I opened a Colleague project on this. The Colleague project template doesn’t allow me to copy and paste this message, please add this message to the project. This is really a blended project but touches both Outlook and Datatel.

Thanks,

Jon

That makes perfect sense, Jon. Great explanation!

Sounds like a great project to me.

Bill

Hi Bill, the personal email addresses are not so much of an issue unto themselves but the best way to reach someone and have confidence in our ability is to use their Kirkwood Email account. If they want the email to go to their personal email account then they can apply to have email forwarding and this would be handled in Outlook only not in Datatel, every account in Datatel will be a Kirkwood account.

To walk through how this will work for someone with forwarding turned on:

1. In Outlook they would have a setting that would take anything sent to XYZ@Kirkwood.Edu to ABC@Gmail.com
2. In Datatel they would have the email address XYZ@Kirkwood.Edu
3. When we want to send a mailing to a giant group we would pull from Datatel their XYZ@Kirkwood.Edu and send to that address
4. Email forwarding would take anything sent to XYZ@Kirkwood.Edu to ABC@Gmail.com

So the end result is the person with forwarding turned on will get their Kirkwood related email at their ABC@Gmail.com account where they want it, and we don’t care what that account is we just send and control their Kirkwood account in Datatel.

We can’t guarantee that Hotmail, Gmail and so forth won’t put the email in the junk bucket, the individual will need to be vigilant about that. But today we have too many ways for this form of communication to fail due to bad email addresses. By bringing Datatel into synch with our already established employee email system we get the best of both worlds.

Hopefully this makes sense it would be easier on a whiteboard. Let me know if there are questions.

Thanks,
From: Bill Lamb  
Sent: Tuesday, September 30, 2008 5:17 PM  
To: Jon Neff; Dale Simon; Nancy Glab; Peg Julius; Kathleen VanSteenhuyse  
Cc: Jill Horn; Darren Zabloudil; Jane Snook; Kristie Fisher  
Subject: RE: email addresses

Thanks Jon, and I believe you have discovered the issue for me! I was just trying to see why Peg keeps getting all these email bouncing back.

Do you see the hotmail or personal ip addresses as an issue for when Peg sends out a message to all faculty? i.e. that grades are due or attendance rosters, etc...

I am not sure how to frame the project and I know we have several in line. However, I would be happy to sponsor this one. Kristie might join in as well.

Bill

From: Jon Neff  
Sent: Tuesday, September 30, 2008 4:06 PM  
To: Dale Simon; Bill Lamb; Nancy Glab; Peg Julius; Kathleen VanSteenhuyse  
Cc: Jill Horn; Darren Zabloudil; Jane Snook  
Subject: RE: email addresses

This is all great discussion folks. I’m sorry for not jumping back in sooner but work and meetings “happened” ☺.

I think all of the comments and insight are very good.

What we have here is a disconnect between Outlook, which has every employees Kirkwood email address in it, and Datatel, which is a decentralized manual update process that appears to have many holes and gaps and is not something that has any single point of data accuracy checks and actually has never been stressed as needing to be 100% accurate. As conscientious as our folks at Kirkwood are, typos will happen and since we only recently implemented the email forwarding we could have some folks who asked to have their Gmail, MSN, Hotmail, Uiowa, you name it account added to their NAE screen in Colleague and there is no check and balance in Datatel to prevent this. So it is actually not surprising to me that 90 emails bounced back since the data source used was the Datatel database vs. the Outlook database.

I have not confirmed it but I have heard that there are a few ways to get email added initially:

1. If the employee is a FT Faculty Member then Sue Bennett in HR adds their email to Datatel. (NAE screen I think)  
2. If the employee is adjunct then the Department Coordinator or other Department representative add it to Datatel. (NAE screen I think)

Since it sounds like we want to ramp up this tool to communicate more accurately to our employees, a simple solution would be to have an automated process update Datatel from the known good Outlook Email Addresses for every employee. Then those who choose the email forwarding would still get emails accurately whether they are sent mail via Outlook or sent via Communications Management in Datatel. This won’t happen overnight and it will need to be a project but it sounds to me like communication of this nature will be on the increase and it is important enough to be a “Just do it” Executive Sponsored project vs. a Steering Voted project. Thoughts?

A second step would also be to communicate to employees via department channels to check their Eaglenet profile quarterly to ensure nothing has changed. This would be less of an issue once the automated tool is in place.
Thanks,

Jon

From: Dale Simon  
Sent: Tuesday, September 30, 2008 3:31 PM  
To: Bill Lamb; Nancy Glab; Peg Julius; Jon Neff; Kathleen VanSteenhuyse  
Cc: Jill Horn  
Subject: RE: email addresses

I believe the major problem for bounce backs is when a faculty have more than one email address in the system and many do. You need to be sure the email address you are using is the primary one in Datatel. If not you need to change the primary email in Datatel to the one you are using. When we have emails bounced back the most frequent reason is the primary email in Datatel.

