

(No Microsoft products were harmed in the preparation of this report)

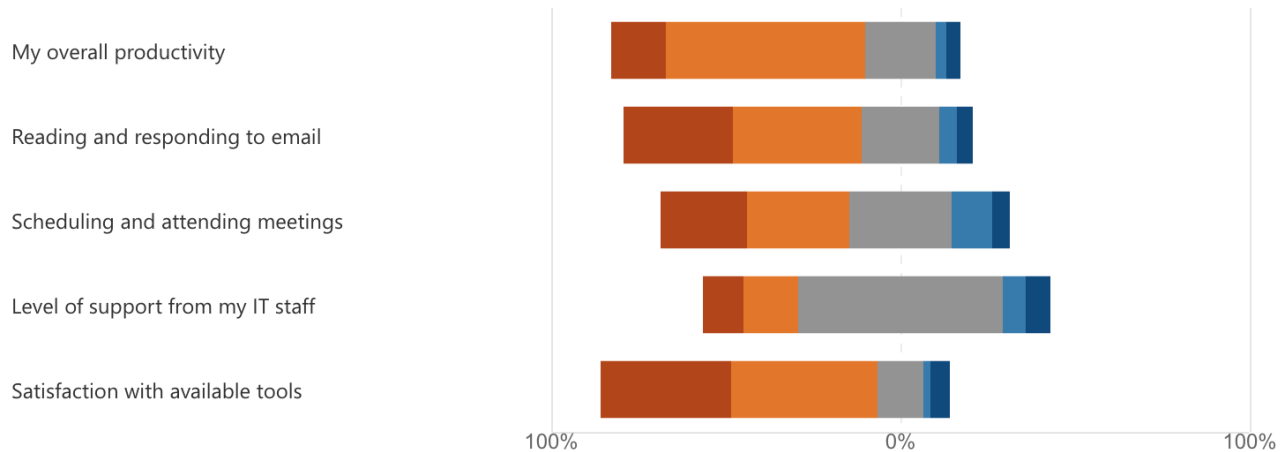
Results

From an unofficial *ad hoc* survey of ASC faculty and staff, February 2021

1. Indicate the effect of the transition to Outlook on the following categories...

[More Details](#)

■ Very Negative ■ Negative ■ No Effect ■ Positive ■ Very Positive



2. I need an *e-mail* client that ... (check all that apply)

[More Details](#)

- Makes it easy to read, respond... 93
- Is tightly integrated to my enti... 50
- Functions similarly on my des... 60
- Consolidates email from my w... 38



3. I need a *calendar* client that ... (check all that apply)

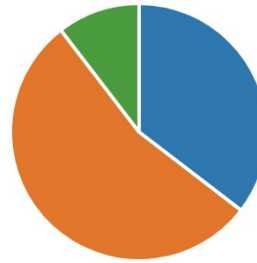
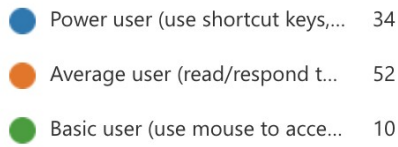
[More Details](#)

- Makes it easy to view, schedul... 79
- Is tightly integrated to my enti... 52
- Functions similarly on my des... 64
- Consolidates calendars from ... 55
- Other 1



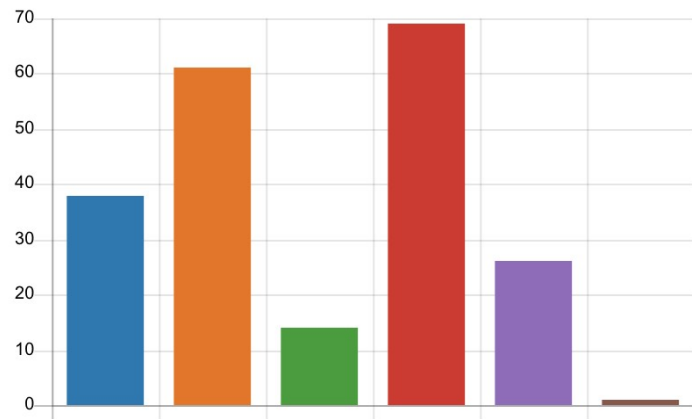
4. Rate your proficiency with email and calendar usage

[More Details](#)



