



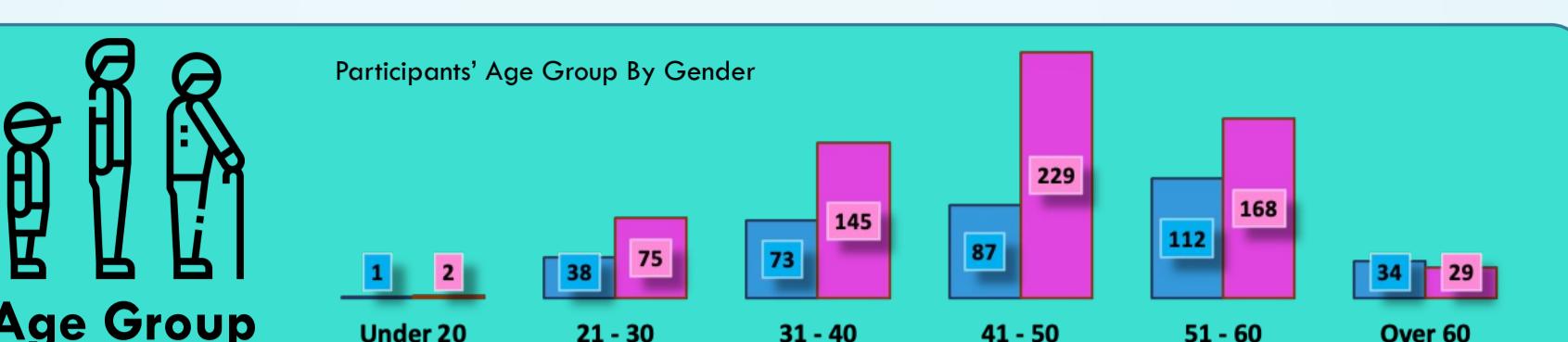
EMAIL SURVEY

# Understanding Email Usage Habits and Awareness Among Education Providers

## Survey Participants



Male 34.74%      Female 64.26%  
Gender

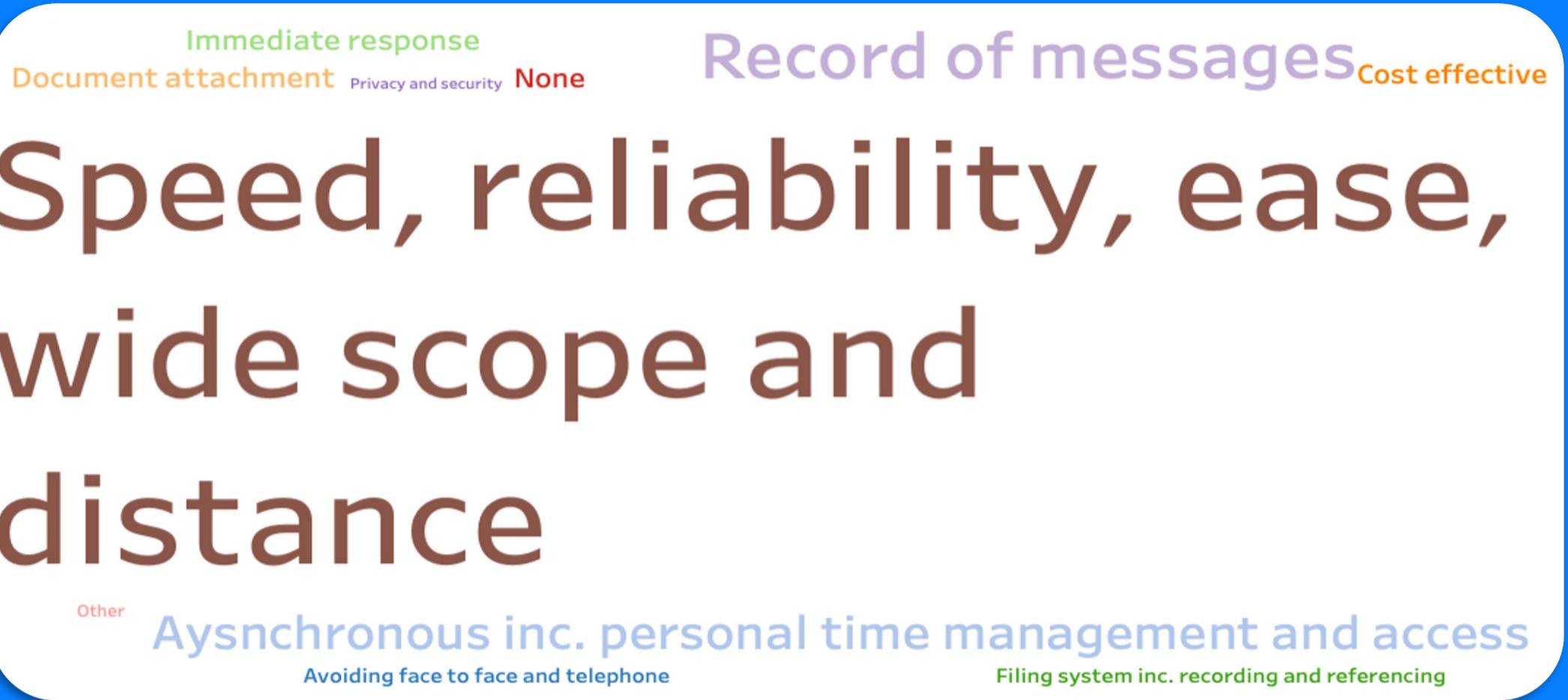


## Introduction

In an effort to enhance email communication practices among education providers, a comprehensive survey was conducted to gain insights into the email usage habits and attitudes of employees across different roles within the organization.

