rarely
c. 3,941 (29%) respondents: Sometimes
d. 998 (07%) respondents: Always

H. Website Creation/Maintenance (mean = 2.06, SD = 1.00)
13,767 responses out of 15,419 total respondents = 89% response rate
a. 5,241 (38%) respondents: Never
b. 3,824 (28%) respondents: Rarely
c. 3,393 (25%) respondents: Sometimes
d. 1,309 (10%) respondents: Always

I. Wikis (mean = 2.01, SD = 0.97)
13,732 responses out of 15,419 total respondents = 89% response rate
a. 5,263 (38%) respondents: Never
b. 4,088 (30%) respondents: Rarely
c. 3,327 (24%) respondents: Sometimes
d. 1,054 (08%) respondents: Always

J. Web Conferencing (mean = 2.00, SD = 0.93)
13,776 responses out of 15,419 total respondents = 89% response rate
a. 5,166 (38%) respondents: Never
b. 4,202 (31%) respondents: Rarely
c. 3,660 (27%) respondents: Sometimes
d. 748 (05%) respondents: Always

K. Blogs (mean = 1.78, SD = 0.87)
13,734 responses out of 15,419 total respondents = 89% response rate
a. 6,435 (47%) respondents: Never
b. 4,449 (32%) respondents: Rarely
c. 2,274 (17%) respondents: Sometimes
d. 576 (04%) respondents: Always

5. Think about the online collaboration tools that you currently use that are NOT affiliated with U-M. Rank the reasons for using those services from most important (1) to least important (8).
Respondents that selected ‘never’ for all response options for Question 4 were forced to skip Question 5 and move onto Question 6. A total of 185 respondents were forced to skip Question 5 due to this skip logic.

The means are based on a scale of 1-8 (1=most important, 8=least important)

a. **Easy to use** (mean = 2.98, SD = 2.60)
   - 12,269 responses out of 15,243 respondents = 80% response rate
   - 4,228 (34%) people ranked it #1; 2,347 (19%) ranked it #2

b. **Ability to access from anywhere** (mean = 3.06, SD = 2.60)
   - 12,266 responses out of 15,243 respondents = 80% response rate
   - 3,768 (31%) people ranked it #1; 2,753 (22%) ranked it #2

c. **Easy to share information with others** (mean = 3.96, SD = 2.40)
   - 12,220 responses out of 15,243 respondents = 80% response rate
   - 1,535 (13%) people ranked it #1; 1,947 (16%) ranked it #2

d. **Integration with other tools I use** (mean = 4.59, SD = 2.46)
   - 12,141 responses out of 15,243 respondents = 80% response rate
   - 1,606 (13%) people ranked it #1; 1,269 (10%) ranked it #2

e. **Features & formatting options** (mean = 4.95, SD = 2.42)
   - 12,123 responses out of 15,243 respondents = 80% response rate
   - 806 (07%) people ranked it #1; 1,041 (09%) ranked it #2

f. **Information is backed up** (mean = 4.96, SD = 2.40)
   - 12,127 responses out of 15,243 respondents = 80% response rate
   - 977 (08%) people ranked it #1; 1,194 (10%) ranked it #2

g. **My colleagues/peers use it** (mean = 5.01, SD = 2.68)
   - 12,167 responses out of 15,243 respondents = 80% response rate
   - 1,287 (11%) people ranked it #1; 1,152 (09%) ranked it #2

h. **Overall impression** (mean = 5.70, SD = 2.52)
   - 12,062 responses out of 15,243 respondents = 79% response rate
   - 770 (06%) people ranked it #1; 675 (06%) ranked it #2

6. Evaluate your familiarity with the following Google collaboration services:

   **A. Gmail**

   - 13,288 responses out of 15,419 total respondents = 86% response rate
     - 2,344 respondents (18%): Have not used
     - 1,966 respondents (15%): Novice
     - 4,419 respondents (33%): Proficient
     - 4,559 respondents (34%): Expert

