MANAGING THE DIGITAL UNIVERSITY DESKTOP:
UNDERSTANDING AND EMPOWERING THE INDIVIDUAL;
PRESERVING THE PUBLIC RECORD AND INSTITUTIONAL HISTORY

Survey Questions

(Note: This is the text for the questions but they will be distributed through a web survey
form with specific instructions for each item.)

I. About You.

1. Which school, department, or facility is your primary affiliation/work site on campus?

__________________________________________________________

2. Check all of the following categories that currently apply to your status at UNC:

___ Faculty
___ Administrator (ie. Associate Dean, Director, Chair)
___ Staff
___ Other: _____________________________________________________

3. If faculty, what is your rank?

___ Distinguished or chaired prof.
___ Professor
___ Associate Professor
___ Assistant Professor
___ Instructor (non tenure track)
___ Lecturer (non tenure track)
___ Emeritus
___ Other: _____________________________________________________

4. Gender: _____Male  _____Female

5. How long have you worked at UNC?

___ Less than 1 year
___ 1-5 years
___ 6-10 years
___ 11-15 years
___ More than 15 years
II. About Your Computing Use.

6. What is the operating system of the computer you primarily use in your work (and especially word processing and e-mail) at UNC?

____ Windows
____ Macintosh
____ Unix
____ Other: _____________________________________________________

7. Do you primarily use a desktop or laptop computer?

____ Desktop
____ Laptop
____ Both about equally

8. What types of software do you use on a daily basis and what is the name of the program you most often use in your work at UNC?

____ Word processing: _____________________________________________
____ Spreadsheet: _________________________________________________
____ Database: ___________________________________________________
____ Presentation: _________________________________________________
____ Image processor/graphics: _____________________________________
____ Web design: _________________________________________________
____ Project manager: _____________________________________________
____ E-mail application: __________________________________________
____ Other: _____________________________________________________
____ Other: _____________________________________________________

9. What additional types of software do you use on at least a weekly basis and what is the name of the programs you most often use in your work at UNC?

____ Word processing: _____________________________________________
____ Spreadsheet: _________________________________________________
____ Database: ___________________________________________________
____ Presentation: _________________________________________________
____ Image processor/graphics: _____________________________________
____ Web design: _________________________________________________
____ Project manager: _____________________________________________
____ E-mail application: __________________________________________
____ Other: _____________________________________________________
____ Other: _____________________________________________________

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10. What additional types of software do you use on at least a monthly basis and what is the name of the programs you most often use in your work at UNC?

___ Word processing: ________________________________
___ Spreadsheet: ________________________________
___ Database: ________________________________
___ Presentation: ________________________________
___ Image processor/graphics: ________________________________
___ Web design: ________________________________
___ Project manager: ________________________________
___ E-mail application: ________________________________
___ Other: ________________________________
___ Other: ________________________________

11. What types of products do you most often produce/process in your UNC position? Rank the top 3, “1” indicating the greatest amount.

___ Word-processed documents
___ Spreadsheets
___ Databases
___ E-mail messages
___ Presentations (e.g., Powerpoint presentations)
___ Images/graphics
___ Web pages
___ Other: ________________________________

12. Are the files on your hard drive being backed-up to guard against loss in the event of some sort of system crash?

___ Yes
___ No
___ Don’t Know

(If “don’t know” then skip to question 14)

13. If your hard drive is being backed up, who is doing it? Check all that apply.

___ UNC information technology shop (e.g., ATN, AIS, etc.)
___ Your department/school
___ You
___ Don’t know who, but believe it is being done
14. How often do you clean out, reorganize, etc. your hard drive?
   ____ Weekly
   ____ Monthly
   ____ Once each semester
   ____ Annually
   ____ Infrequently
   ____ Almost never

III. About Your E-mail Usage.

15. In what year did you start using e-mail in your daily work?
   ____ Before 1992
   ____ 1992-1995
   ____ 1996-1999
   ____ 2000-present
   ____ I don’t use e-mail

16. How many e-mail messages do you receive, on average, per day in your primary UNC e-mail account (including messages you have forwarded from other accounts)?
   ____ 0-10
   ____ 11-20
   ____ 21-30
   ____ 31-40
   ____ 41-50
   ____ 51-60
   ____ >60

17. Approximately how many hours per day do you typically spend managing (reading, composing, filing) your e-mail messages?
   ____ 0-1
   ____ 1-2
   ____ 2-3
   ____ 3-4
   ____ 5-6
   ____ More than 6

18. Do you think e-mail makes you more productive?
   ____ Definitely
   ____ Probably
   ____ Not sure
   ____ Probably not
   ____ Definitely not
19. Approximately what percentage of professional business and/or correspondence do you conduct with e-mail?