The survey aimed to identify challenges, preferences, and opportunities for improvement. Let's explore the findings to understand the current email landscape in this educational setting.

## Email Benefits



### Top 3 Benefits of Using Emails:

- 1- Speed, reliability, ease, wide scope, and distance.
- 2- Records of messages.
- 3- Asynchronous communication, including personal time management and accessibility.

## Email Drawbacks

### Top 3 Drawbacks of Using Emails:

- 1- Lack of human interaction, inc. impersonal communication.
- 2- Damaging messages, including misunderstandings and sending messages to the wrong recipients.
- 3- Excessive email load.



## Demographics

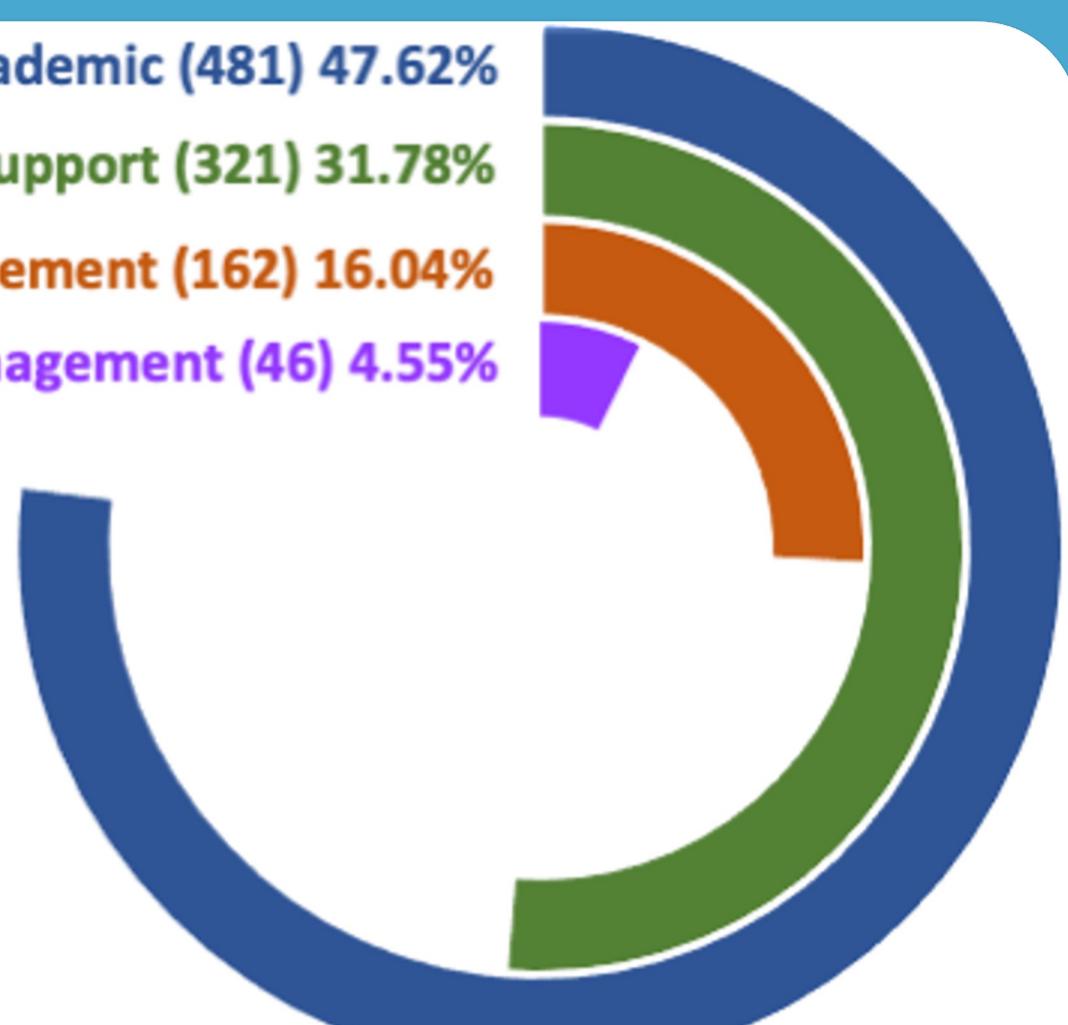
The survey gathered responses from a diverse set of participants, primarily representing four key employment roles within the organization: Academic, Business Support, Middle Management, and Senior Management.