   **B. Google Docs**
Students, Faculty, & Staff Survey Analysis

13,249 responses out of 15,419 total respondents = 86% response rate
a. 3,629 respondents (27%): Have not used
b. 3,096 respondents (23%): Novice
c. 4,325 respondents (33%): Proficient
d. 2,199 respondents (17%): Expert

C. Google Sites
13,255 responses out of 15,419 total respondents = 86% response rate
a. 3,235 respondents (24%): Have not used
b. 3,439 respondents (26%): Novice
c. 4,797 respondents (36%): Proficient
d. 1,784 respondents (13%): Expert

D. Google Calendar
13,247 responses out of 15,419 total respondents = 86% response rate
a. 3,895 respondents (29%): Have not used
b. 2,824 respondents (21%): Novice
c. 3,774 respondents (28%): Proficient
d. 2,754 respondents (21%): Expert

E. Gchat
13,241 responses out of 15,419 total respondents = 86% response rate
a. 6,216 respondents (47%): Have not used
b. 1,717 respondents (13%): Novice
c. 2,360 respondents (18%): Proficient
d. 2,948 respondents (22%): Expert

7. Evaluate your familiarity with the following Microsoft collaboration services:
   A. Microsoft E-mail (Hotmail/MSN/Exchange Online)
13,291 responses out of 15,419 total respondents = 86% response rate
a. 4,319 respondents (32%): Have not used
b. 2,272 respondents (17%): Novice
c. 4,399 respondents (33%): Proficient
d. 2,301 respondents (17%): Expert

   B. Microsoft SkyDrive
13,255 responses out of 15,419 total respondents = 86% response rate
a. 11,516 respondents (87%): Have not used
b. 1,219 respondents (09%): Novice
c. 379 respondents (03%): Proficient
d. 141 respondents (01%): Expert

   C. Microsoft SharePoint
13,257 responses out of 15,419 total respondents = 86% response rate
Students, Faculty, & Staff Survey Analysis

a. 10,344 respondents (78%): Have not used
b. 1,887 respondents (14%): Novice
c. 818 respondents (06%): Proficient
d. 208 respondents (02%): Expert

D. Microsoft Calendar (Hotmail/MSN/Exchange Online)
13,267 responses out of 15,419 total respondents = 86% response rate
a. 8,044 respondents (61%): Have not used
b. 1,965 respondents (15%): Novice
c. 2,184 respondents (16%): Proficient
d. 1,074 respondents (08%): Expert

E. Windows Live Messenger
13,256 responses out of 15,419 total respondents = 86% response rate
a. 6,845 respondents (52%): Have not used
b. 2,763 respondents (21%): Novice
c. 2,486 respondents (19%): Proficient
d. 1,162 respondents (09%): Expert

For Q8-17, the items only appeared if the respondent selected ‘proficient’ or ‘expert’ for question 6. The response rate for each question was calculated by dividing the total respondents for the question over the number of individuals for whom the specific question appeared.

8. What are your favorite features of Gmail? (You can select more than one)
8,870/8,978 = 99%
  a. 7,156 respondents (81%): Easy to use
  b. 4,902 respondents (55%): Features
  c. 4,387 respondents (49%): Integration with other tools used
  d. 4,100 respondents (46%): Overall impression
  e. 3,824 respondents (43%): My colleagues/peers use it
  f. 991 respondents (11%): Other
  g. 672 respondents (08%): I have no favorite features

9. What are your favorite features of Microsoft E-mail (Hotmail/MSN/Exchange Online)? (You can select more than one)
6,500/6,700 = 97%
  a. 2,854 respondents (44%): Easy to use
  b. 1,383 respondents (21%): Features
  c. 1,581 respondents (24%): Integration with other tools used
  d. 1,797 respondents (28%): Overall impression
  e. 954 respondents (15%): My colleagues/peers use it
  f. 269 respondents (4%): Other
Students, Faculty, & Staff Survey Analysis

10. What are your favorite features of Google Docs? (You can select more than one)

\[
\frac{6,367}{6,524} = 98\%
\]

