Student GMail Conversion Plan

Final Project Documentation and Program Details

Student Services
Jefferson Information Technologies
Thomas Jefferson University
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Background

Thomas Jefferson University plans to migrate all student email accounts to Google GMail in the fall of 2010. This initiative follows lengthy discussions with TJU Academic Affairs, students, and their representatives, and reflects a trend among many universities to outsource student email to Google. JeffMail accounts for faculty and staff will remain unaffected.

The benefits involve increased mail storage and messaging applications for students and decreased overall costs for TJU. Since informal polls indicate that approximately one third of all current students forward their JeffMail to an outside email service, with GMail being the predominant choice, this move formalizes and accommodates this trend. Students will continue to use their existing JeffMail account names (first.last@jefferson.edu) which will continue to be managed and administered by Jeff IT. Existing mailing lists will not be affected.

Many universities outsource student-only email to Google. In fact, Google recently noted that over 6 million students, in over 145 countries are using university sponsored GMail accounts. Moving student-only email to GMail will result in capital cost savings and improved email service, while permitting TJU to retain control and ownership of the service.

Students will access GMail through the existing JeffMail access portal (http://jeffmail.jefferson.edu), but will be redirected to the new service when they login. All existing messages will be migrated and the move should result in no downtime.
Program Specifics

- Student email addresses will stay the same and all mailing lists will continue to work. No existing administrative or communications procedures will change.

- Students will log into the JeffMail web portal as usual. The system will automatically redirect students to the GMail service, which will be branded with the Jefferson logo. Email storage will increase from 60 megabytes to 7 gigabytes.

- You cannot access this service from the GMail link in Google. This is a Jefferson site hosted by Google but separate from commodity GMail.

- Jeff IT will continue to manage the provisioning of accounts and all passwords will stay under our management and control. TJU will have full control over the service and will continue to provide user support.

- All full-time students will have their accounts migrated to GMail. Full-time employees taking courses will continue to use JeffMail. Students working part-time in business-sensitive departments (JUP, Admissions, Financial Aid, Registrars Office, Jeff IT, etc.) may receive temporary JeffMail accounts to use when transacting TJU business based on departmental policies.

- During the cutover there will be no disruption of email service, but it may take up to 24 hours for all student email to be transferred. During this time students will be able to access the old mail system to retrieve emails and settings.

- Many students have requested this service, and it was developed with input from them and their representatives. Many students forward their JeffMail to GMail and use Google Apps already.
Frequently Asked Questions

Who is Affected?

Which Students will have their JeffMail accounts migrated to GMail?

- All full-time students who are not full-time employees
- Full-time students who work part-time for TJU
- Full-time students who are TJUH employees (either full or part-time). If these students were provided TJUH email accounts they will keep these accounts.

Which students will keep their JeffMail or TJUH email and not move to GMail

Students who are full-time employees of TJU.

I don’t want to migrate to GMail. Can I keep my JeffMail account?

All qualifying students will be migrated from JeffMail.

Can full-time employees or non-students migrate from JeffMail to GMail?

Currently, only students qualify for this program.

How Will the Migration Work?

What will be migrating?

The migration will include all student email addresses, aliases, email, folders and access methods. Filters (Content, Auto-Reply, Signatures and Forwards) will NOT be migrating due to differences in the mail system technologies. See the chart below titled “JeffMail vs. GMail Features Comparison”.

What will I see during the migration?

The migration will start by directing new incoming mail to your new GMail account. When you log into your JeffMail account you will be redirected to your new GMail account. Finally, the migration of your current data will be performed. Once the migration has begun, any IMAP clients you have configured (such as Outlook) will have to be reconfigured to the new settings.
How do I configure my mail client or device for Jefferson.edu on GMail?

You can use the following information to reconfigure IMAP with many mail clients. If you had been able to previously configure your Jefferson.edu Email account on a client / device, you should be able to reconfigure it by changing the settings indicated below.

First, make sure your Campus Key Password is synchronized to GMail by going to "Settings" > "Accounts" > "Change Account Settings" > "Change Password".

Finally, reconfigure your client / device for Jefferson.edu on GMail:

- Use the settings below to reconfigure IMAP settings on your email clients / devices.
- Aside from the settings below, the configuration process for your client / device should be the same as what you did when you originally configured your client /device to access the current Jefferson.edu mail system.
- Note that your username for GMail is CampusKey@jefferson.edu.

