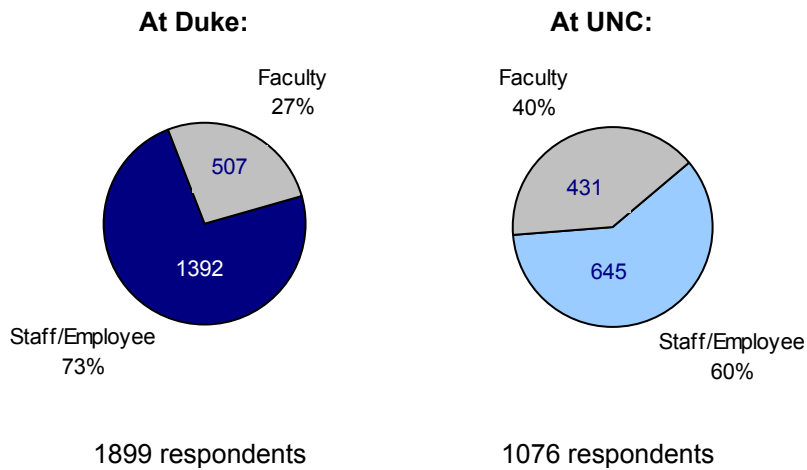


Email Survey Fact Sheet – Fall 2002*

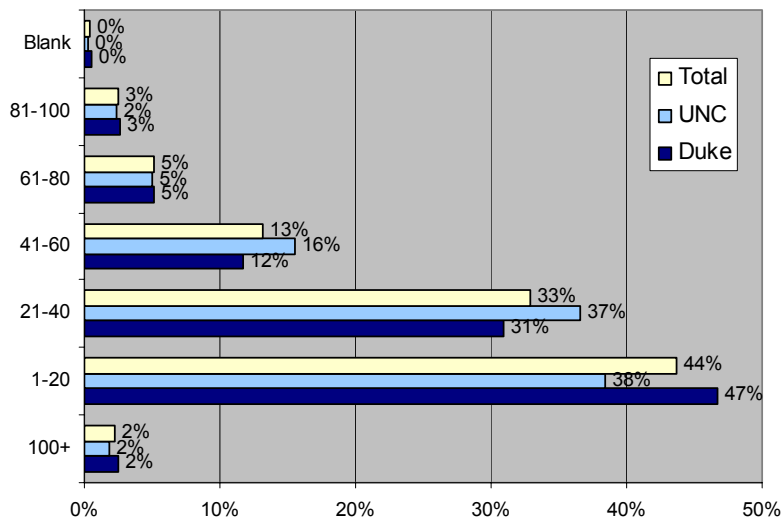
Who responded?



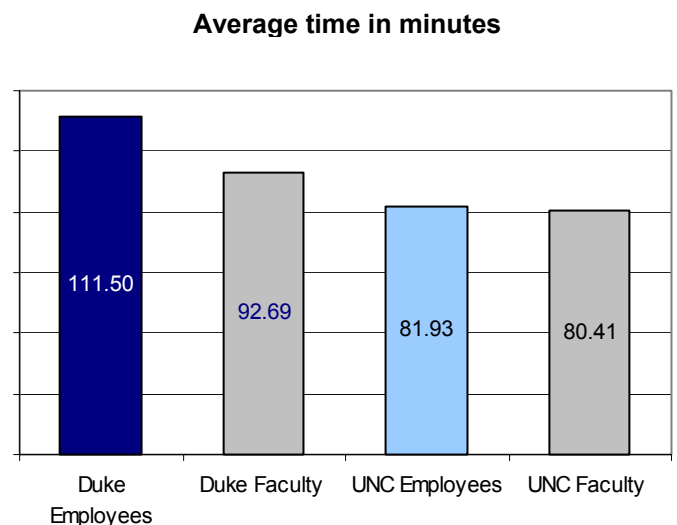
Top Department responders:

Duke	UNC – CH
DCRI	Library
Library	Medicine
Pediatrics	Kenan Flagler School of Business
Psychiatry & Behavioral Sci	Sch. of Social Work
Anesthesiology	FPG Child Dev. Center

How many emails are received in a day?



