**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: _____

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;

        Frequency   Sometimes   Never

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

        Frequency   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)

        Frequency   Sometimes   Never

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

        Frequency   Sometimes   Never

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

        Frequency   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

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!