Academic (481) 47.62%

Business Support (321) 31.78%

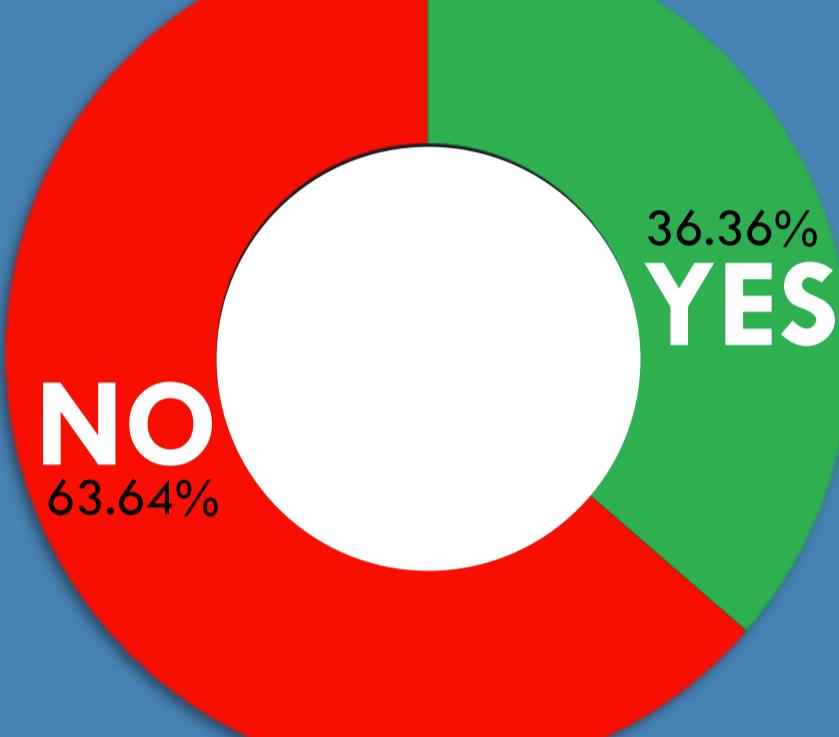
Middle Management (162) 16.04%

Senior Management (46) 4.55%

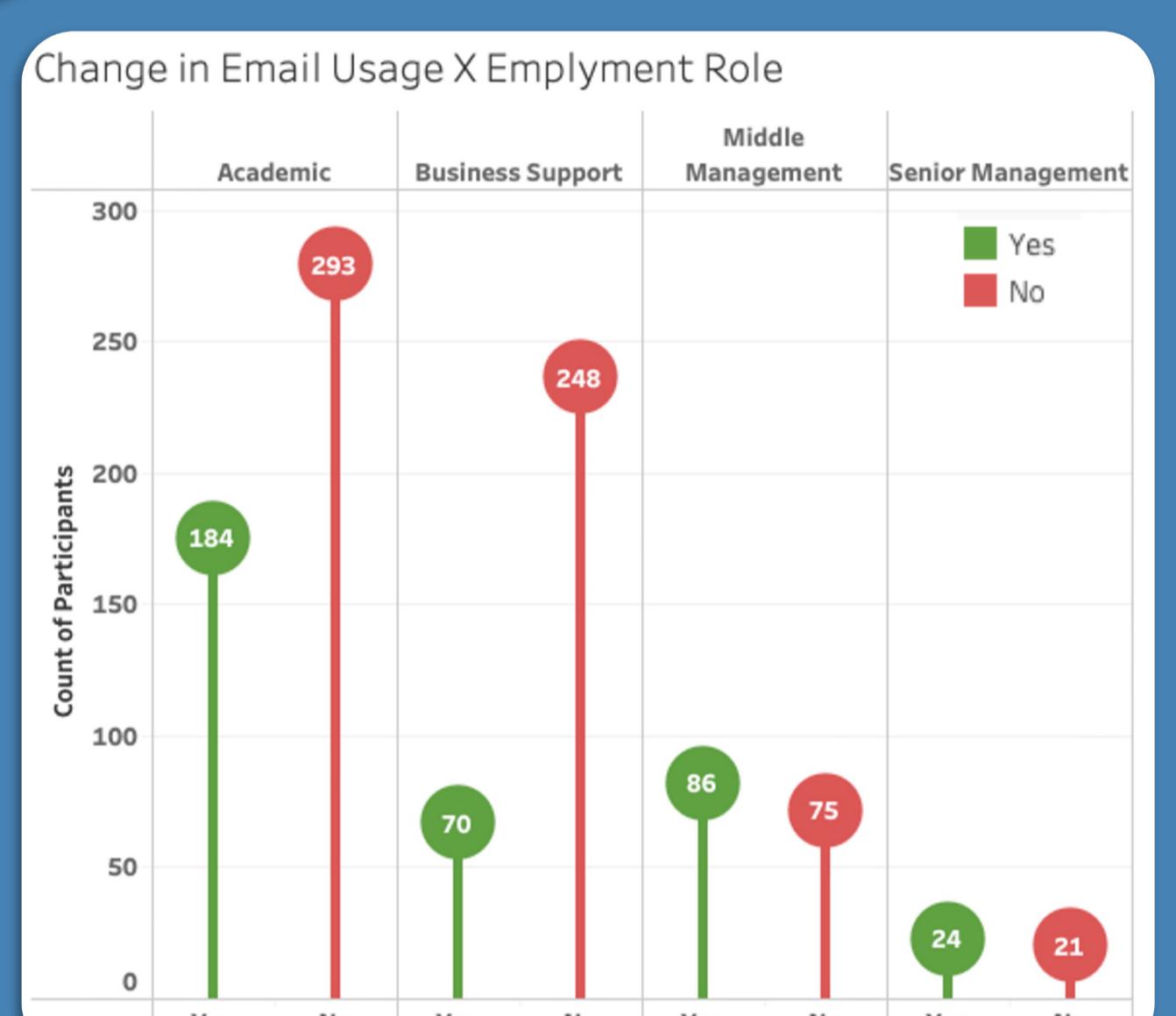


Academic and Business Support roles make up the majority of the workforce, followed by Middle Management and Senior Management.

