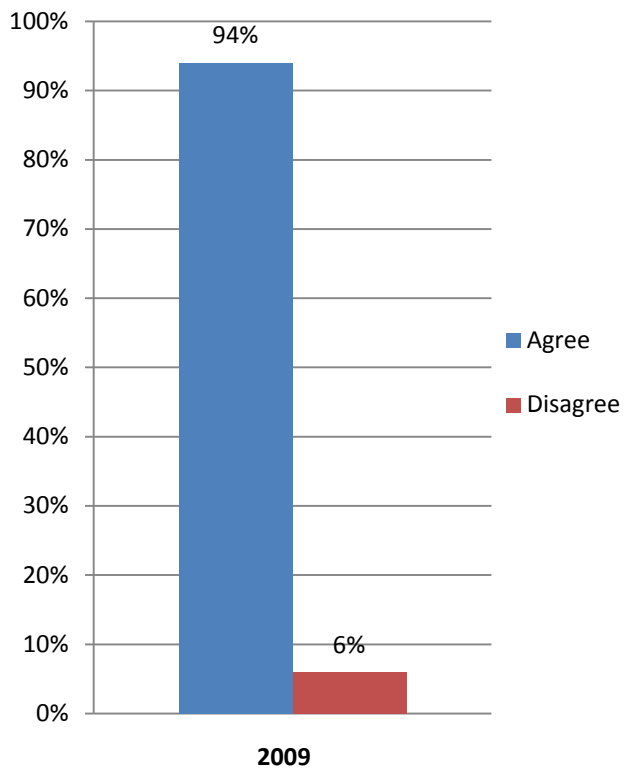


Student Mail Satisfaction Survey

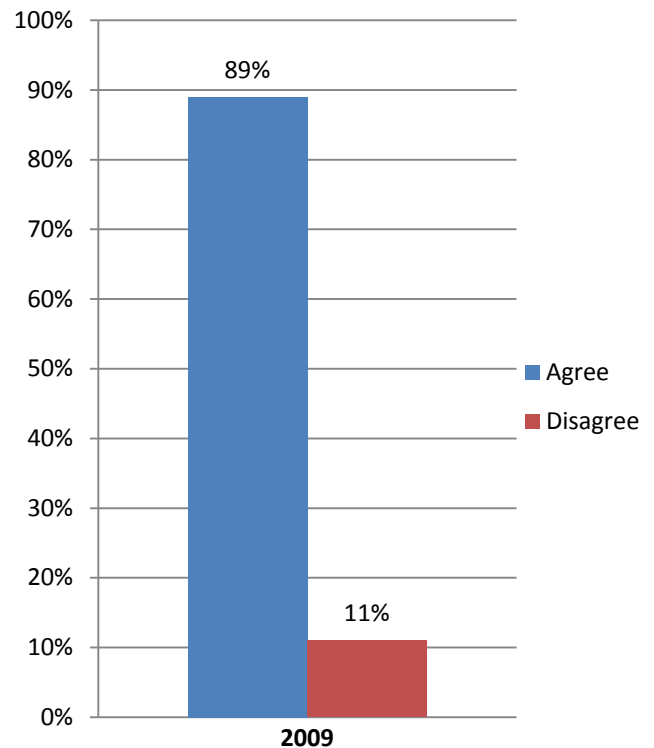
February 2009

N = 1043

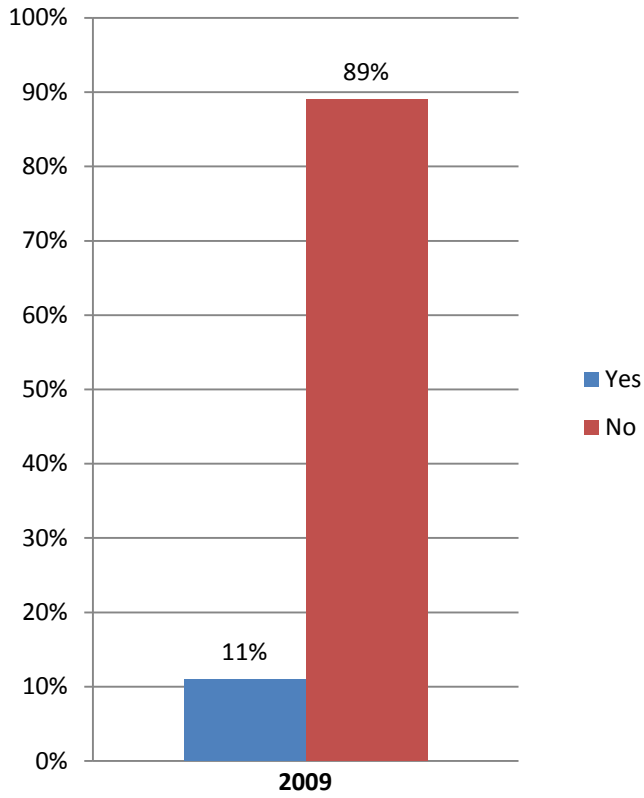
1. Are you happy with your new email address (account name @ferris.edu)?