____ Less than 25%
____ 25% to 50%
____ 51% to 75%
____ 76% to 100%

21. What percentage of professional business and/or correspondence do you conduct with postal mail?

Less than 25%
25% to 50%
51% to 75%
76% to 100%

21. What percentage of professional business and/or correspondence do you conduct with the telephone?

Less than 25%
25% to 50%
51% to 75%
76% to 100%

22. How do you feel about your use of e-mail?

____ Great, it is a good communication tool.
____ Comfortable, but I spend a lot of time doing it.
____ Okay, but there must be a better way.
____ Discouraged, who invented e-mail anyway?
Other:
_______________________________________________________
_______________________________________________________
_______________________________________________________

IV. How You Manage Your E-mail.

23. Do you organize your e-mail messages in electronic folders?

____ Yes
____ No

If yes, how many folders (including subfolders) do you currently have on your primary UNC e-mail application?

____ Less than 10
____ 11-25
____ 26-50
____ More than 50
24. When do you usually check/read your e-mail. Check all that apply:

___ First thing when I start work
___ When I’m signaled that I have a message
___ Occasionally during the day
___ All the time
___ At the end of the work day
___ From home
___ When I’m away from Chapel Hill

25. Are your e-mail messages being backed-up to guard against loss in the event of some sort of system crash?

___ Yes
___ No
___ Don’t Know

(If “don’t know” then skip to question 27)

26. If your e-mail is being backed up, who is doing it? Check all that apply.

___ UNC information technology shop (e.g., ATN, AIS, etc.)
___ Your department/school
___ You
___ Don’t know who, but believe it is being done

27. About how many messages are currently in your “in-box”?

_____________________________

28. About how many messages are currently in your “delete/trash file/folder/bin”?

_____________________________

29. About how many messages are currently in your “sent mail file/folder”?

_____________________________

30. When you read a message that you consider to be important in your work here at UNC, typically how often do you do each of these actions?

   a. Print it out and file it into a paper filing system, and file it in an e-mail electronic folder for online reference/retrieval purposes;

       Frequently  Sometimes  Never

   b. Print it out and file it into a paper filing system;

       Frequently  Sometimes  Never
c. File it in an electronic folder for online reference/retrieval purposes;

Frequently  Sometimes  Never

d. Read it; act upon it; and delete the message without electronic or paper filing;

Frequently  Sometimes  Never

e. Keep it in my in-box;

Frequently  Sometimes  Never

f. Other: _______________________________________________
_____________________________________________________
_____________________________________________________

31. Typically, how often do you “clean out” or “clean up” your in-box?

I usually dispose of/file messages at the time of reading them so the in-box rarely needs cleaning;
I clean up my in-box by the end of each work day;
I clean up my in-box once each week;
I clean up my in-box once a month;
I clean up my in-box at least once a year;
I clean up my in-box occasionally but at no specific time;
I delete unimportant messages but keep everything else in the in-box;
I never clean my in-box;
Other: _______________________________________________

32. Typically, how often do you “clean out” or “clean up” your sent box?

I clean up my sent box by the end of each work day;
I clean up my sent box once each week;
I clean up my sent box once a month;
I clean up my sent box at least once a year;
I clean up my sent box occasionally but at no specific time;
I delete unimportant messages but keep everything else in the sent box;
I never clean my sent box;
Other: _______________________________________________
_____________________________________________________
_____________________________________________________

33. How often do you permanently delete messages (empty the “trash” or empty the delete folder)?

I permanently delete messages by the end of each work day;
I permanently delete messages once each week;
I permanently delete messages once a month;
I permanently delete messages at least once a year;
I permanently delete messages occasionally but at no specific time;
I never permanently delete messages;
Other: _______________________________________________
34. What do you do with attachments that you keep?

a. Print them out and file them into a paper filing system, and file them as word processing files;
   
   Frequently  Sometimes  Never

b. Print them out and file them into a paper filing system;
   
   Frequently  Sometimes  Never

c. File them in an electronic folder in a word processing package (i.e., save them as Word or Word Perfect, etc. files)

   Frequently  Sometimes  Never

d. Keep them with the original e-mail message in my in-box;

   Frequently  Sometimes  Never

e. Keep them with the original e-mail message in e-mail folders;

   Frequently  Sometimes  Never

Other: ________________________________________________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________

35. How satisfied are you with the way you are currently managing your e-mail?

   ______ Very satisfied
   ______ Somewhat Satisfied
   ______ No Opinion
   ______ Not Very Satisfied
   ______ Unsatisfied

   Comments: ____________________________________________
   ____________________________________________
   ____________________________________________
   ____________________________________________

36. To what degree is the way that you manage your electronic documents a result of the NC Public Records Act?

   ______ A lot
   ______ Somewhat
   ______ None
   ______ Not sure what the NC Public Records Act states

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37. If you would like to provide any further comments please do so here.

We would like to further investigate this topic by conducting brief interviews with a small sample of respondents. Would you be willing to be contacted? If so, please e-mail your name, campus phone number, and e-mail address to: Meredith Evans at evanm@ils.unc.edu (Graduate Assistant for this project) or myself: Helen Tibbo at tibbo@ils.unc.edu. Please do not include your personal information on this form.

Thank you for your time and effort on behalf of this project and UNC-CH!