- 4,454 respondents (70%): Easy to use
- 2,601 respondents (41%): Features
- 3,153 respondents (50%): Integration with other tools used
- 2,095 respondents (33%): Overall impression
- 3,079 respondents (48%): My colleagues/peers use it
- 689 respondents (11%): Other
- 537 respondents (8%): I have no favorite features

11. What are your favorite features of Microsoft SkyDrive? (You can select more than one)

\[
\frac{520}{548} = 96\%
\]

- 192 respondents (39%): Easy to use
- 130 respondents (26%): Features
- 144 respondents (29%): Integration with other tools used
- 113 respondents (23%): Overall impression
- 59 respondents (12%): My colleagues/peers use it
- 48 respondents (10%): Other
- 170 respondents (34%): I have no favorite features

12. What are your favorite features of Gchat? (You can select more than one)

\[
\frac{5,180}{5,308} = 98\%
\]

- 3,853 respondents (74%): Easy to use
- 1,632 respondents (32%): Features
- 1,922 respondents (37%): Integration with other tools used
- 1,768 respondents (34%): Overall impression
- 3,447 respondents (67%): My colleagues/peers use it
- 209 respondents (04%): Other
- 462 respondents (09%): I have no favorite features

13. What are your favorite features of Windows Live Messenger? (You can select more than one)

\[
\frac{3,516}{3,648} = 96\%
\]
Students, Faculty, & Staff Survey Analysis

a. 1,588 respondents (45%): Easy to use
b. 620 respondents (18%): Features
c. 429 respondents (12%): Integration with other tools used
d. 551 respondents (16%): Overall impression
e. 1,320 respondents (38%): My colleagues/peers use it
f. 63 respondents (02%): Other
g. 1,184 respondents (34%): I have no favorite features

14. What are your favorite features of Google Sites? (You can select more than one)
6,370/6,581 = 97%
   a. 4,276 respondents (67%): Easy to use
   b. 2,578 respondents (40%): Features
   c. 1,874 respondents (29%): Integration with other tools used
   d. 2,524 respondents (40%): Overall impression
   e. 1,614 respondents (25%): My colleagues/peers use it
   f. 135 respondents (02%): Other
   g. 1,166 respondents (18%): I have no favorite features

15. What are your favorite features of Microsoft SharePoint? (You can select more than one)
982/1,026 = 99%
   a. 270 respondents (27%): Easy to use
   b. 304 respondents (31%): Features
   c. 331 respondents (34%): Integration with other tools used
   d. 380 respondents (39%): Overall impression
   e. 169 respondents (17%): My colleagues/peers use it
   f. 56 respondents (06%): Other
   g. 313 respondents (32%): I have no favorite features

16. What are your favorite features of Google Calendar? (You can select more than one)
6,365/6,528 = 99%
   a. 4,737 respondents (74%): Easy to use
   b. 3,211 respondents (50%): Features
   c. 3,620 respondents (57%): Integration with other tools used
   d. 2,749 respondents (43%): Overall impression
   e. 2,684 respondents (42%): My colleagues/peers use it
Students, Faculty, & Staff Survey Analysis

17. What are your favorite features of Microsoft Calendar (Hotmail/MSN/Exchange Online)? (You can select more than one)

3,135/3,258 = 99%

- a. 1,417 respondents (45%): Easy to use
- b. 924 respondents (30%): Features
- c. 1,139 respondents (36%): Integration with other tools used
- d. 587 respondents (19%): Overall impression
- e. 1,330 respondents (43%): My colleagues/peers use it
- f. 92 respondents (03%): Other
- g. 828 respondents (26%): I have no favorite features

18. Individuals may use multiple programs or devices to access their online collaboration resources. Select the applications that best describe how you access these tools.

