
 Thank you for taking the time to complete this questionnaire. This questionnaire will form the main part of my PhD study into the use of email in Welsh Colleges. This study is being carried out entirely independently of the FE sector and therefore I appreciate you taking the time to answer the following questions. The study relies on gathering as many responses as possible in order to see whether changes in email behaviour may be beneficial

All responses are confidential and any analysis will not enable readers to identify individuals. Please answer all questions as fully as possible. Your responses are essential in the success of my research. It is anticipated that the questionnaire will take at most 15 minutes to complete so please only start when you have the time to complete it fully. Please accept my thanks in advance for your assistance.


There are a total of 30 questions in 4 sections to complete - Please ensure you click next and finally 'finish' rather than closing the survey. Any incomplete responses will be deleted and your input will be lost Some technical issues have been reported progressing from page 2 to 3, if this is the case click back on your browser and try again

 What do you believe are the main drawbacks to using email?(5)

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 What do you believe are the main benefits of using email?(6)

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 On average, how many emails do you send in a day?(7)

- ☐ 0 - 10
- ☐ 11 - 20
- ☐ 21 - 30
- ☐ 31 - 40
- ☐ 41 - 50
- ☐ 51 - 60
- ☐ 61 - 70
- ☐ 71 - 80
- ☐ 81 +

 How has the volume of sent messages changed in recent years?(8)


- ☐ Increased
- ☐ Decreased
- ☐ Stayed the same

 On average, how many emails do you receive in a day?(9)


- ☐ 0 - 10
- ☐ 11 - 20
- ☐ 21 - 30
- ☐ 31 - 40
- ☐ 41 - 50
- ☐ 51 - 60
- ☐ 61 - 70
- ☐ 71 - 80
- ☐ 81 +

 How has the volume of received messages changed in recent years?(10)


- ☐ Stayed the same  
☐ Increased  
☐ Decreased

 How much time per day do you spend dealing with email ?(11)


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 In an average work day, how many emails do you believe are manageable to send?(12)

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 In an average day, how many emails do you believe are manageable to receive?(12b)

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 Would you like to change your email usage?(13)


Please explain your answer

- ☐ Yes \_\_\_\_\_  
☐ No \_\_\_\_\_


 In general, do you consider the impact on the recipient before sending emails?(14)

Please give reasons for your answer

- ☐ Yes \_\_\_\_\_  
☐ No \_\_\_\_\_

 Do you waste any time using email?(17)

- ☐ No  
☐ Yes

 If yes, please provide a considered estimate of the percentage of your time that is wasted when using email at work(18)

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 Please provide an example of how time is wasted(19a)


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☒ Without naming specific individuals, please identify if you have ever received emails from colleagues or managers in your College that you would consider to be:(19)


- ☐ Innapropriate content  
☐ Agressive tone  
☐ Bullying  
☐ Content you found offensive  
☐ Sent by the sender to avoid face to face contact  
☐ Poorly written  
☐ Hastily composed without due consideration  
☐ Content that is not relevant to you  
☐ The same message containing the same content from multiple sources  
☐ None of the above


 Choosing the issue you feel is most important from those above, please describe an example.

\_\_\_\_\_

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\_\_\_\_\_

 Please rate the following on how much impact they have on your decision to use email to communicate. (20)  
Use the sliders to indicate on a scale of 1 - 10 with 1 representing no impact and 10 representing significant impact

 Relationship with the recipient


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 Physical distance between you and the recipient


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 Whether you are trying to communicate with a group or individual


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 Time pressure that you may be under

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 How comfortable the recipient is with the use of email to communicate


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 The possibility that the recipient may ask you further questions requiring more email messages in the future


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 Whether email will allow you to communicate your message in the most effective way


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 Consideration of how the recipient has responded to email communication in the past


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 Whether a written record will be required

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 Whether the content of what you wish to communicate is suitable for email

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 Please rate the following on how useful each would be in maximising effective email communication (21)  
Use the sliders to indicate on a scale of 1 - 10 with 1 suggesting it would not be useful and 10 suggesting it may be very useful

 Relationship with the recipient

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 Physical distance between you and the recipient


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 Considering whether you are trying to communicate with a group or individual


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 Considering any time pressure that you may be under


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 Recognising the possibility that the recipient may ask you further questions requiring more email messages in the future


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 Considering how comfortable the recipient is with the use of email to communicate


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 Considering whether email will allow you to communicate your message in the most effective way


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 Consideration of how the recipient has responded to email communication in the past


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 Identifying whether a written record will be required

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 Considering whether the content of what you wish to communicate is suitable for email

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 Have you attended training on the use of email in the past 12 months?(22)


If yes, please briefly describe the nature of the training

- ☐ Yes \_\_\_\_\_
- ☐ No \_\_\_\_\_

 If you did attend training, was it appropriate for your role?(22b)

If no, please describe why it was not appropriate.


- ☐ Yes \_\_\_\_\_
- ☐ No \_\_\_\_\_

 Do you believe that email usage will continue to grow in the future?(23)

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 How do you think user behaviour could be changed to make email more efficient?(24)

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 Are there any features of email systems that you feel are barriers to you using them effectively?(25)

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 It has been established that relationship has a bearing on effective communication. Please identify what you consider to be a good working relationship(26)


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 Please select your College(1)

- ☐ Coleg Ceredigion
- ☐ Coleg Gwent
- ☐ Merthyr Tydfil College
- ☐ Coleg Sir Gar
- ☐ Neath Port Talbot College
- ☐ Grwp Llandrillo Menai
- ☐ Pembrokeshire College
- ☐ Yale College Wrexham
- ☐ Cardiff and Vale College
- ☐ Deeside College
- ☐ Coleg Morgannwg
- ☐ Ystrad Mynach College
- ☐ Gower College Swansea
- ☐ YMCA Community College
- ☐ Coleg Powys
- ☐ Coleg Harlech (WEA North)
- ☐ Bridgend College
- ☐ St Davids Catholic College
- ☐ WEA South Wales

 Please select the category that best represents your employment(2)


- ☐ Senior Management (Academic and Business Support)
- ☐ Middle Management (Academic and Business Support)
- ☐ Business Support (please identify your role) \_\_\_\_\_
- ☐ Academic (please identify your main discipline) \_\_\_\_\_

 Please indicate your age group(3)


- ☐ Under 20
- ☐ 21 - 30
- ☐ 31 - 40
- ☐ 41 - 50
- ☐ 51 - 60
- ☐ Over 60

 Please indicate your gender(4)

- ☐ Male
- ☐ Female

 How aware are you of policy documents relating to email usage within your College?

- ☐ Very aware - I have read the documents
- ☐ Aware of rules within the policy documents
- ☐ Aware of the existence of policies
- ☐ Did not know policies were in existence

 Please provide an example of the impact that policy rules have on your day to day usage of email

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