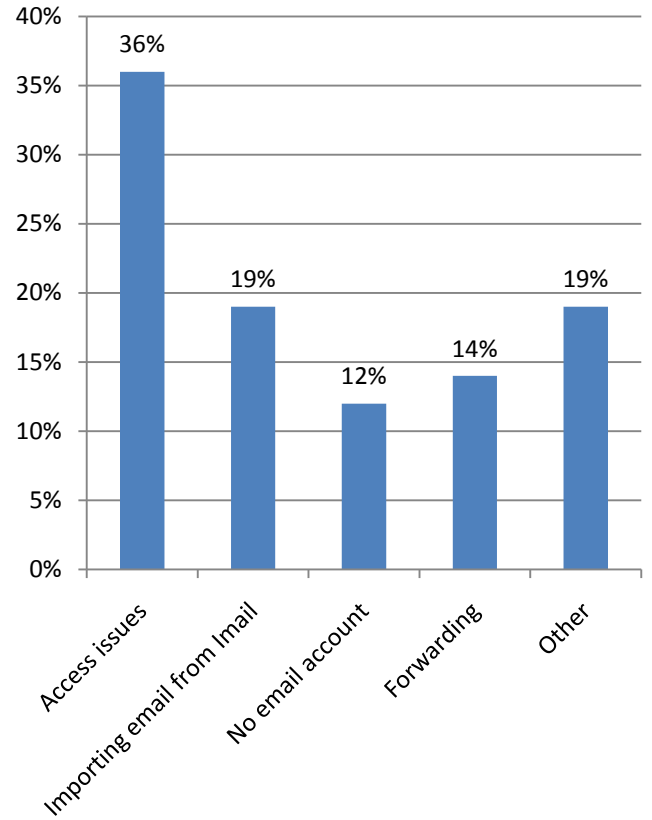
2. Do you feel the transition from I-Mail to Student Mail went smoothly?



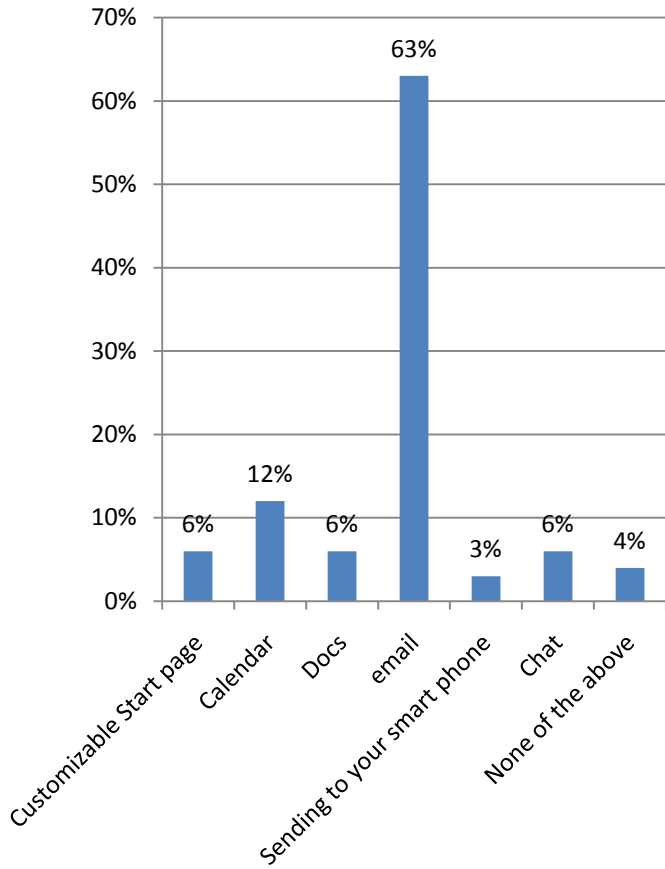
3. Have you had any reason to contact the TAC for help with your Student Mail account?