## Desire to Change Email Usage

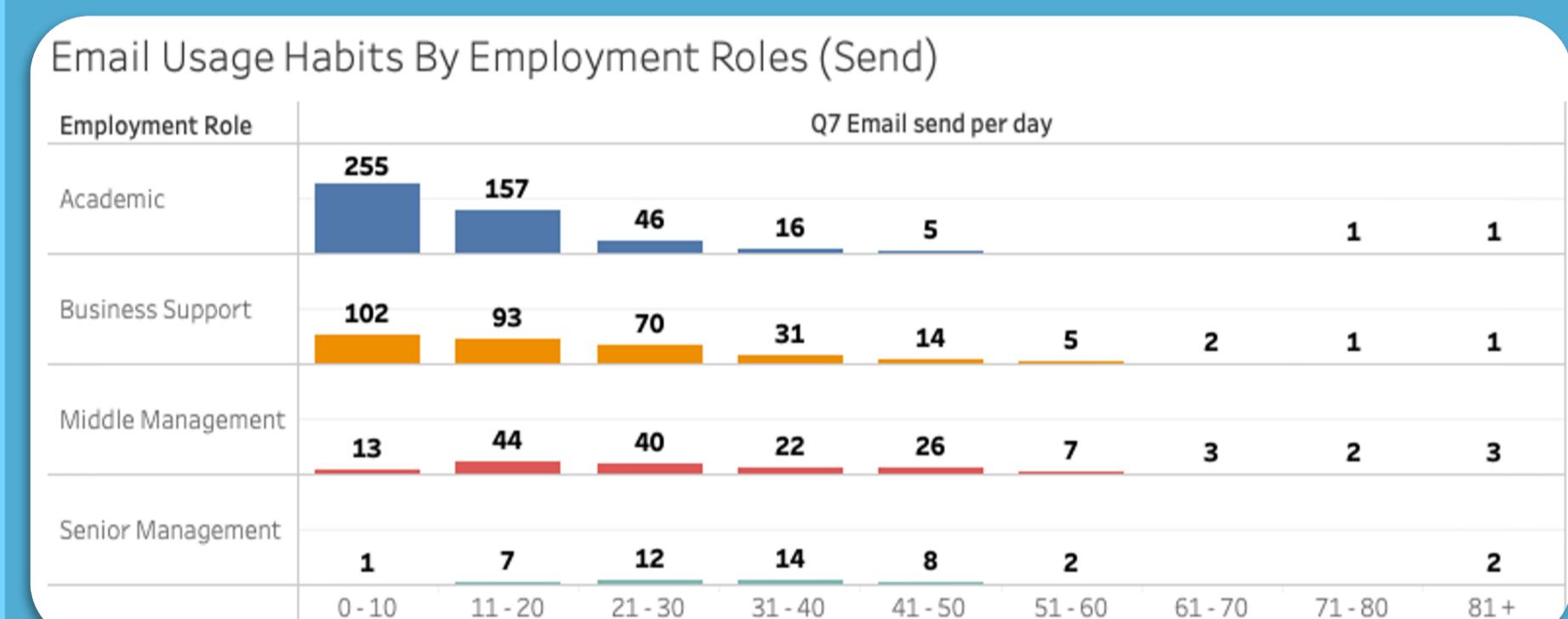


A Doughnut chart reveals that 63.64% of respondents are not inclined to change their email usage, while 36.36% express a willingness to make adjustments.



Further analysis by employment role demonstrates that Academic and Business Support roles are content with their current email habits, while Middle and Senior Management are more open to changes.

## Sending Emails



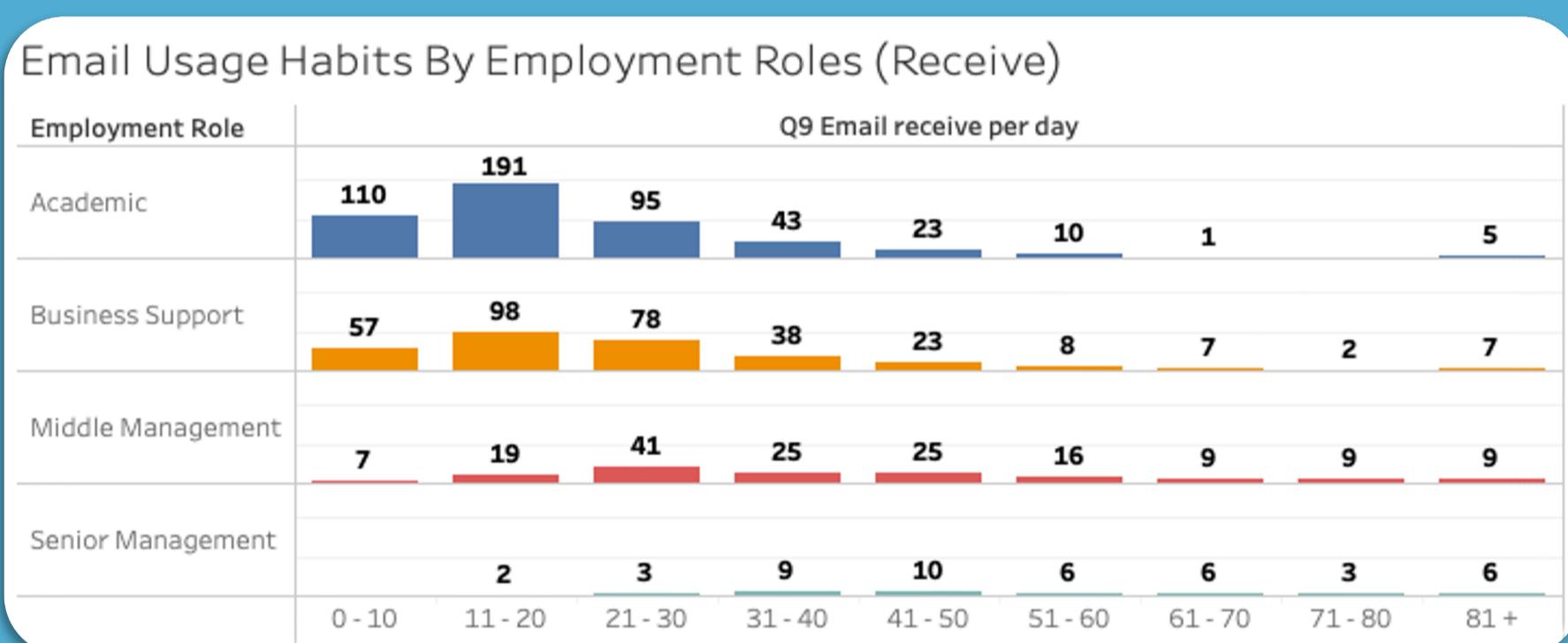
- This highlights a potential need for more efficient communication practices, particularly among Senior Management.