<table>
<thead>
<tr>
<th>Incoming Mail (IMAP) Server - requires SSL:</th>
<th>imap.gmail.com</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use SSL: Yes</td>
<td></td>
</tr>
<tr>
<td>Port: 993</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Outgoing Mail (SMTP) Server - requires TLS:</th>
<th>smtp.gmail.com</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use Authentication: Yes</td>
<td></td>
</tr>
<tr>
<td>Use STARTTLS: Yes (some clients call this SSL)</td>
<td></td>
</tr>
<tr>
<td>Port: 465 or 587</td>
<td></td>
</tr>
</tbody>
</table>

Account Name: CampusKey@jefferson.edu
Email Address: CampusKey@jefferson.edu
Password: Your Campus Key Password

Please note that if your client does not support SMTP authentication, you won't be able to send mail through your client using your Jefferson.edu GMail address.

Also, if you're having trouble sending mail but you've confirmed that encryption is active for SMTP in your mail client, try to configure your SMTP server on a different port: 465 or 587. Some ISPs will block email ports.

Will I experience an outage or loss of email during the migration?

There should be no disruption in your ability to logon to your email account and send or receive email. You may experience a delay in the availability of older mail content as everyone’s data is migrated to GMail. Time estimates place the entire historical mail copy at approximately 24 hours. If you need access to old email or settings before your historical email has been migrated, you can still access these old emails by logging on to https:\oldmail.jefferson.edu.
When will the migration occur?
Exact date to be determined.

What Will Change for Me?

Will my email address change?
Your email alias (first.last@jefferson.edu) will not change. However if you are configuring IMAP clients such as Outlook or smartphones, you must use campuskey@jefferson.edu.

Please see directions under the FAQ “What will I see during the migration?”

Will my mailing list membership change?
No. Mailing list membership is not affected.

I have forwarded my JeffMail account to another mail service. How will this migration impact me?
Your forward will cease to function as your Jefferson.edu email is now forwarded to the GMail service.

I already have a GMail account. How will this migration impact me?
The GMail accounts for Jefferson.edu are completely separate from personal GMail accounts. They remain distinct and are accessed differently.

I already have a GMail account. Can you just send my email to my existing account?
No. The GMail accounts for Jefferson.edu are completely separate from personal GMail accounts. You are free to configure a forward of your mail from your Jefferson GMail account to your personal GMail account if you wish.

What do I do if I need filter information that won’t be migrated?
Jeff-IT recommends that you review your filter settings prior to the migration. Access to https://oldmail.jefferson.edu will be available for a limited time after the migration so that you can retrieve any information that you may have missed.
**GMail and Google Apps Features**

What Google Apps will be available through my new GMail account?

- **Calendar**

- **Mobile** (Google Apps on mobile devices)

- **Docs** (Create, share, store and publish online documents and spreadsheets. Access from anywhere with no software download needed)

- **Chat** (Communicate with contacts via instant messages, high-quality voice calls and speedy file transfers)

- **Video** (Share, store and publish videos. Access and play from anywhere with nothing to download)

- **Contacts** (A contact manager to help your users find and organize the contacts and groups they collaborate with)

- **Start Page** (This permits @jefferson.edu users access services from a central place. Preview inboxes and calendar events, access essential content, and search the web. It is basically, iGoogle)

- **Groups** (A web application that allows users to create, manage, and search groups. An administrator can also manage these groups. Mail sent to groups is delivered whether this service is active or not)

What other Google services can be enabled?

- **Offline GMail**
- **GMail Labs**
- **Voice and Video Chat** (If your network allows. Voice and video chat are not enabled on the ARN).
- **Google Apps Sync and Google Apps Connector** Google Apps Sync for Microsoft Outlook is a plug-in that provides high fidelity contacts, calendar, and email synchronization
# JeffMail vs. GMail Features Comparison