A. Microsoft Outlook
12,714 responses out of 15,419 total respondents = 82% response rate

- a. 1,974 respondents (15%): I am not familiar
- b. 6,651 respondents (53%): I do not use
- c. 4,089 respondents (32%): I currently use

B. Eudora
12,366 responses out of 15,419 total respondents = 80% response rate

- a. 6,558 respondents (53%): I am not familiar
- b. 5,642 respondents (46%): I do not use
- c. 166 respondents (01%): I currently use

C. Apple Mail
12,508 responses out of 15,419 total respondents = 81% response rate

- a. 4,781 respondents (38%): I am not familiar
- b. 5,722 respondents (46%): I do not use
- c. 2,005 respondents (16%): I currently use

D. Microsoft Outlook Express
12,498 responses out of 15,419 total respondents = 81% response rate

- a. 2,734 respondents (21%): I am not familiar
- b. 7,925 respondents (64%): I do not use
- c. 1,839 respondents (15%): I currently use

E. Thunderbird
Students, Faculty, & Staff Survey Analysis

12,442 responses out of 15,419 total respondents = 81% response rate
a. 6,302 respondents (50%): I am not familiar
b. 5,249 respondents (43%): I do not use
c. 891 respondents (07%): I currently use

F. Mobile Devices (iPhone, Android, etc.)
12,749 responses out of 15,419 total respondents = 82% response rate
a. 1,941 respondents (15%): I am not familiar
b. 4,281 respondents (34%): I do not use
c. 6,527 respondents (51%): I currently use

G. Other
8,879 responses out of 15,419 total respondents = 58% response rate
a. 3,098 respondents (35%): I am not familiar
b. 3,610 respondents (41%): I do not use
c. 2,171 respondents (24%): I currently use

19. I am confident the university could establish processes and a contract with
this vendor that would protect my privacy and information:

A. Google
12,925 responses out of 15,419 total respondents = 84% response rate
a. 451 respondents (03%): Strongly Disagree
b. 675 respondents (05%): Somewhat Disagree
c. 2,147 respondents (16%): Neither Agree not Disagree
d. 3,641 respondents (28%): Somewhat Agree
e. 6,011 respondents (47%): Strongly Agree
   (mean = 4.09, SD = 1.15)

B. Microsoft
12,884 responses out of 15,419 total respondents = 84% response rate
a. 771 respondents (06%): Strongly Disagree
b. 1,011 respondents (08%): Somewhat Disagree
c. 3,078 respondents (24%): Neither Agree not Disagree
d. 3,749 respondents (29%): Somewhat Agree
e. 4,275 respondents (33%): Strongly Agree
   (mean = 3.76, SD = 1.37)

20. I am confident this vendor will provide reliable services:

A. Google
12,913 responses out of 15,419 total respondents = 84% response rate
Students, Faculty, & Staff Survey Analysis

a. 224 respondents (02%): Strongly Disagree
b. 245 respondents (02%): Somewhat Disagree
c. 1,563 respondents (12%): Neither Agree not Disagree
d. 3,413 respondents (26%): Somewhat Agree
e. 7,468 respondents (58%): Strongly Agree
   (mean = 4.37, SD = 0.89)

B. Microsoft
12,875 responses out of 15,419 total respondents = 84% response rate
a. 916 respondents (07%): Strongly Disagree
b. 1,316 respondents (10%): Somewhat Disagree
c. 2,548 respondents (20%): Neither Agree not Disagree
d. 4,260 respondents (33%): Somewhat Agree
e. 3,835 respondents (30%): Strongly Agree
   (mean = 3.68, SD = 1.44)

21. I am confident that if this vendor was selected, I could collaborate effectively.
   A. Google
12,878 responses out of 15,419 total respondents = 84% response rate
a. 258 respondents (02%): Strongly Disagree
b. 309 respondents (02%): Somewhat Disagree
c. 1,759 respondents (14%): Neither Agree not Disagree
d. 3,309 respondents (26%): Somewhat Agree
e. 7,243 respondents (56%): Strongly Agree
   (mean = 4.32, SD = 0.93)

B. Microsoft
12,847 responses out of 15,419 total respondents = 83% response rate
a. 920 respondents (07%): Strongly Disagree
b. 1,143 respondents (09%): Somewhat Disagree
c. 2,830 respondents (22%): Neither Agree not Disagree
d. 4,053 respondents (32%): Somewhat Agree
e. 3,901 respondents (30%): Strongly Agree
   (mean = 3.69, SD = 1.20)

22. Based on your knowledge of online collaboration tools and/or your attendance at the recent Google/Microsoft presentations, do you have any
significant concerns that you feel are critical to be considered in making the final decision for the university?