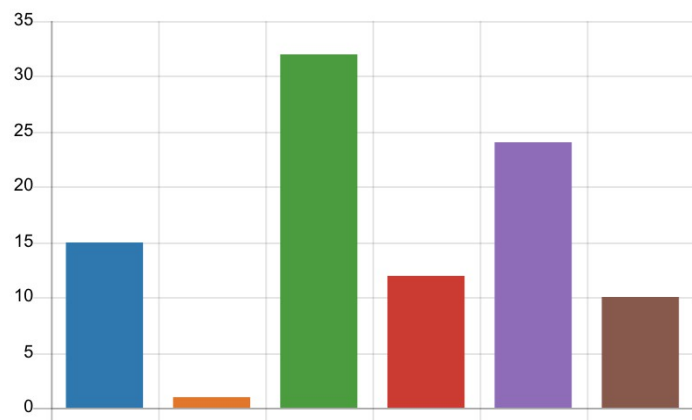
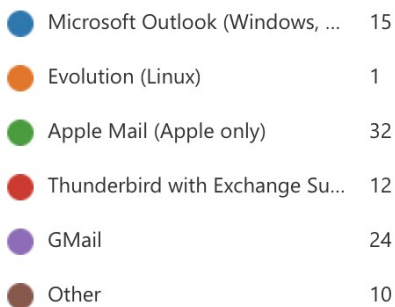
5. I access my email and calendar on these devices

[More Details](#)



6. If I had the choice, I would use this email client...

[More Details](#)



Comments:

Changes seem to be always made in a way convenient for IT people, rather than tailored to faculty convenience.

don't change anything

For #6, I just want my OSU email to work with Apple Mail as this is critical for my workflow.

Having to use outlook on my phone is a real pain. It won't let me set it up as the primary mail client, so when I email it is not integrated with click here buttons. Also, very hard to attach images, like my handwritten notes for class.

I find the Outlook mail structure rather tedious and not useful in managing and following email chains. Finding previous email messages is not straightforward and frequently I cannot find them at all with standard searches, even though I know that they are/should be somewhere in my mailbox. I am not sure which system is better. Apple mail was (at least for me), but there may be other better solutions that I am not familiar with.

I find using a mouse to be physically challenging, and having used emacs for more than 2 decades, it is hard for me to type in any program which is not emacs, so I end up drafting all emails (and this response!) in emacs. Additionally, emacs with org-mode provides a mouse-free environment to link calendar events to email, but also makes connections between files, research papers, code... I've used org-mode for a decade now and I can't imagine switching. There is a significant advantage to 'doing less but better' where one finds narrow tools which will last and then refines those tools. For researchers with children, there are additional challenges to a work-based calendaring system, since there are scheduling challenges with daycare and school which means the calendar spills over to include some personal items. For researchers with collaborations at non-Outlook institutions, the benefits of an Outlook-only ecosystem are not especially high. For researchers with a commitment to only using openly licensed tools, using Outlook is unfortunate but I am thankful that I can at least avoid using Windows or MacOS. As someone concerned about security, I am frustrated that Outlook does not seem to handle GnuPG very well.

I had used Thunderbird for years because it is intuitive and easy to use. I have tried to learn MS Outlook by using both Thunderbird and Outlook together; however, I keep going back to Thunderbird because it integrates so easily with other programs. Unfortunately, Thunderbird can no longer be used at Ohio State.

I happily used text-based email running on unix/linux for many years. All MS products are garbage in comparison.

I have been incredibly frustrated by the constant changes in the College of Medicine and OSU which are making it successively harder for me to do my work. I have spent an inordinate amount of time in the past year figuring out a way to keep doing what I need to do in the face of these obstacles. At a minimum, I need to be able to get all my email (home , osu and osumc) in one place and the same for my calendars. I currently have a system that works, but not well.

I have been using Gmail and Google Calendar for years. I can't tell you how many hours I have already lost by being forced to use Microsoft Outlook for work.

I have had problems with setting things in Outlook and it maintaining these settings. It tries to do so much with all things it often doesn't make it easy to do the basics and find how to do certain things. It's searching capabilities is not as good or as easy to use as Thunderbird. Thunderbird's searching functions are much easier to use and more robust.

I have made the transition to Outlook, so going back at this point would be hard. I noticed that there is a "new" outlook that is currently optional. I really prefer the "old" outlook, and would have some

major problems if I was forced onto the new outlook (I really tried).

I loved apple mail, integration with work and private use is 21st century. work-life integration is needed for productive faculty, outlook does NOT provide that.