<table>
<thead>
<tr>
<th>Feature</th>
<th>Jeffmail for Students</th>
<th>GMail for Students</th>
<th>Will be Migrated?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Aliases</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Calendar</td>
<td>-</td>
<td>Yes</td>
<td>-</td>
</tr>
<tr>
<td>Chat – Text</td>
<td>-</td>
<td>Yes</td>
<td>-</td>
</tr>
<tr>
<td>Chat – Video</td>
<td>-</td>
<td>Yes</td>
<td>-</td>
</tr>
<tr>
<td>Chat – Voice</td>
<td>-</td>
<td>Yes</td>
<td>-</td>
</tr>
<tr>
<td>Contacts</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes*</td>
</tr>
<tr>
<td>Current Email</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Current Folders</td>
<td>Yes</td>
<td>Yes**</td>
<td>Yes</td>
</tr>
<tr>
<td>Documents</td>
<td>-</td>
<td>Yes</td>
<td>-</td>
</tr>
<tr>
<td>Existing Email Address</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Filters (Content/Reply/Sig/Forwards)</td>
<td>Yes</td>
<td>Yes**</td>
<td>No</td>
</tr>
<tr>
<td>IMAP Access</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes***</td>
</tr>
<tr>
<td>Mobile support for Calendar (SMS Alerts)</td>
<td>-</td>
<td>Yes</td>
<td>-</td>
</tr>
<tr>
<td>Mobile Support for email (Native)</td>
<td>-</td>
<td>Yes</td>
<td>-</td>
</tr>
<tr>
<td>Outlook for Calendar</td>
<td>-</td>
<td>Yes</td>
<td>-</td>
</tr>
<tr>
<td>Outlook for Email</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes***</td>
</tr>
<tr>
<td>POP Access</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes***</td>
</tr>
<tr>
<td>Tasks</td>
<td>-</td>
<td>Yes</td>
<td>-</td>
</tr>
<tr>
<td>Web Access</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Storage Quota</td>
<td>60 Mb</td>
<td>7 Gb+</td>
<td></td>
</tr>
</tbody>
</table>

* Standard Email Information for Contacts will be migrated.

** GMail uses labels instead of folders; Folders will be translated to labels. Due to this, Filters will not be migrated.

*** Access will be available, but client reconfiguration will be required.
Screen Shots of the First Time GMail Login Process

The users will first logon as normal:

![Image of GMail login screen](image-url)
The First time GMail login process will require that users accept the terms of service agreement for their new accounts.

Login name: jxdl711@jefferson.edu
Language: English (US)

Type the characters you see in the picture below.

hondina

Letters are not case-sensitive

Terms of service: Review the Terms of Service below.

Google Terms of Service

Welcome to Google! By using Google’s products, software, services or web sites ("Google services"), you agree to the following terms and conditions, and any policies, guidelines or amendments thereto that may be presented to you from time to time, including but not limited to...

By clicking ‘I accept’ below you are agreeing to the Terms of Service above and both the Program Policy and the Privacy Policy.

Also remember that Google Apps is offered in conjunction with your domain administrator and that administrator may have access to your account information including your email. Your domain administrator’s use of your information is governed by its privacy policy.

I accept. Create my account.  Cancel

Once the users enter the text shown and accepts the terms of service, they will be logged in as they would be normally.
Screen Shots of the New GMail Login Process

Users will be presented with a login screen that looks the same as their current JeffMail accounts. Campus Key and password are entered just as they are today.
Once the GMail transition has occurred, the users will be automatically logged in to GMail. Employees that are not going to GMail will be logged in to Jeffmail as they normally would.
Regulatory and Legal Issues

As a university sponsored service, use of GMail provisioned as @jefferson.edu accounts falls under all relevant TJU appropriate use, HIPAA, Email, and other relevant university policies including the Electronic Communications and Information policy below:

Title: ELECTRONIC COMMUNICATIONS AND INFORMATION
Applicability: Thomas Jefferson University

POLICY

Computer hardware, software and other equipment which support and facilitate voice mail, electronic mail and access to the Internet are the property of the University and these systems are intended only for business-related purposes. Incidental use for personal reasons is permitted provided that such usage is on personal time, has supervisory permission, and does not conflict with provisions stated elsewhere in this policy or in related University policies.

Communications and information received, sent or stored on University equipment are also considered the property of the University, except in cases where application of the University’s policies on Patents (102.15), Copyrights (102.35) and/or Tangible Research Property (102.36) would provide otherwise. Electronic mail and voice mail communications, and Internet usage, are subject to monitoring at any time, with or without notice, to ensure that University’s property is being used for business purposes and in a manner consistent with this policy. An employee’s, faculty member’s or student’s use of the electronic mail, voice mail and other computer systems is considered consent to such monitoring. The University reserves the right to override passwords and/or codes, and employees, faculty members and students are expected to provide same upon request to facilitate access. Except for routine monitoring for administrative purposes, access without the knowledge and/or permission of the user requires the authorization of the Vice President for Administration and University Counsel, or their designees.