*See Appendix III.*
Appendix II: Q19-21 Staff v. Faculty/Student breakdowns

Q19. I am confident the university could establish processes and a contract with this vendor that would protect my privacy and information.

Staff:

### Google

- Strongly disagree: 3.77%
- Somewhat disagree: 5.42%
- Neither agree nor disagree: 22.09%
- Somewhat agree: 28.43%
- Strongly agree: 40.28%

### Microsoft

- Strongly disagree: 4.59%
- Somewhat disagree: 6.73%
- Neither agree nor disagree: 24.92%
- Somewhat agree: 28.37%
- Strongly agree: 35.4%
Faculty/Students:

Google:

- Strongly disagree: 3.25%
- Somewhat disagree: 5.05%
- Neither agree nor disagree: 11.82%
- Somewhat agree: 27.95%
- Strongly agree: 51.94%

Microsoft:

- Strongly disagree: 7.16%
- Somewhat disagree: 8.82%
- Neither agree nor disagree: 22.94%
- Somewhat agree: 29.72%
- Strongly agree: 31.35%
Q20. I am confident this vendor will provide reliable services.

Staff:

![Google Survey Analysis](image1)

![Microsoft Survey Analysis](image2)
Faculty/Students:

**Google**

- Strongly disagree: 1.44%
- Somewhat disagree: 1.71%
- Neither agree nor disagree: 7.07%
- Somewhat agree: 23.25%
- Strongly agree: 66.53%

**Microsoft**

- Strongly disagree: 9.1%
- Somewhat disagree: 13.04%
- Neither agree nor disagree: 18.67%
- Somewhat agree: 31.92%
- Strongly agree: 27.27%
Q21. I am confident that if this vendor was selected, I could collaborate effectively.

Staff:

**Google**

- Strongly disagree: 2.13%
- Somewhat disagree: 2.48%
- Neither agree nor disagree: 18.88%
- Somewhat agree: 29.31%
- Strongly agree: 47.2%

**Microsoft**

- Strongly disagree: 4.35%
- Somewhat disagree: 5.41%
- Neither agree nor disagree: 22.53%
- Somewhat agree: 33.13%
- Strongly agree: 34.58%
Faculty/Students:

Google

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Appendix III. Themed responses

Question 22 was themed and segregated based by affiliation (students, faculty, staff). Below are the themes the open-ended responses were organized by with examples. The Excel spreadsheets with all of the themed open-ended responses for Q22 can be found in a separate document: http://nextgen.umich.edu/collaboration/Collaboration_Tool_Survey_Concerns.xls

Q22: Based on your knowledge of online collaboration tools and/or your attendance at the recent Google/Microsoft presentations, do you have any significant concerns that you feel are critical to be considered in making the final decision for the university?

Total responses: 2,802 (18% response rate)
- 1,294 (46%) students
- 297 (11%) faculty
- 1,204 (43%) staff

The themed responses in the spreadsheets do not exactly match the above numbers. Responses such as “I didn’t attend the sessions,” or “I have no concerns at this time” were not included.

Themes:

- **Previous Experience:**
  - This theme includes comments which do not favor Google over Microsoft (or vice versa) and/or are based on previous experiences.
    - E.g.
      - Changes over summer gave me problems
      - The ease of use and the ease of sharing information with Google is greater than Microsoft. However, Microsoft has better word processing/ excel than Google. But Google stuff is constantly improving at a very fast pace and I bet they soon will have stuff that can rival Microsoft's Word and Excel, but I am unsure if Microsoft will ever make sharing information as easy and efficient as Google.

- **Security/protection**
  - This theme is specifically for security, privacy, and data protection issues.
    - E.g.
      - We need a high security system for data protection
      - Yes, giving outside commercial interests control over storage and transmission of confidential and/or valuable university data.