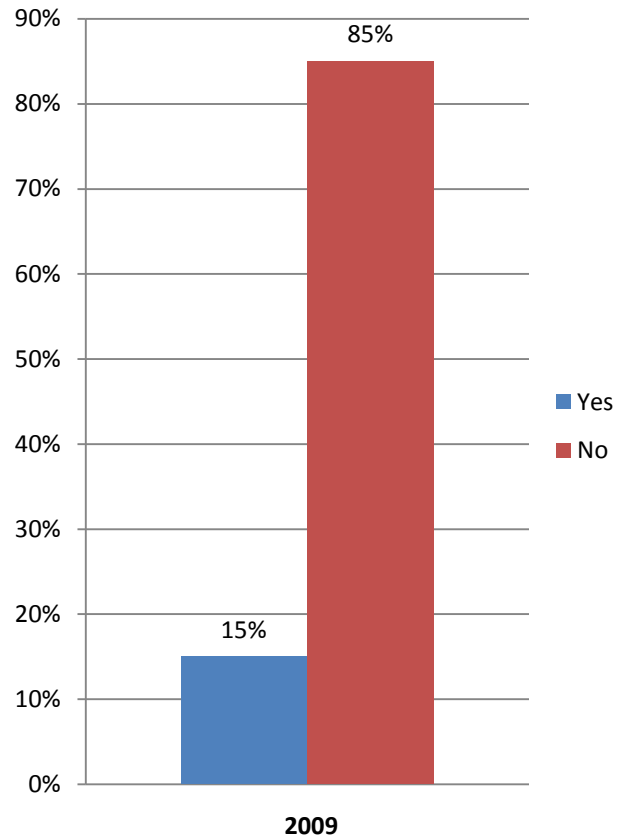
4. With what did you need assistance (please check all that apply)?



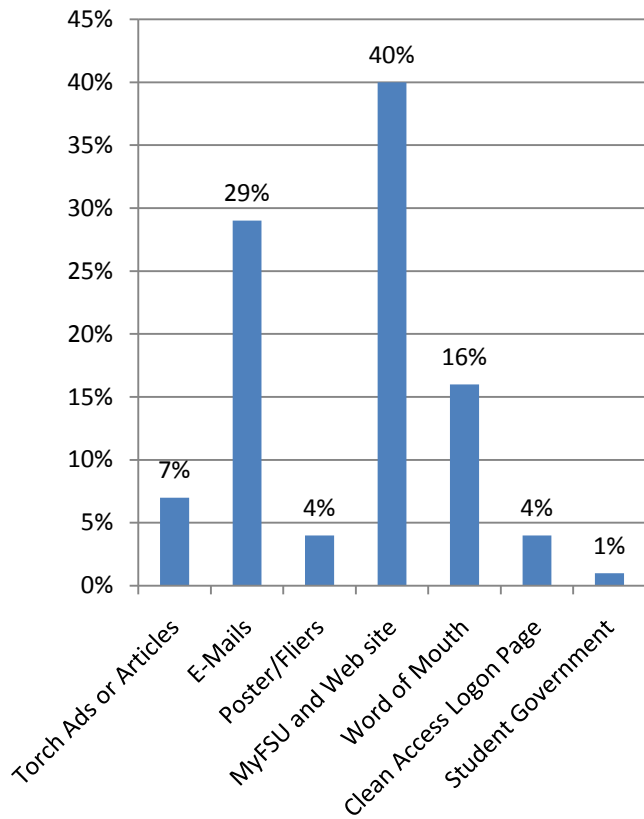
**5. What features are you using?
(Check all that apply)**