## Email Volume Changes by Employment Role (Send)



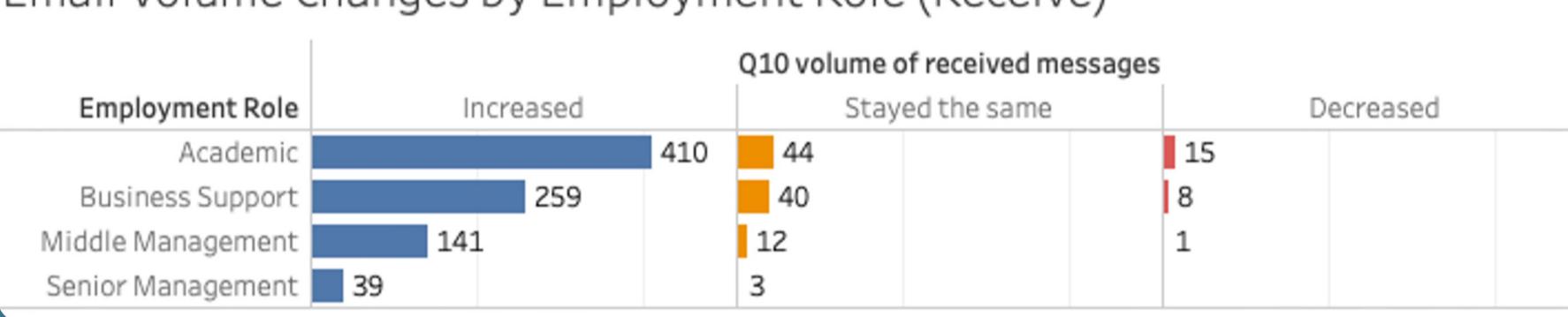
- The majority of participants across all roles reported an increase in the volume of emails they send, indicating a growing demand for email communication.
- Very few respondents chose the option "Stayed the same" and "Decreased" in the number of emails they send.
- This trend highlights the need for strategies to manage the increasing email load effectively and maintain productivity.

## Receiving Emails



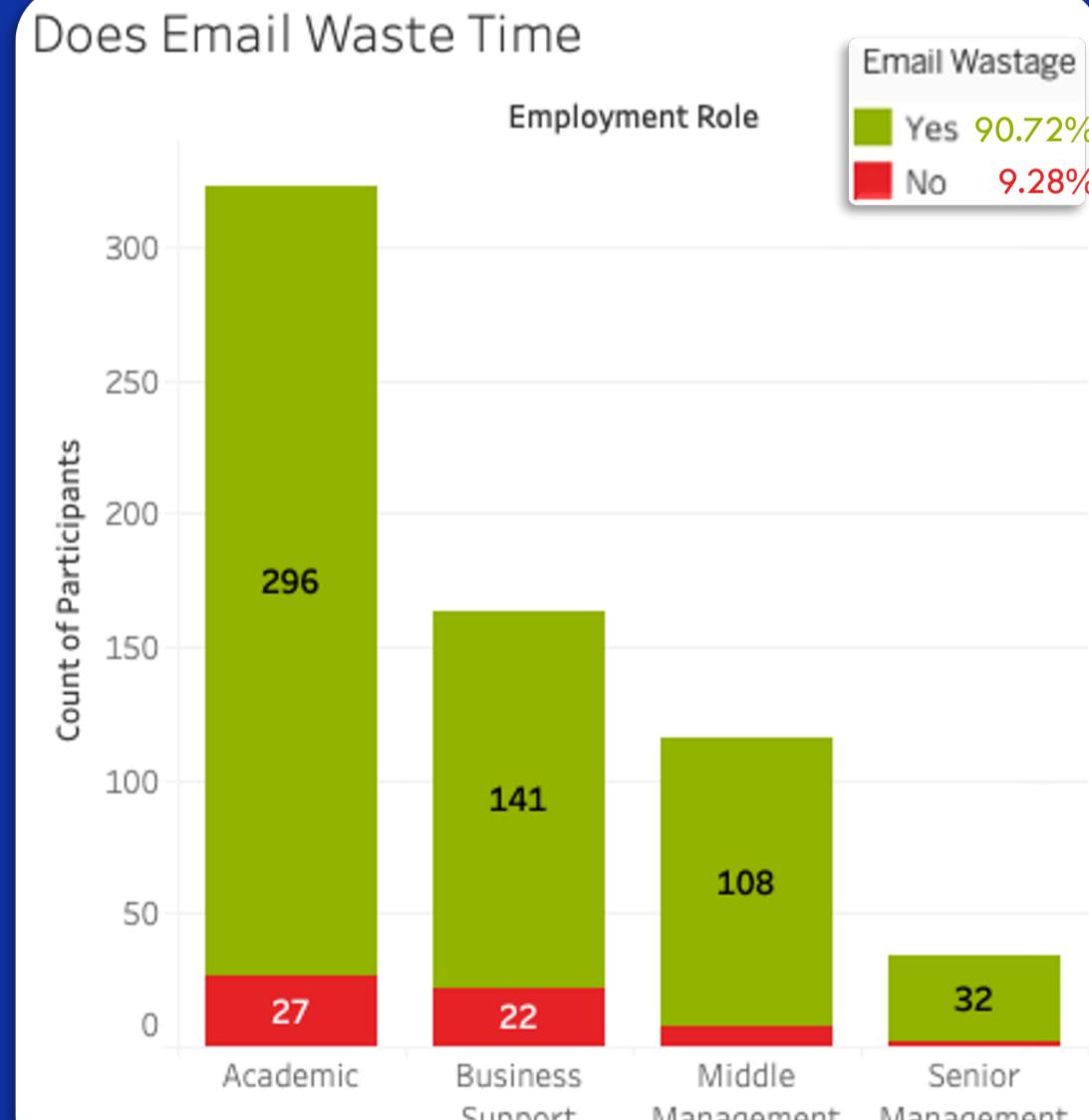
- These trends underscore the importance of effective email management and the need to streamline incoming communication.