I use Linux exclusively. Getting my personal email and calendar to integrate with my OSU email and calendar has proved impossible. In my experience Evolution is unreliable enough that I need to use the Outlook web client, which signs me out continuously and does not allow custom keyboard shortcuts. This makes it very difficult to implement any kind of system for handling e-mail. Additionally, the web Outlook calendar client introduces several more steps to add a Zoom meeting than there are on Gmail, presumably to encourage the use of Microsoft products like Teams and Skype which are trivial to add. My collaborators and students use Zoom exclusively, and especially now that all meetings are virtual, this feature makes setting up meetings around ten times more time consuming than it was at my last employer (who used Google apps). Please allow people to use other email and calendar clients.

I use Outlook email (no choice) but I still use iCal for my calendar.

I use Outlook on my computer, but Mail and iCal on my phone and iPad. I used to check and respond to email all of the time but the switch to Outlook has forced me to stop checking email when I am not at my computer. While working at home during the pandemic, this is less of an issue, but will become a problem when I resume traveling etc. I have also missed several meetings and scheduled meetings in conflict, since some meetings are scheduled directly on Outlook, but others on iCAL on my phone when someone just tells me about a meeting and doesn't send an Outlook invite. If the goal was to make faculty "unplugged" to improve mental health, then it worked.

I was forced to change to an unfamiliar (and subpar and with glitches) email client at a most busy time. I am most dissatisfied with this Outlook.

I was really scared to make the transition from Thunderbird to Outlook, but it worked out OK for me.

I'm an experienced Linux user. They only support specific distributions. I'm on my own, struggling with myriads of glitches.

I'm not as concerned about the mandated use of Outlook. It was a pain to install on my Android initially, but its working ok. However, it does NOT have full functionality due to ridiculously restricted use. I cannot open any attachments on my mobile - making doing any work from the mobile completely impossible. Also, the signature/font is not seamless to the computer OS - so it becomes apparent to everyone that I'm responding via the mobile app which can look very unprofessional in comparison.

I've had to use plug-ins with Outlook to recreate functionality similar to what I had before. This has been cumbersome and has reduced efficiency. We've also lost a lot of time revising our pre-existing email templates.

IT services at OSU are quite inadequate and often times plain detrimental to our jobs as researchers and teachers. The university charges PIs a fairly high F&A rate but the IT services/tools we receive have an effect which is the opposite of helping us and our students/postdocs be productive. These changes regarding Email access have had a negative impact on the recruitment activities of entire programs as well (cf. the Math department). The ASC Tech administration does not listen to our needs and with their industrial approach towards the needs of individual departments they have for instance reduced the web presence of units such as Stats where they compel faculty to host personal websites under the ASC domain <https://www.asc.ohio-state.edu/> This has had the effect of effectively effacing the the web presence of the Stats department and this was also done to several other departments under ASC. Further: OCIO web hosting stopped being free a couple years ago and instead of becoming more flexible and comprehensive, the ASC Tech web hosting services also degraded. The interface for web hosting in ASC was changed two years ago to an exceedingly rudimentary system for updating our

personal webpages, which is again an example of the failure of ASC Tech to try and help us be productive and successful in our jobs. Suggestions: (1) Give each department their own domains for the personal webpages of their faculty (2) provide easy access to editing personal webpages (3) provide free web hosting to research groups and of course (4) backtrack the nefarious mandate that we use Outlook/MS calendar for our work — this was really ill conceived and its timing was terrible given it was done right as people were forced to work remotely and their organizational needs sharply increased due to the pandemic.

Need the simplicity and basics from an email client, with a SEARCH function that actually FUNCTIONS, please.

older version of outlook should be supported as well as thunderbird

On Mac OS, using Outlook email makes a great number of basic actions needlessly difficult: there are obstacles to attaching files to messages, organizing emails by folders, and even simple copy/paste composition.

On the IMAC, if people use the Remote Desktop feature, then Outlook works the same at work and home. Perhaps additional education/training/support is needed to inform people about the ease of use of the Remote Desktop option. (Note: Guacomole is lacking on the MAC, but Microsoft Remote Desktop works well.)

Outlook for Mac is not mature, nonintuitive and complex. I tried two switch in April 2020, then again in August, then was finally forced to in October. A constant, time sync of a mess! I can't count how many emails and meetings I have missed, not to mention the frustration.

Outlook has significantly slowed me down. The search function is junk, and it's crucial that I can find emails. I looked for a specific email with an attachment yesterday, and searched the right name. It showed lots of other emails, including my response to the email I was looking for. But not the actual one. From the response, I could deduce the date it was sent, then I had to manually look through my emails to that date to find the original. It's just ridiculous. Apple Mail worked so smoothly that I never gave it any thought. Outlook makes my life harder.

Outlook is terrible for finding information. Even when I know I have the message stored, it is very difficult to find it. Too much business occurs with email for the client to be so terrible to use.

