

English

SURVEY INSTRUCTION

Please help us understand how you wish your email system worked!
We are building a new email engine and would like to understand what people need and what is missing from current email tools and workflows.

This survey is a part of a research project by the Haystack Group at MIT CSAIL.

CONSENT TO PARTICIPATE IN NON-BIOMEDICAL RESEARCH

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An Automated Toolkit for Email Delivery Customization

You are asked to participate in a research study conducted by Soyun Park and Prof. David Karger, from the Department of Electrical Engineering and Computer Science at the Massachusetts Institute of Technology (M.I.T.). You were selected as a possible participant in this study because you are over 18 years of age, and you use email. You should read the information below, and ask questions about anything you do not understand, before deciding whether or not to participate.

Information collected from this experiment will be stored in secure computer systems to which only the researchers have access. The data will be stored for a maximum of three years, and then destroyed.

- ☐ Yes. I understand the procedures described above. My questions have been answered to my satisfaction, and I agree to participate in this study.
- ☐ No.

Demographics

Gender

- ☐ Male
- ☐ Female
- ☐ Other

Age

- ☐ Under 20 years old
- ☐ 20s
- ☐ 30s
- ☐ 40s
- ☐ 50s
- ☐ Over 60 years old

How often you get emails for each category of emails?

More than
10 per
day

3-10 per
day

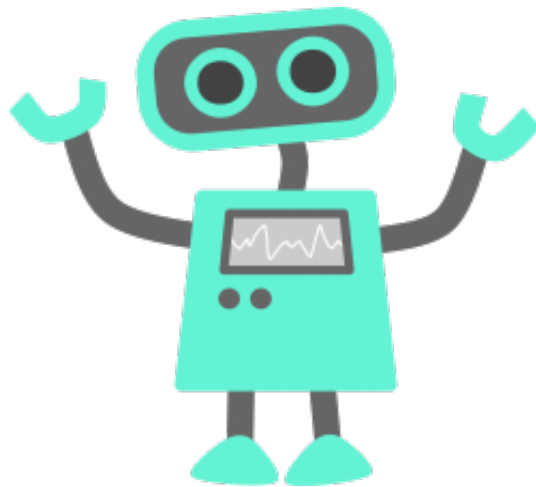
1-2 per
day

1-2 per
week

Less than
once a
week

Communication with colleague/coworker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication with friend, family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social network notification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopping, ads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identity verification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Event announcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Block 7



Imagine that you have a **smart robot** that can organize your email for you and change how it is presented to you. Your robot will be given access to your email interface.

Before starting the survey, please open your inbox and scroll through it to remind you of the emails you handle daily.

Block 8

Triaging (prioritizing) incoming emails



 alamy stock photo

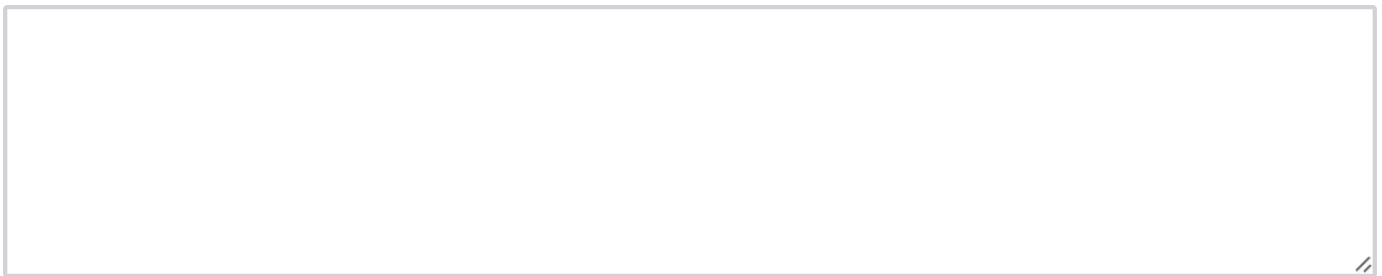
D1GD9K
www.alamy.com

You can specify different actions for emails with different priorities when a new email arrives. Describe what are the characteristics of **urgent/high/low priority** emails and which **actions** should be performed for the various priorities. Here are some examples of the definition of prioritized emails:

- Urgent: emails from a sender with whom I've exchanged 10 emails since yesterday.
- Low: emails that have 10+ recipients and I haven't read nor replied to last 3 emails.