Users of the electronic mail and voice mail systems are specifically advised that they do not have a personal privacy right in any matter created, received or sent via these systems. In addition to the monitoring discussed above, there may be accidental transmission to third parties, or purposeful retransmission to another’s mailing list, access in the process of trouble-shooting hardware or software, and other similar situations.

Access, download or transmission of communications that contain pornographic, obscene or sexually explicit material (unless related to clinical or academic purposes), racial slurs or similar offensive material is prohibited. This prohibition includes any communication which contains sexual or racial overtones, disparages an individual(s) based on race, sex, age, national origin, religion, sexual orientation and/or any other personal characteristic protected under federal, state or local laws, or which would be inconsistent with the University’s policies on Equal Employment Opportunity and Sexual Harassment.
No employee, faculty member or student shall access or attempt to access the electronic mail or voice mail systems of other users, without the specific permission of that individual, except in the case of authorized personnel who are charged with monitoring the usage of such systems, investigating possible misconduct, or complying with discovery procedures under the rules of any local, state or federal court. As noted above, except for routine monitoring for administrative purposes, access without the knowledge and/or permission of the user requires the authorization of the Vice President for Administration and University Counsel, or their designee.

Software, data, networks and systems to which an employee, faculty member, or student has been granted access should never be transmitted, forwarded, or otherwise be made available to parties not authorized to receive such information, or who have no business reason for such information. This includes proprietary information, information of a confidential and sensitive nature, and material protected by the attorney-client privilege.

Certain data and materials on the Internet may be copyrighted, and downloading and/or distribution would constitute copyright infringement. In such instances, users must obtain specific authorization from the creator for the download and/or distribution, and when required, advice should be sought from the Office of University Counsel.

University equipment cannot be used to obtain, install, utilize, copy, or distribute software or data that has not been properly licensed for the workstation(s), network or individual(s). University employees or faculty are responsible for maintaining proof of proper licensure for software/data they utilize.

University employees, faculty, and students should not engage in any activity which would attempt to circumvent or violate security measures established for University networks and resources.

Devices should not be connected to the University network other than through approved University procedures for such additions. Discovery of illegally connected devices will lead to their disconnection from the network.

Electronic mail should not be used to solicit or to advocate non-University or purely personal interests, or in any manner prohibited by the University’s No Solicitation and No Distribution Policy.

Any violation of this policy will subject the employee, faculty member or student to serious disciplinary action, up to and including discharge for employees or faculty members and expulsion for students. In appropriate cases, violation of this policy may result in modification, suspension or termination of access privileges.

EXAMPLES OF PROHIBITED ACTIVITIES

Consistent with the Policy statement above, the following is a list of explicitly prohibited actions or uses of University-owned electronic communication and information resources. This is provided for administrative purposes only, and is not intended to include all possible violations.
1. Copying University-owned or licensed software programs to another computer without prior approval;

2. Using University-owned equipment or networks to obtain, utilize, copy or distribute software or data which the employee, faculty member or student does not personally have the rights to or own;

3. Using University-owned equipment or networks to attempt to enter (break into) other computing systems or resources to which the employee, faculty member or student does not have authorized access;

4. Using University-owned equipment or networks to damage, disrupt, or interfere with the normal operation of University or other computers or communications equipment;

5. Using University-owned equipment or networks to invade the privacy of an individual by accessing or attempting to access confidential information (e.g., voice mail, E-mail files);

6. Using University-owned or operated equipment and software (e.g., E-mail) to abuse, harass or threaten another individual;

7. Forging electronic information by altering or deleting the attribution of origin, or sending messages under someone else’s E-mail address;

8. Using University-owned equipment or software in the commission of a crime;

9. Using University-owned equipment or software for commercial purposes unrelated to the mission of the University;

10. Sharing user names and passwords with another individual to allow restricted databases or other licensed electronic products to be made available to unauthorized users.

Conduct in violation of the principles set forth above may be subject to criminal or civil legal action as well as University disciplinary action.