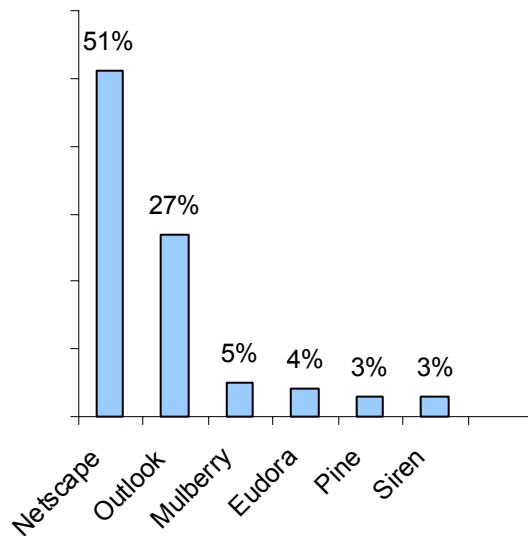
How much time is spent on email?



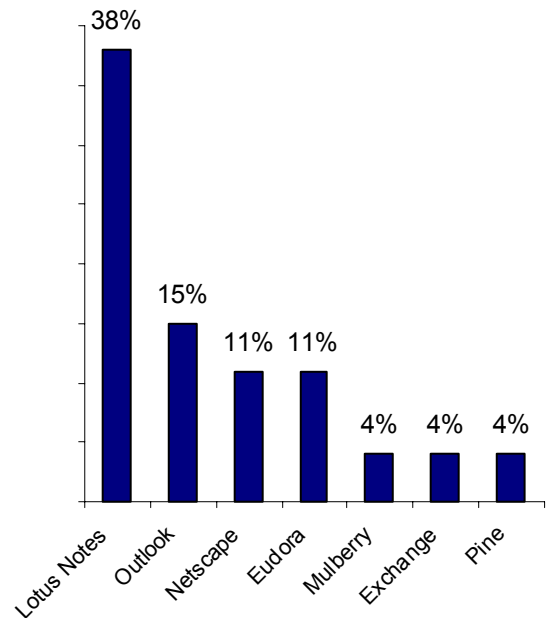
*A three-year project funded by the National Historical Publications and Records Commission. Survey was distributed by email and web in September of 2002 to all Duke and UNC employees identifiable by the respective university's campus-wide information technology department.

Most Popular types of email software:

At UNC:

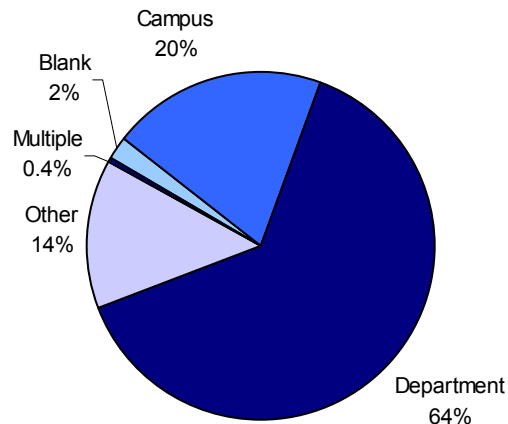


At Duke:

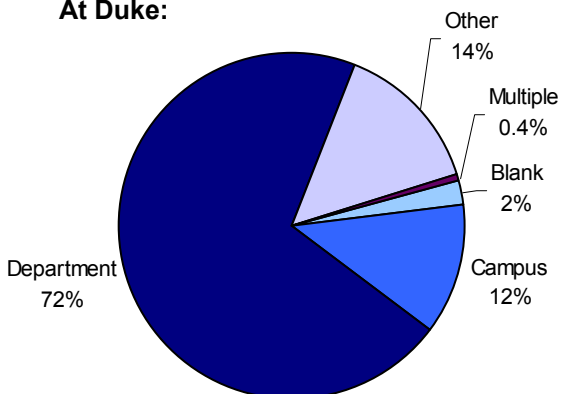


Who do you get technical help from?

At UNC:



At Duke:



Some typical concerns regarding email:

- Unsolicited email
- Management & organization of email
- Memory/size limits for mail boxes
- Lack of time to manage/respond to/read email
- Privacy and confidentiality of email communications
- Volume of emails too much to handle

For further information regarding this study, please contact Dr. Helen Tibbo, School of Information and Library Science, UNC – Chapel Hill, tibbo@ils.unc.edu or Tim Pyatt, University Archives, Duke University, tim.pyatt@duke.edu.