Migration Deadline: TBD – migrations currently on hold

Total accounts to migrate: ~12,000

Current UAConnect statistics
• Active accounts: 6,024

20 issues identified as Go/No-Go for re-enabling activations
• Microsoft and UA technical staff working through potential resolutions
• Responses from Microsoft due to UA Monday, May 2nd
UAConnect survey results
- Surveys sent: 5,736
- Responses received: 2,188 (38.14%)

79% of respondents were Neutral or Satisfied
21% of respondents were unsatisfied (somewhat or very)
UAConnect Survey Next Steps:

Assessing unsatisfied responses in detail
- Identifying cause as system related (Microsoft) or training / support related (UA)
- Identify new training materials to create/procure
- Publish UAConnect Best Practice recommendations for client selection and configuration
- Redesign UAConnect help pages on web to make data easier to find

Prize Distribution
- Names of winners have been randomly selected
- Notifications going out now
Resolved Issues / Concerns

• Duplicate email delivery
• Non-Delivery Response messages
• Time delays in setting up email forwards
• Office 2010 and Outlook 2011 are now officially supported!
• Blackberry Enterprise Services contract issues (BES licenses will be available soon!)
• OWA folder management
Opportunities to Provide Feedback

Guidance Committee Meetings

NetManagers and NetDiscuss listservs

Departmental IT staff

uits.arizona.edu/uaconnect
Thank you!

Please check website for future Guidance Committee dates

uits.arizona.edu/uaconnect

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