



The University of North Carolina at Chapel Hill

MANAGING THE DIGITAL UNIVERSITY DESKTOP

UNC-CH Email Survey

(To be sent to the entire campus via email)

UNC-Duke Electronic Mail Survey

For many of us, managing the information on our computers is frequently a frustrating task.

With the goal of helping us all manage our computer files better, the UNC-CH School of Information and Library Science (SILS) and the Duke University Libraries have received funding from the National Historical Publications and Records Commission (NHPRC) to study computer file management practices in academic units and administrative offices.

As the first phase of this study we are asking the entire Carolina and Duke campus communities to participate by returning this brief survey.

You may participate by simply replying to this email with your responses to the questions below OR by completing the survey online at <http://www.ils.unc.edu/digitaldesktop/survey.html>

There are only 14 questions here so this should just take a few minutes of your time. Thank you so much for your assistance.

We can't do this without you!!!

1. What email software package (e.g., Outlook, Netscape, etc.) do you use for the majority of your work-related email?

2. Do you use other email packages for work-related messages away from the office (e.g., do you use WebMail while at home or on the road to send work-related messages?)

_____ Yes

_____ No

If yes, please list email packages starting with the most used:



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1. _____
2. _____
3. _____
4. _____

3. How many email messages do you typically receive each work day?

- _____ 0
- _____ 1-20
- _____ 21-40
- _____ 41-60
- _____ 61-80
- _____ 81-100
- _____ 100+

4. What percentage of these emails do you estimate include attachments?

- _____ 0 %
- _____ 1-10 %
- _____ 11-25%
- _____ 26-50 %
- _____ 51-75%
- _____ over 75 %

5. Do you save these attachments outside of your email client directories in Word, Excel, PDF, etc formats?



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_____ Yes

_____ Sometimes

_____ No

6. How much time do you spend (in minutes) in each of these activities on a typical day?

Composing messages (new or replies) _____ minutes

Moving messages to folders _____ minutes

Deleting messages _____ minutes

Just reading messages _____ minutes

7. Where do you store email you choose to keep? (check all that apply)

_____ electronically, in email inbox

_____ electronically, in email folders

_____ electronically, in software other than an email package

_____ electronically, on local hard disk drive

_____ electronically, on network server

_____ in paper form

_____ little or nothing saved

8. Has email become your primary way to conduct the following activities (check all that apply)?

_____ make appointments

_____ transmit memos

_____ transmit letters



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_____ transmit reports, meeting minutes, etc.

9. If you checked any items in #8, how do you save a copy of what was sent?

_____ electronically, as part of email package

_____ electronically, in software other email package (eg. Word)

_____ electronically, on local hard disk drive

_____ electronically, on network server

_____ in paper form

_____ unsure if a copy is saved

_____ Other _____

10. If you have a technical question about your email, where do you go first?

_____ Department IT Services

_____ Campus IT Services

_____ Other _____

11. On a scale of 1 (low) - 5 (high), how critical is email to success in your job?

_____ 1

_____ 2

_____ 3

_____ 4

_____ 5



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12. Are there any concerns you have regarding your use of email? Please explain.

13. Are you interested in learning how to better manage your email and would you be willing to consider participating in a follow-up interview?

_____ Yes

_____ No

Thank you for your participation. Your input will help us help you with all that email and is greatly appreciated.

To learn more about the project and follow our progress, visit our website at <http://www.ils.unc.edu/digitaldesktop>.

Again, your participation and responses are entirely confidential. If you have questions about the content of this survey please contact us.

Dr. Helen R. Tibbo

School of Information and Library Science (SILS)

University of North Carolina

919.962.8063

tibbo@ils.unc.edu

Tim Pyatt

Duke University Archives

919.684.5637

tim.pyatt@duke.edu