What are some rules you would use to assign priorities? Think about different aspects such as who the sender is, the time the email arrives, the type of email or type of information/request in the email, the number of emails received recently, and any other factors you consider important.

Feel free to come up with as many rules as you can think of.

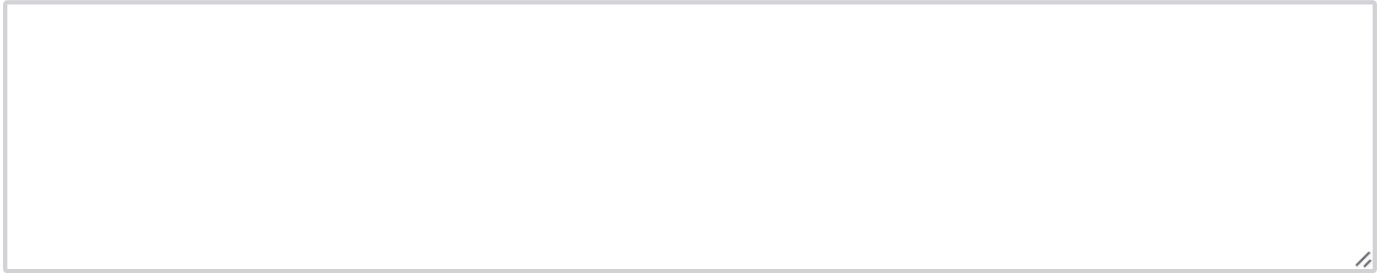


What kind of action would you specify for emails you receive depending on the priorities you defined above? Here are some examples of instructions:

- When I tell my robot that I'm having a busy day, my robot will put low-priority incoming emails silently in my inbox. But for an important email, notify me until I open the email.
- Hide low-priority emails in a separate folder until 3pm so they don't distract me; put them back in my inbox at 3.

Feel free to come up with as many as you can think of. Distinguish things you are already

doing from things you wish you could do.



Block 6

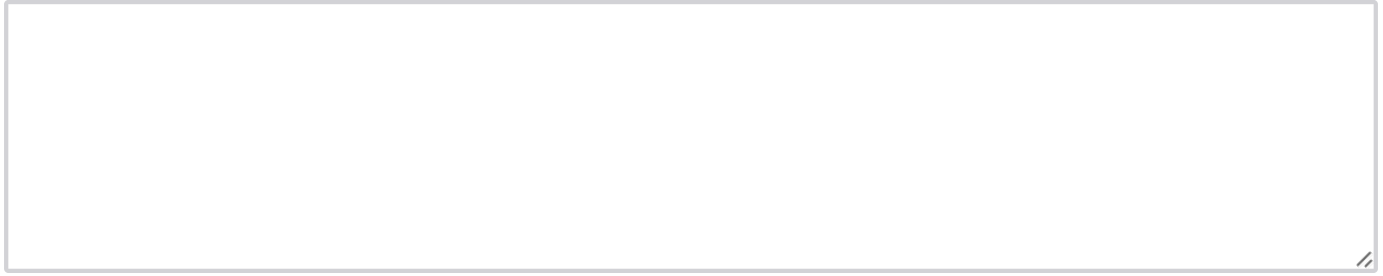
Moving emails to different locations

Your robot can move emails to different locations such as the top or bottom of your inbox or different folders (including a trash folder or spam folder). Here are some example instructions:

- Move these emails to the top of my inbox every morning (so I see them at work) but back out every night (so I don't see them at home).
- Move emails from my 'important' folder to my regular folder after a week (because after a week they won't be important anymore).
- If the body of an arriving message contains the word “unsubscribe,” put it in the Newsletters folder.
- Mark certain emails in the archive to periodically be brought back to my inbox to remind me about them until the deadline has passed.

How do you want your emails moved around?

Feel free to come up with as many rules as you can think of. Distinguish things you are already doing from things you wish you could do.