## Email Volume Changes by Employment Role (Receive)



- The "increased" category dominated, emphasizing the growing flow of incoming emails.
- The option "stayed the same" was chosen by a limited number of respondents, while "decreased" received almost no responses.
- These results indicate the necessity of optimizing email management and streamlining the reception of messages to ensure effective communication.

## Perceived Time Wastage



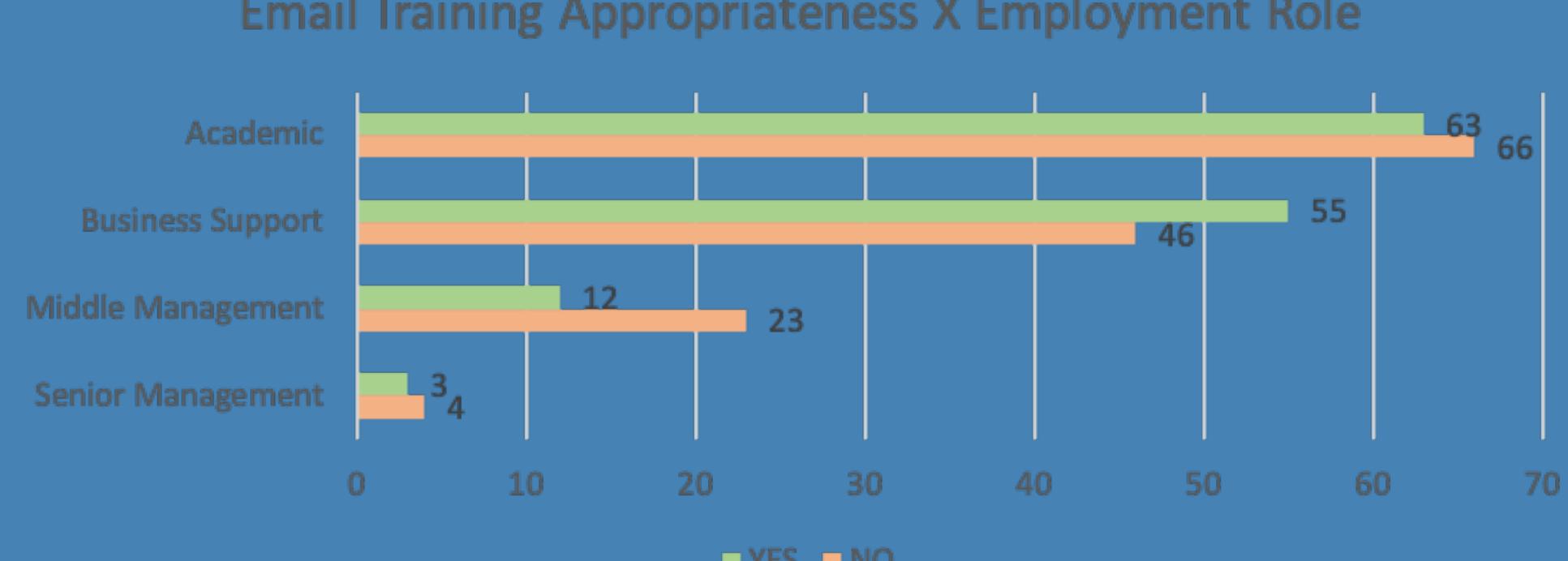
Across all employment roles, there's a unanimous consensus that using email is a time-consuming process, emphasizing the pressing need for enhanced efficiency.

An overwhelming 90.72% of participants recognize that email takes up a significant portion of their workday, underscoring the urgency of making email practices more streamlined to boost productivity and minimize time wastage.