Dale

From: Bill Lamb  
Sent: Tuesday, September 30, 2008 3:11 PM  
To: Nancy Glab; Peg Julius; Jon Neff; Kathleen VanSteenhuyse; Dale Simon  
Cc: Jill Horn  
Subject: RE: email addresses

Great points Nancy and Peg--

Peg, if you have ideas on how to get faculty to check the email to make sure it is correct, that would be welcome too! :) 

Nancy, thanks for the 7 character note; I knew there was a limit but not how much. So, I tried Christina Winders and both bounced back. Any ideas on why the email shown in the system doesn't work for her?

I'm learning lots and it seems like there are some possible pitfalls in this process that could affect communication with adjunct faculty in particular. I'll keep looking at the examples Peg sent--got to run now!

Bill

From: Nancy Glab  
Sent: Tuesday, September 30, 2008 9:15 AM  
To: Peg Julius; Jon Neff; Bill Lamb; Kathleen VanSteenhuyse; Dale Simon  
Cc: Jill Horn  
Subject: RE: email addresses

I think Peg had some good insight on this.

My insight:

- When we hire the person, we submit the HR form that is routed to a number of depts., one of which is IT to create the e-mail. The dept does not create the initial e-mail address, that it done via IT as I understand it.
- An e-mail personal name can only be 7 letters if the name were skirkwo@kirkwood.edu  
  It looks like it is spelled wrong... but it is adhering to the 7 letter rule.
- An adjunct can forward e-mail via Outlook by the following process:
  - Go to school dude, select Web E-mail access.
  - Complete the questionnaire, including who the supervisor is
  - Choose how they want the e-mail forwarded
  - Read the statements and agree to the them
  - School dude goes to System Administrator who does task from the back end
I think one clarification needs to be made: These email addresses for this midterm reminder mailing came from Colleague. If there are typo's in the emails, it's because when the faculty record was created in Colleague, whoever added the email mis-typed. Faculty don't have an option to forward their emails from EagleNet, to my knowledge, but they can specify which email is in Colleague, using address change request. Anything that is sent out of Colleague, as this email mailing was, will use that address. When Nancy sends an email to one of her adjunct faculty, she most likely uses Outlook to do that, and the email address there is correct. It seems to me that what needs to happen here is that faculty need to go into EagleNet and choose address change request to verify that the address there is the correct address to contact them via email.

Peg, please specify step by step how you pulled the email addresses and please send me an attachment with all of the email addresses you pulled.

Thanks,

Jon

As I know you all agree, we want to make sure we have good communication to faculty, so when Peg told me about the bounced back email she receives when she does a mass email, then I wanted to look into the "why." With Peg's announcement of the midterm grades, she had 95 email bounce back and I asked her to send them to me. After looking at them tonight, I need some clarification and hopefully some suggestions on process improvement. That's why I am sending this to just you five folks, so thanks for sharing your insights and ideas.
Now, my understanding is that we give adjunct faculty a kirkwood email, but I don't know how they get that email assigned. For example, we have kloehr@kirkwood as one that bounced back. After working through the letter combinations, etc., I am sure this is Kathy Leohr in Health, and when the email was assigned, the letters were transposed. Remember, these are adjunct and she probably doesn't know she is not getting email, but wouldn't she get some from your area Nancy? If so, the message would have bounced. Christina Winders is another and she shows as cwinder@kirkwood.edu and I'm sure it should be cwinders@kirkwood.edu.

Second example, my understanding is that adjunct faculty can go into Eaglenet and change their email in the system to an email they check more frequently. I assume this is just setting up a “forward” on the email. So, we have Terry Finley in career options who has tfinley@solon.k12.is.us as her email in the system and obviously, the "is" should be "ia" for Iowa. I can see how terry made the error on the input, but how is it never caught in the natural course of events. I.e. I'm adjunct and never get messages; I send messages to an adjunct group and some bounce back.

Third, and I don't know about this one. Michelle Feijo has michelle.feijo@uiowa.edu as her email in the system. If the "uiowa.edu" is correct, then that would mean to me that the message bounces because it is a mass email and the spam filter thinks it's spam. I think this is true with several others that bounce, like Feryl York who has fyork@the-mac.net, or Serena Peters who uses serenapeterswsn@hotmail.com or breazy29@aol.com, and I have no clue who that is, which leads me to number four.

Fourth, we have several that bounced that I cannot find by trying different letter combinations. kdykes@kirkwood, skelly@kirkwood.edu, and a host of others. Do we have a back end way to run email addresses to see who they are assigned to? We have no Kelly (with several variations) or Dykes in the directory search.

OK--I quit for now. I appreciate your thoughts on this.

Bill