- **Google concern**
Students, Faculty, & Staff Survey Analysis

- This theme is for those comments that directly criticize or raise concerns about Google, but do not necessarily criticize Microsoft.
  - E.g.
    - As my survey indicates I am not a fan of the Google cloud, with most of my concerns stemming from privacy/security issues and integration with MS apps that I rely upon.
    - w/ Google, the main concerns are privacy and security.

- **Microsoft concern**
  - This theme is for those comments that directly criticize or raise concerns about Microsoft, but do not necessarily criticize Google.
    - E.g.
      - I have found Microsoft products to be bulky from a programming standpoint. I cannot compare them to Google products as I have not compared them head to head. I would be extremely supportive of using a local business partner (Google).
      - Microsoft is often limited in its effectiveness.

- **Google praise**
  - This theme is for those comments which clearly favor Google over Microsoft.
    - E.g.
      - Nothing comes close to the features and user friendliness of Google products. I already use Google calendar to manage all my research projects and my entire lab team uses g mail and g docs for all of our work. I hope Google gets selected.
      - Ease of use is very important to me. I recently started using MS Outlook and found it difficult to learn and not at all intuitive to use. I attended the Outlook presentation and viewed the Google presentation podcast. Google appears much easier to use.

- **Microsoft praise**
  - This theme is for those comments which clearly favor Microsoft over Google.
    - E.g.
      - The Microsoft suite of Office Applications, online tools, Exchange, etc is so much more mature and easily integrated to do everything I could imagine. Microsoft can be clunky and non-user friendly, but they do a fantastic job most of the time. Google is still feeling its way, but is obviously trendy and progressive. In time, Google may be able to match the mature Microsoft offerings, but not yet. Not by a mile.

- **Speed**
  - This theme is for those comments that express concern or praise related to speed of transition to a new set of collaboration tools.
    - E.g.
      - A primary concern is that it actually works as advertised, the first time we start using it.
• just hurry up so we can get streamlined

• **Necessities**
  o This theme is for those comments that articulate a preference for that or express concern about something that is a necessity for the new system.
    ▪ E.g.
    • Ability to change vendors easily is important, so that we aren't locked in.
    • Whatever tools are selected, there needs to be significant assurance that the chosen company will facilitate work across platforms. My biggest complaint about both Google and Microsoft (and, most of all, Apple) is that they withhold simple solutions simply because they want the user to abandon their competitors' products.

• **Culture**
  o This theme relates to the U-M work environment and/or the people affected.
    ▪ E.g.
    • We're getting more and more centralized at all levels of administration. When control increases, flexibility and freedom decrease. So we are giving up the best part of our work environment.
    • Not directly related, but it is ridiculous that the health system is on a separate system. It impairs communication and collaboration. The health system is openly hostile to collaboration and their concerns for HIPAA are specious. It's time to get out of the dark ages and have one of the greatest Universities in the world using a common, easy-to-use platform for communication and collaboration.

• **Platform**
  o This theme includes responses that discuss platforms (Macs v. PCs v. mobile) and interoperability of applications.
    ▪ E.g.
    • I would strongly recommend a system that isn't dependent on a specific operating system or hardware platform. This will allow all users to interact with the system.
    • Lots of people use Apple products. I would be curious about Microsoft's ability to run smoothly with a campus that runs on Apple.

• **Questions**
  o This theme only includes comments that ask a question.
    ▪ E.g.
    • Which one is cheaper?
    • If Google goes down, would that affect any files I have saved on the Google cloud? If we use Google, maybe our files should be backed up at another location in case Google has server problems.
Appendix IV: Survey Announcement

From: Lynn A. Johnson, Chair, Unit IT Steering Committee [mailto:targetemail@umich.edu]
Sent: Monday, October 11, 2010 1:01 PM
To: All University of Michigan Students
Subject: Students! We need your opinion

Help Determine Selection of U-M Online Collaboration Tools

Students: Your Voice is Important!
The University of Michigan is selecting new software to enhance online collaboration across campus and beyond. This software will likely include: e-mail, calendar, instant messaging, document sharing, among others. Google and Microsoft recently held product demonstrations on campus in order for the U-M community to view and ask questions about each vendor’s collaboration suite. Recordings of these sessions are available on the NextGen website.