Outlook is terrible. I have missed or been late to numerous meetings because of the inability of the Outlook Calendar to communicate with my personal iCal. Not only that, it is incredibly cumbersome to actually find Zoom links to meetings that have been scheduled through Outlook.

Outlook is the most un-intuitive client I've seen, especially on iOS.

Outlook's search is not usable. The interface is very cluttered and hard to use. If the intent is to force employees to handle all their professional correspondences through their personal email accounts, continue to mandate Outlook.

Personally I like outlook and was using it before OSU "mandated" its use. However, "mandatory" action is unacceptable and must have caused many users to switch and learning new tools and negatively affect overall productivity. If "security" is a concern, then ask IT to do a BETTER job and learn NEW tools! Don't force faculty learn new things just because it is easier for IT -- they are paid to perform their job, not to police others!

Scheduling through Outlook is terribly though out.

Search capabilities of Microsoft Outlook are horrible. My students cannot do efficient searches, and I have similar issues. Also, e-mails that I'm drafting get lost every time Outlook crashes, so I lose track of which ones I was working on and many are left unanswered. This is having a real negative impact in my daily work.

Searches are a big problem. First, they miss a huge percentage of hits. Second, which is terrible

disadvantage, when you search for a string of letters, this systems also gives you all words containing that string as a part, usually producing thousands of useless hits. By the way, why does this window have just one line? Will you receive the whole message I wrote or just the end of it?

The decision to mandate the use of MS Outlook as the sole email platform for the university is having a severe negative impact on my ability to teach and manage my responsibilities to my students. It is also having a severe negative impact on my research and productivity, but I can compensate for this by moving my professional communications outside the university platform. The negative impact on teaching, losing student's communications, missing scheduling with students/etc, is completely unacceptable.

The email change is fine, although Apple Mail has better search and sorting functions than Outlook, it is manageable. The inability to sync calendars is a big issue, as I have to manually migrate all calendars to avoid double booking myself. I am using 4 different calendar softwares at this point.

The forced use of Outlook seems silly, it is an inferior product. The web version is no better than the MacOS version, so not sure it is a Mac thing either

The IT capability to support Outlook is so poor that they can't even get the application working on my computer. I'm stuck with the web client which is awful. Also, Cortana and MyAnalytics are creepy, redundant, and can't be blocked.

The only reason I am somewhat positive about this transition is because I use linux and am using Evolution. It forced me to transition from Thunderbird to Evolution and it turns out that I like Evolution even better than Thunderbird.

The outlook app is much too sluggish in comparison to apple mail.

The transition to outlook on a Mac is an absolute disaster. It has destroyed my workflow. The mandate to use outlook is a self-inflicted disaster.

There are a lot of problems with outlook for Mac.

There was a period when we had the latitude to use either Mail (which folks like me took advantage of) or Outlook. Then, we were all asked to transition to Outlook. I therefore have Mail files on my Mac but each time I access something in Mail, my desktop computer tends to crash and I lose time regularly with this exercise – I am therefore wary of searching for old files even though I need them. While there might be some pros with Outlook, Mac Mail worked fine for me and I would have been fine leaving things as they were given the disruptions since.

This forced transition severely crippled my ability to access over 25 years of emails that were not Outlook friendly. I cannot tell you how many times that has gotten in my way - surely hundreds.

We should be able to access our OSU e-mails form non MS client.

While Outlook for iOS is pretty terrible (the search function is particularly poor), the greatest impact I have experienced associated with the forced migration actually had to do with earlier versions of Outlook for MacOS (for laptop/desktop) not being allowed to access the server. This of course this coincided with the COVID lockdowns, just when faculty needed to access email from multiple machines (many of which, set up by ASC Tech, are essentially impossible to upgrade manually). This resulted in a nightmare inbox that I still have not fully recovered from - in part because importing and exporting emails on MacOS is, to put it mildly, obtuse at best.

Why do we even need monolithic integration with our email clients. The numerous flaws of Microsoft products with Mac OS. We do not need to "fix" problems that do not exist. In addition, I have found that the ASC computer staff to be much less responsive to my requests oftentimes taking months, whereas with departmental IT staff, most problems were solved within a day. If there is one universal constant since my time as an OSU professor, it has been that often MGMT's choice of software for essential university business (vita, email integrations, workday) is notoriously bad, unorganized, slow,

and poor functionality, and causes significant disruptions in productivity

Your survey comes a little late. Although I was very annoyed with the transition, I've now become completely used to it. I've even stopped missing the things I used to use all the time.