INTERNET SERVICES FOR UCLA ALUMNI AND DONORS

BACKGROUND:

Academic Information Technology Board (AITB) (the predecessor to the ITPB) requested that Internet services be extended to alumni, donors and other non-UCLA constituents for purposes of conducting UCLA business. Based on an analysis by CTS the following technical, policy and support issues were presented to AITB for consideration:

- Compliance with and enforcement of the University of California Electronic Communications Policy;
- Access to UCLA restricted sites and licensed software; and
- Increased burden on IT resources such as E-mail servers and modem pools.

During the AITB presentation, CTS learned that the UCLA Alumni Association was currently investigating alternatives for offering their members an E-mail address with a UCLA ‘vanity plate’ in conjunction with an E-mail forwarding program. Subsequent to the AITB presentation, CTS undertook a project to combine both efforts by:

- Establishing an auto-forwarding service for the UCLA Alumni Association; and
- Pursuing a joint UCLA Alumni Association/Donor ISP service offering through an existing relationship with EarthLink, Inc. (EarthLink).

PROJECT STATUS:

- **UCLA Alumni Association Auto-Forwarding Service**
  - **Service effective**: June 16, 1999.
  - **Features**: Enables members to register an E-mail address with the Association in the form of <username@uclalumni.net>. The member can specify that any E-mail sent to that address be forwarded to a personal or business E-mail address of their choice.

  Since inception, CTS has provided and maintained the server utilized by the Alumni Association for the auto-forwarding service.

- **UCLA Alumni/Donor ISP Service**

  A contract was established between UCLA Alumni Association and EarthLink to provide dial-up Internet access and E-mail service for UCLA alumni and donors. With plans to roll out the offering in Fall 2001, the service will provide Alumni Association members and UCLA donors with an account and vanity E-mail at the discounted rate of $19.95/month. The service will differ from Bruin OnLine (BOL) for faculty, students, and staff in that members and donors will not be given access to UCLA restricted sites, and E-mail addresses will be in the form of <username@uclalumni.net>.
Program Enrollment

In September 2001 - UCLA Alumni Association will begin to provide information regarding enrollment in the UCLA Alumni/Donor ISP service. **Note:** The ISP service has been established to provide service for designated alumni and donors at departmental expense. In addition to the discounted ISP, the Alumni Association currently plans to offer free memberships to all degree-holding non-member donors who make an annual UCLA contribution of $2,500 or more, in an effort to connect them more deeply with UCLA.

**KEY ISSUE / RESOLUTION**

- **Issue:** Ensure spouses of deceased faculty are given an opportunity to transition to the UCLA Alumni Association offering prior to BOL account termination.

- **Resolution by BOL Help Desk:** During quarterly BOL account management cycles, faculty who have left the University and are no longer eligible for a BOL account are identified. Prior to sending a termination notice to a faculty member, the BOL account administrator contacts the department and the Emeriti/Retiree Relations office to determine if the faculty member and/or their spouse is a candidate for the donor program or continued service as an emeriti. If not, a termination notice will be sent advising the faculty member of the opportunity to continue service via the UCLA Alumni Association.