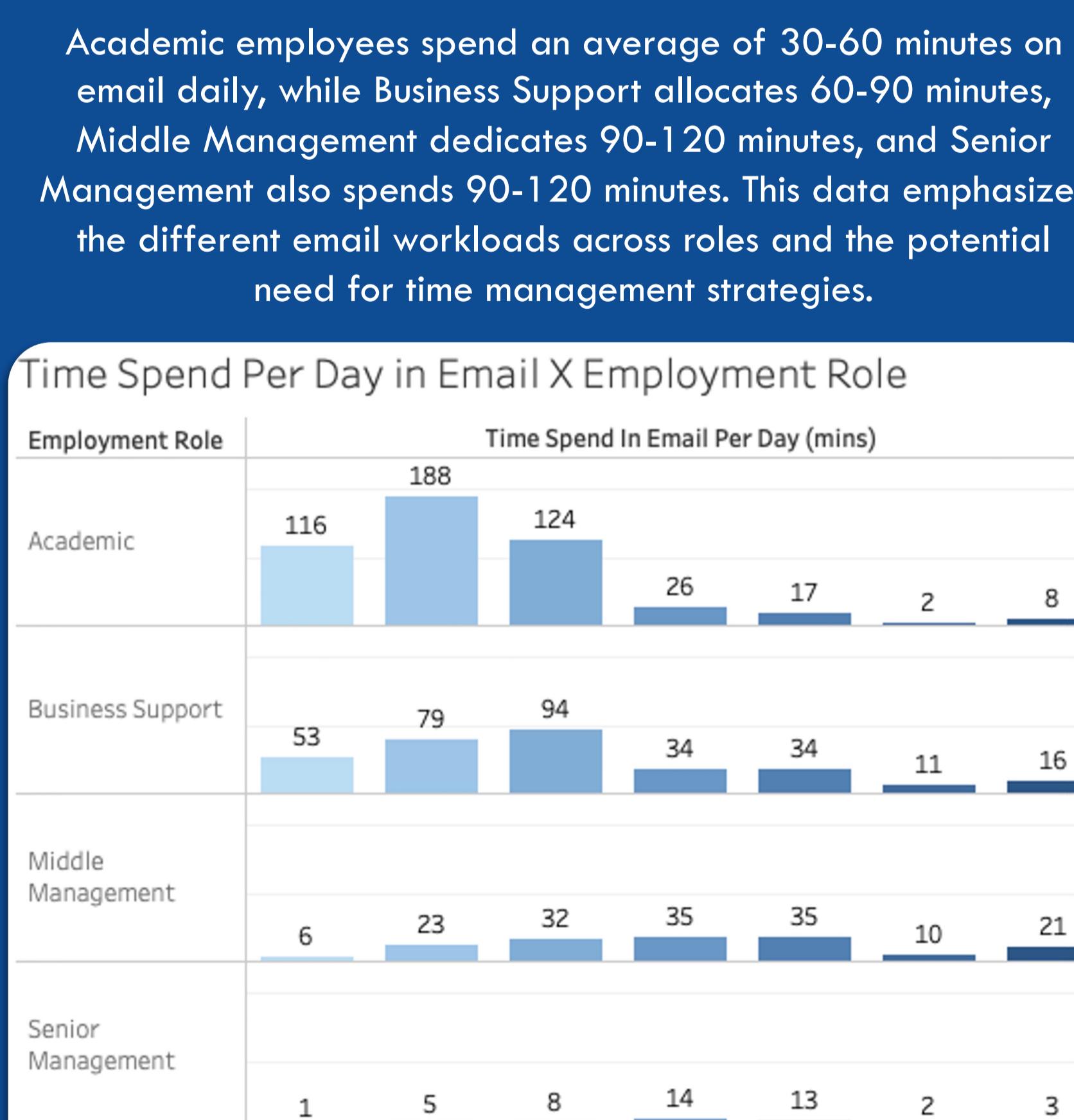
## Email Training Appropriateness

Participants who attended email training were more likely to find it appropriate in Business Support roles. However, other employment roles did not feel the training was suitable for their specific job functions.

