

Managing the Digital University Desktop



Understanding and Empowering the Individual; Preserving the Public Record and Institutional History

Interview Guide

Demographic Information

Name
Email
Phone
Title
Status
Department
Years of Service
Type of Primary Computer at work
Format of Computer

Computer Background

1. Do you use more than 1 computer for work?
2. Level of computer expertise?
3. What is the primary email software?
4. How did you select this software?
5. Did you receive training on the email package you use?
6. Who is your IT support/department?
7. Do you trust your IT support group?
8. Have you ever had a major data loss?
9. Was this data loss resolved satisfactorily?
10. Do you have multiple email accounts and if so, why?
11. If you have multiple email accounts, do you ever merge messages from one system into the other?

12. Do you have a limited amount of storage space in your email system? If so, do you know what that limit is and how it relates to number of messages or size of attachments?

Job Questions

1. How would you describe what you do in your job?
2. What types of documents do you most often create and use in your work? Often need to clarify with "Are these reports? Memos? Letters? Articles?"
3. What software do you most often use to create documents?
4. How do you use email in your job?

A1: Appraisal

1. **What criteria do you use to decide to keep an email message? To delete one?**
2. **What criteria do you use to decide to keep an electronic document? To delete one?**
3. **Do you think any of the email messages or documents that you receive or produce in the course of your daily work should be preserved for years to come by the university? Why?/Why not? May need to clarify with "for historical purposes?"**
4. Did anybody ever tell you what to save?
5. Are there any records that you know that you have to keep?
6. Do you follow a schedule for retaining/destroying files/records?
7. If you use email folders beyond the "in-box," do you ever weed messages from these folders? If so, when?
8. Do you ever weed files (e.g., word processing documents) or folders from the directory on your hard drive?
9. Do you keep old iterations/drafts of documents? If so, under what conditions?
10. Do your email messages undergo automatic destruction after a specified period of time or message volume?
11. If so, what do you typically do when you receive a deletion warning message?

A2: Preserve authenticity

1. **Do you save attachments outside of your email program? Or do you save attachments? How?**
2. **When you save an attachment, do you save the email along with it?**
3. **If you store important messages electronically outside of your email application, does the header information stay with the messages?**
4. Do you include a signature element with each message you send? Why or why not?
5. Do you regularly check the information in the properties fields for documents you receive? Question might be more appropriate as "Do you ever..."
6. When you receive a message do you feel confident that it came from the sender?
7. When you want to save a message with an attachment, is that easy for you to do?

A3: Arrangement

1. **Tell me about your email folder structure that we see here.**
2. **Get print-out of folder structure**
3. **Would you say that you use a similar structure in email and file directories?**
4. **Paper file structure?**
5. **Tell us about the file structure on your hard drive. How have you organized materials?**
6. How many messages do you currently have in your in-box?
7. How do you determine when to make a folder?
8. After initially reading an email message, what do you do with it? (i.e., leave it in in-box, file in folder, delete, etc.?)
9. Do you keep different formats (Word, Excel, PowerPoint files) in the same folders?

A4: Description

1. **How do you determine subject lines you attach to work-related email messages you send?**
2. **How do you retrieve stored messages if you need them at a later time?**
3. **How do you name electronic files?**
4. **How do you retrieve your electronic files?**
5. **What do you do with email messages with non-descriptive message lines that do not accurately reflect the content of the message?**
6. **If you create a new version of a document, how do you name it?**
7. **Do you enter descriptive or other data in the document properties option found in most document creation software? If so, what types of information do you enter?**

A5: Physical Preservation

1. **Are your email messages being backed up automatically?**
2. **Do you explicitly back up your email messages?**
3. **Are your electronic files (documents, images, etc.) automatically backed up?**
4. **Do you keep copies of all the messages you send? If so, where/how do you keep these?**
5. **How do you store important messages?**
6. **Are your messages automatically archived? If so, what happens to them during this process?**
7. **Do you explicitly back up your electronic files?**

A6: Privacy and Security

1. **Is your email yours or the university's? Other files on your UNC computer?**
2. **Who owns your email? Ownership vs intellectual property issues with this question?**

3. **Who can [has the ability] to read your email without your permission? Your electronic files?**
4. **Do you distinguish between "official" and personal email? Do you manage and store them differently?**
5. **UNC ONLY: Have you heard of the Public Records law in North Carolina?**
6. **Duke Only : Do you think that the University can make portions of your email available to the public under certain legal conditions? (for example, grant management records, hiring situations, etc.)
OR.... Are you aware that the University can make portions of our email available to the public under certain litigation situations (can be retrieved from back-up servers)?**
7. **UNC Only : Are you aware that the University can make portions of our email available to the public under the public records law (can be retrieved from back-up servers)?**
8. Who has the legal right to look at your email? Your electronic files?
9. Do you have any security enforcement on your email system?
10. What kind of security do you have regarding your computer? (What do you do when you leave it/go home/etc.?)