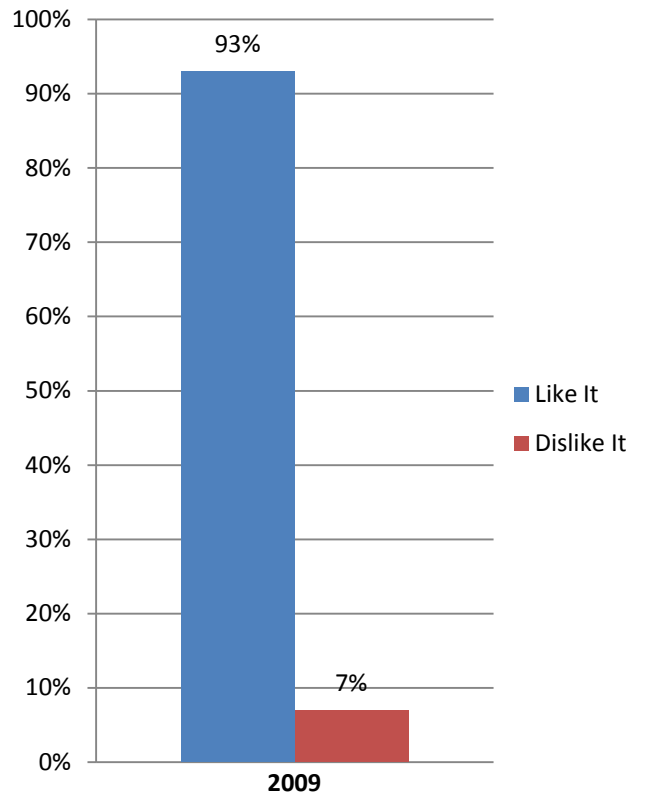
**6. Have you forwarded your
Student Mail to another email
account (ie., Yahoo, Gmail,
Outlook, Hotmail)?**



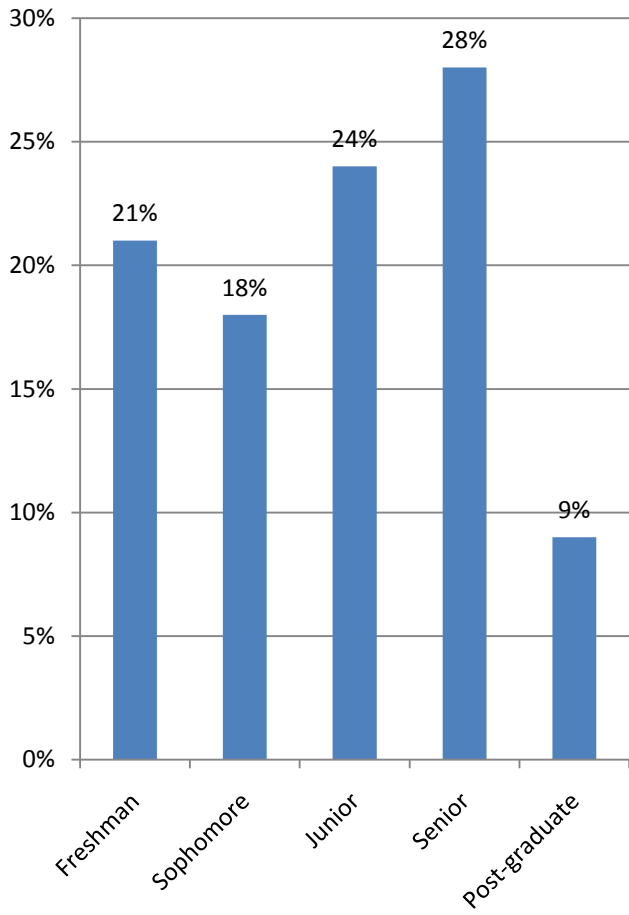
7. How did you learn of the new Student Mail service? (Check all that apply)



8. What is your opinion of the new Student Mail account.



9. What is your class standing?



10. Are you living on campus?