Brief Survey to Share Your Input
Please take 10 minutes to complete the Online Collaboration Tools Survey before 5:00 p.m. on Tuesday, October 19. The survey is available at: http://umichitsurveys.qualtrics.com/SE/?SID=SV_3lo8gCac3BG8c8A
Your input is very important in determining which collaboration tool suite to select and what functionality is most crucial to U-M students.

Survey Prizes
Upon completing the survey, you will have the option to enter into a raffle. Ten winners will be chosen at random and given the opportunity to choose between five different prizes:

- Apple iPod Shuffle 2G
- School of Music, Theatre & Dance tickets
- U-M Ice Hockey tickets
- U-M Volleyball tickets
- University Musical Society tickets
Thank You For Your Feedback
Your participation helps U-M make progress on its objective to put in place a world-class IT environment that enables sophisticated and powerful collaboration – in the classroom, lab, or office – on campus and across the globe. Learn more at the NextGen Michigan website.

I look forward to your input,

Lynn A. Johnson
Chair, Unit IT Steering Committee
Professor and Assistant Dean, School of Dentistry

From: Lynn A. Johnson, Chair, Unit IT Steering Committee
[mailto:nextgen.sessions@umich.edu]
Sent: Monday, October 11, 2010 1:15 PM
To: All U-M Staff and Faculty
Subject: Faculty & Staff! We need your opinion

Help Determine Selection of U-M Online Collaboration Tools

Faculty & Staff: Your Voice is Important!
The University of Michigan is selecting new software to enhance online collaboration across campus and beyond. This software will likely include: e-mail, calendar, instant messaging, document sharing, among others. Google and Microsoft recently held product demonstrations on campus in order for the U-M community to view and ask questions about each vendor’s collaboration suite. Recordings of these sessions are available on the NextGen website.

Brief Survey to Share Your Input
Please take 10 minutes to complete the Online Collaboration Tools Survey before 5:00 p.m. on Tuesday, October 19. The survey is available at: http://umichitsurveys.qualtrics.com/SE/?SID=SV_3lo8gCac3BG8c8A
Your input is very important in determining which collaboration tool suite to select and what functionality is most crucial to U-M faculty, staff, and students.
Survey Prizes
Upon completing the survey, you will have the option to enter into a raffle. Ten winners will be chosen at random and given the opportunity to choose between five different prizes:

- Apple iPod Shuffle 2G
- School of Music, Theatre & Dance tickets
- U-M Ice Hockey tickets
- U-M Volleyball tickets
- University Musical Society tickets

Thank You For Your Feedback
Your participation helps U-M make progress on its objective to put in place a world-class IT environment that enables sophisticated and powerful collaboration – in the classroom, lab, or office – on campus and across the globe. Learn more at the [NextGen Michigan website](#).

I look forward to your input,

Lynn A. Johnson
Chair, Unit IT Steering Committee
Professor and Assistant Dean, School of Dentistry
Appendix V: Survey Reminder

From: Lynn A. Johnson, Chair, Unit IT Steering Committee
[mailto:nextgen.sessions@umich.edu]
Sent: Thursday, October 14, 2010 2:50 PM
To: All University of Michigan Students
Subject: Will you help us make a decision? Google or Microsoft?

Here's Your Chance to Help Shape U-M's Future!
Google or Microsoft?

Only 6 Days Left for Feedback
We recently sent you a message asking for your participation in the Online Collaboration Tools Survey. If you already completed the survey, please consider this letter as our thank you for your valuable input. Your participation counts! If you were away or too busy to complete it before, please try to find 10 minutes to do so before 5:00 p.m. on Tuesday, October 19. The survey is available at:
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You Could Win a Prize!
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Students, Faculty, & Staff Survey Analysis

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