

**Questions from Faculty Senate Executive Committee answered by AVP of TCS,
Michael Erickson Regarding Email and Home Directory Size Limitations (Quotas)**

- 1) The amount specified in the proposal is pretty small. Why?
 - The proposed size on both resources reflects an attempt to balance the number of individuals impacted with the amount of space required needed by the "average" user. It is also based on comparisons at other institutions.
 - Note that exceptions will be granted on an individual basis where there is need. If the nature of an individual's work demands greater-than-average resources for email, we will accommodate that need.

- 2) Where are we supposed to archive all this stuff?
 - Before archiving, the first step should be to reduce the size of the mailbox as much as possible by cleaning out unnecessary email and attachments. Guidance will be provided by Client Services in the most effective ways to accomplish this, potentially reducing the size of the mailbox significantly. If, at that point, archiving is still necessary to get below the limit, it can be done to the hard drive of the workstation and then backing up to external media (CD/DVD). Keep in mind that if an archive is stored on the Home Directory it will impact the amount of space remaining for other files, so this may not be advisable. The ultimate solution is dependent on an individual user and how often and in what manner "old" email is needed and used.

- 3) Can you archive to your hard drive?
 - Yes – but there are risks (as noted in the next question) with doing that. Backing up archives to external media is recommended for recovery purposes.

- 4) What happens if you lose a hard drive? Some faculty have lost several. What happens to all that stored email then?
 - ANY important non-recoverable information on the hard drive – email, work files, etc - should be backed up to external media (CD/DVD, etc.)

- 5) Who will help faculty figure out how to pare down their email accounts?
 - TCS Client Services will provide a set of guidelines and 'best practices' to help reduce the current amount of email that users have and to maintain that level

- through pro-active means. If personal assistance or training is needed, that will be provided as well – through the Help Desk and Client Services teams.
- Reducing the amount of stored email will be easier than most individuals realize. Through a combination of techniques such as eliminating un-needed 'sent' mails, sorting by size and learning that there are 3 copies of an email with a large attachment (and deleting them after saving the attachment outside of email, sorting by sender and removing old "BuzzIn" announcements, etc, individuals can quickly reduce the size of their mailbox without any impact to their daily work.
- 6) How will this affect faculty who go away for summer or on sabbatical or something and come back to have broken the quota?
- First, email will continue to be received no matter the size of the mailbox. So if a faculty member leaves in May and exceeds their quota in June, they will continue to receive email until they return and are able to address the situation. They will NOT be able to send, however, until the mailbox is brought back under the limit. It may also be possible for them to request (and receive) a temporary higher limit so they can immediately resume work with no impact, giving them time get below the institutional quota. If a faculty member knows they will be away for an extended time and are a heavy email user, they could also pro-actively request additional space.
- 7) Why do we need this policy instead of just dealing with the individuals who have gone over the amount they should have?
- Currently there is no definition of what it means to have 'gone over the amount they should have'. By establishing size limitations (quotas), we are doing just that. When fully implemented, it will be done in such a way as to notify people when they are at 90% of their limit so that they can go "clean up" old emails, files, etc PRIOR to being negatively impacted.
- 8) How do we get training / assistance / information prior to this going into effect?
- See Question 5 above.

- 9) How much time will we be given to become compliant with this policy and ready to work with it before it actually comes into effect?
- We will begin working on developing new and refining existing support materials – guidelines/best practices/“How to manage your email box” immediately. Notification will begin this summer with a major emphasis on communicating the initiative right after Fall semester commences. We would hope to be fully implemented (have all accounts brought to within defined limits) by the end of calendar year 2009. The summer ‘roll-out’ will allow the impact to client services to be spread across a longer timeframe – for example, 12 month employees can begin working on reducing their footprint during that time. When fall semester begins and faculty return, client services will have more time to focus on assisting them.

These are all valid questions and ones that will probably be asked again by other individuals. Implementation of any change like this can be a challenge – it is, to a certain extent, a change in the culture of how we view and use our mailboxes and home directory space. Through a combination of communication, education, and special attention to those most impacted, we believe we can minimize the negative impact on all users. Our ultimate goal is more efficient utilization of our existing resources – infrastructure and personnel.

Additional key points:

- TCS will provide assistance in reducing mail box sizes as part of this implementation with communication, individual consultation, and a list of ‘best practices’ PRIOR to enforcing any limits.
- If a user has extenuating circumstances that demand a larger email box on a regular basis, provisions will be made for exceptions on an individual basis.
- Practices and proposed size limitations are consistent with or larger than comparable institutions across the state.
- Users would be notified when their email box size is at 90% of their quota (450MB) in order to provide ample time for them to clean up, archive, etc.
- When a quota / size limitation is reached, users would continue to receive email without interruption. Users would not be able to send any email until the size of their mailbox is reduced to below the limit.
- When home directory space is exceeded, no additional files can be stored on the drive until files are removed and the usage once again drops below the quota.
- If home directory space is being used as a “department” resource to store department files, images, etc, TCS will work with the individual and department

to set up a departmental shared drive (in another storage area) so that an individual's home drive space utilization can be reduced.