

Panel Discussion | 10:45 – 11:30am, Friday, March 26

Title: Email Outsourcing (Panel Discussion)

Led by: Terry Anderson, Wright State University

Participants: Maggie Brudnicki, University of Cincinnati, John Ellinger, The Ohio State University, Matt Pahls and Prasanna Josh, Kent State University

E-mail is a very important yet expensive service for universities to use and maintain. Students view email as an essential communication tool, and expect their email service to be hassle-free, quick, and offer lots of storage. Often, this means using hosted email, such as Gmail, Yahoo! Mail, or Hotmail, instead of university-owned email systems. Many hosted e-mail vendors (such as those listed above) offer free services to higher education, but this can be a complicated option for many universities to implement. This panel discussion will cover many of the topics and concerns related to outsourcing university e-mail, such as the implications of using a third party and how outsourcing impacts privacy and laws such as FERPA. During the discussion, Kent State, Ohio State and Cincinnati will share their experiences with outsourcing their student e-mail and will be available to answer your questions.