### Email Training Appropriateness X Employment Role



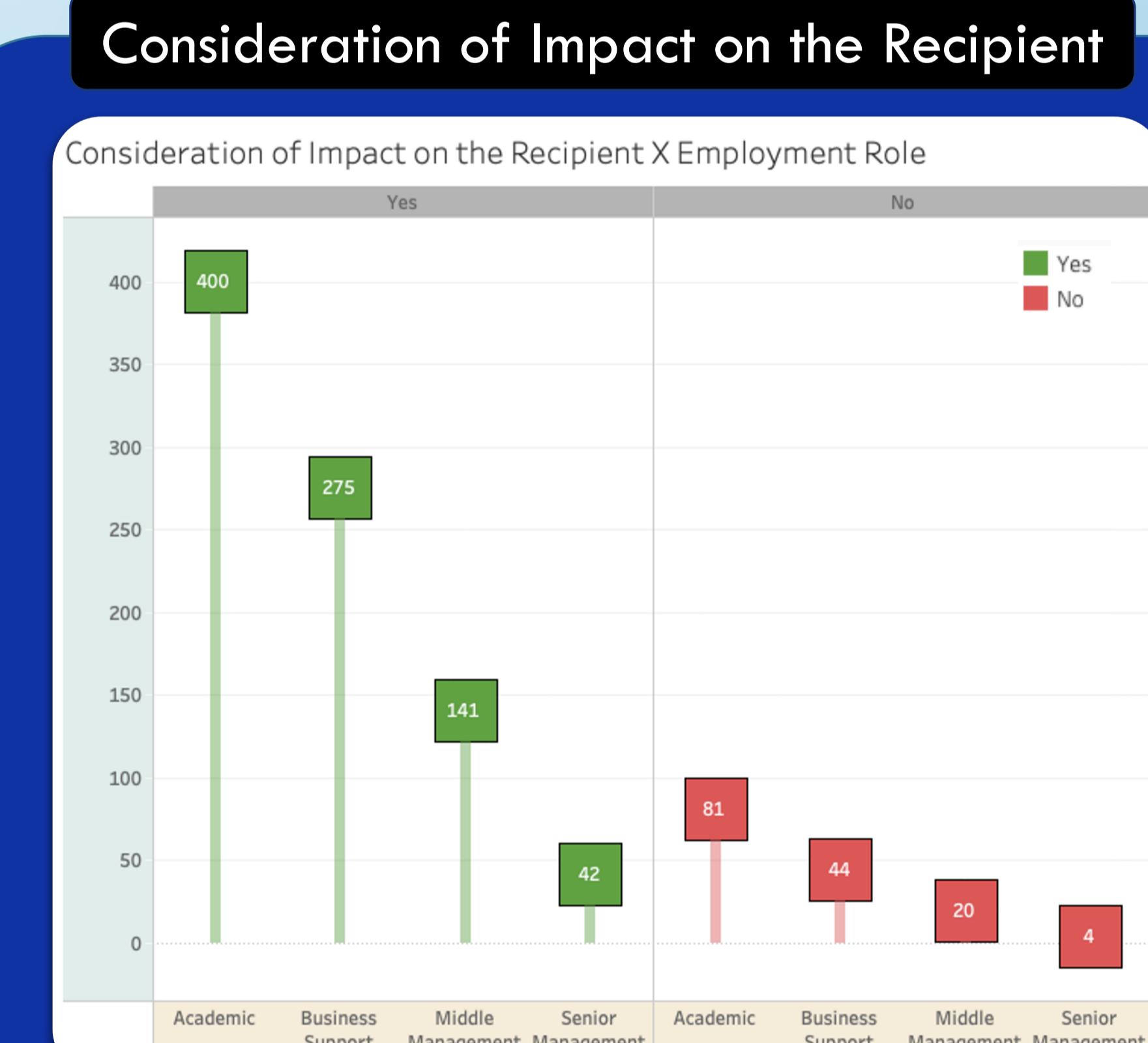
### Time Spent Per Day in Email



## Conclusion

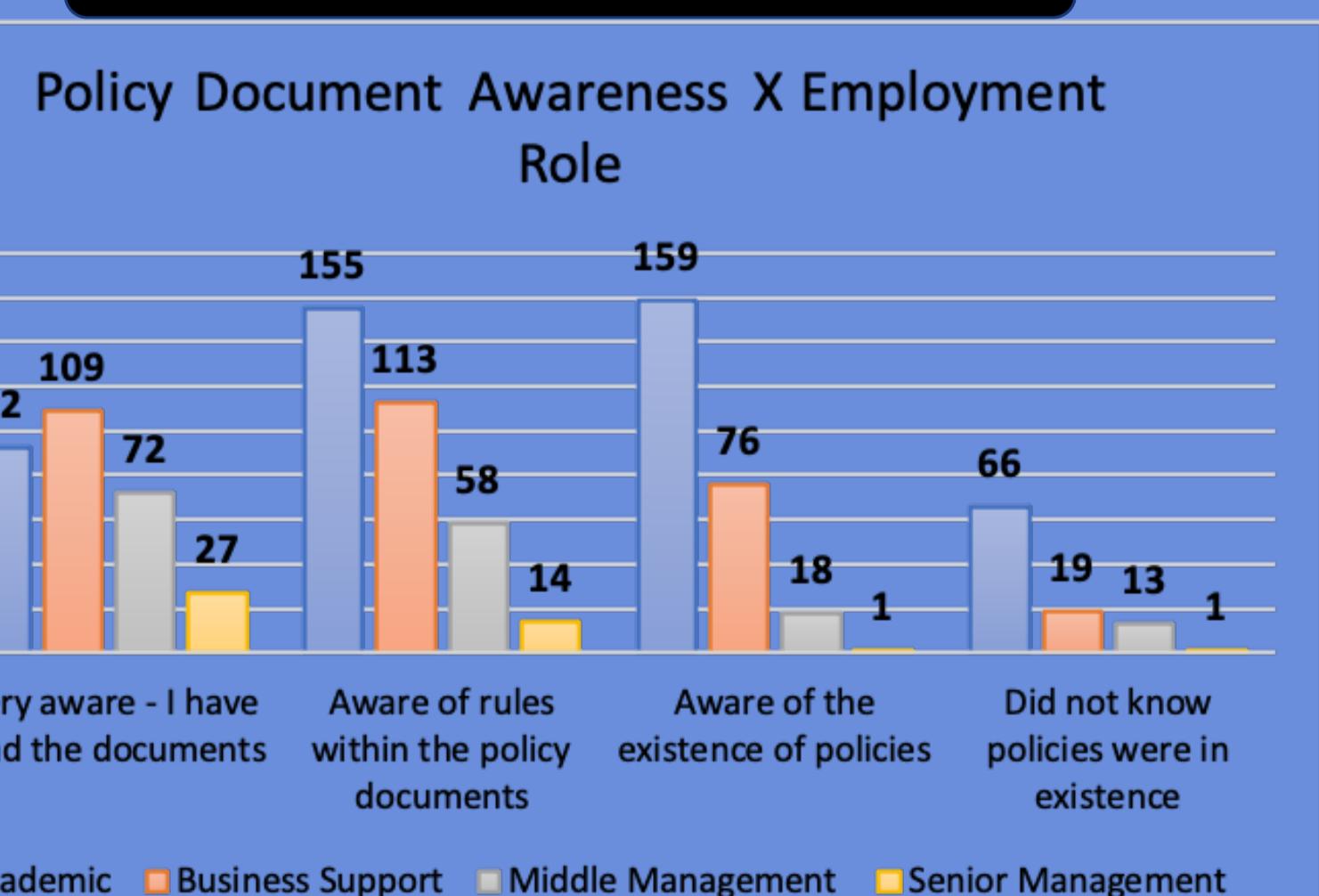
This survey provides valuable insights into email usage habits and attitudes across different employment roles within the education provider group. The findings underscore the need for targeted training and strategies to optimize email usage and enhance communication efficiency.

## Consideration of Impact on the Recipient



In considering the impact on the recipient before sending emails, a gradual decline is observed from Academic to Senior Management. Those who answered "YES" show a higher degree of consideration compared to those who answered "NO".

## Policy Document Awareness



Business Support employees are most informed about policy documents related to email usage, with the highest proportion indicating that they are "very aware - have read the documents." In contrast, Senior Management shows the lowest awareness. Academic employees lead in the "Aware of the existence of policies," "Aware of rules within the policy documents," and "Did not know policies were in existence" categories.