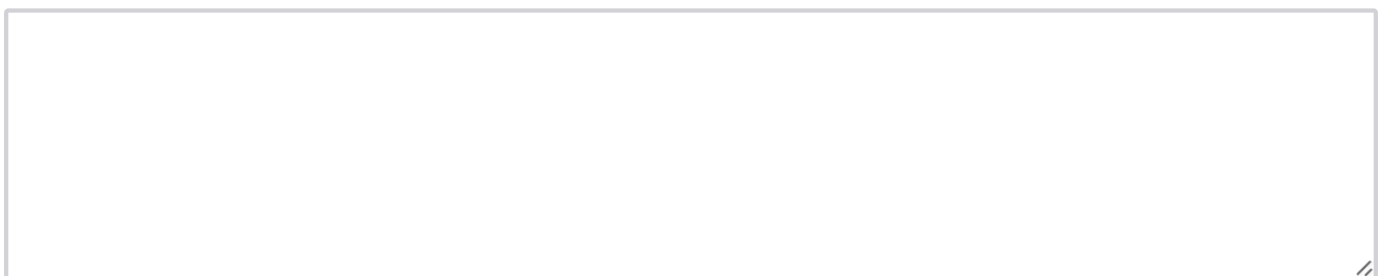
Conditional sending

Your robot can send an automatic email when a specific condition is met. Here are some examples.

- Send a reminder email to this person every day at 10am until I get a reply from them.
- Send this email right after Taylor Swift concert tour tickets are released.
- Reply to every new email I get whenever my unread email count crosses a threshold.

What kind of conditional sending would you set for sending emails or replies?

If you are concerned about "misfires", consider that you could also instruct your robot to prepare the email but then get confirmation from you before sending it---e.g., by having you just click the send button.



Aggregating emails

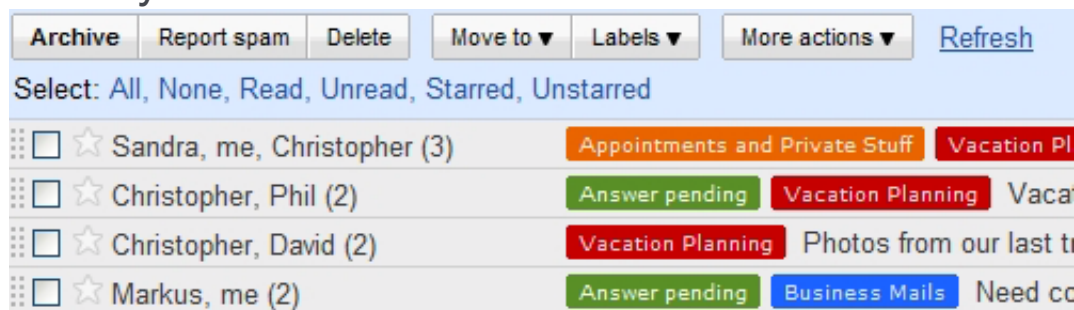
Your robot can combine emails into one message. Here are some examples:

- When I schedule an event with multiple people (i.e. what time should we meet?), combine all responses from recipients into a table in a single message.
- If more than 50% of recipients reply and express interest, send details to those people.
- For advertisement emails, copy out only the coupon codes and collect them into a message.

What kind of instructions would you give to aggregate emails?

Block 9

Label your inbox



Imagine you could label each email (e.g. marking as important, adding a label with generic text). Here are some examples:

- If the email has a deadline on it, label the email with the date of the deadline so that later I can sort by deadline.
- If the task described in an email is ongoing, add a label 'pending.'


- If my colleague sends me a useful resource, add a label 'to read'.

What kind of information you want to display for each email?



What kind of actions would you specify for emails that have been annotated?
Here are some examples of instructions:

- If an email has a "today" label, put it into the top of my inbox.
- Forward all the emails with label "receipts" to a person who is in charge of receipts.



Block 9

Send an email to only to the right people

You want to send an email only to people who should see it. Here are some examples of instructions you could use to choose recipients:

- Send this email only to people with whom I have exchanged emails within last 3 weeks.
- Send this email (e.g. "Sorry. Have to skip the meeting tomorrow") to all attendees of meetings that are scheduled tomorrow.
- Send this email only to people who are currently at their office.
- Do not send this email to anyone who hasn't read/opened the last three emails of the thread.
- Send this email only to people with whom I have exchanged emails about 'CSS'.

How do you want to select your recipients?



Your email modes

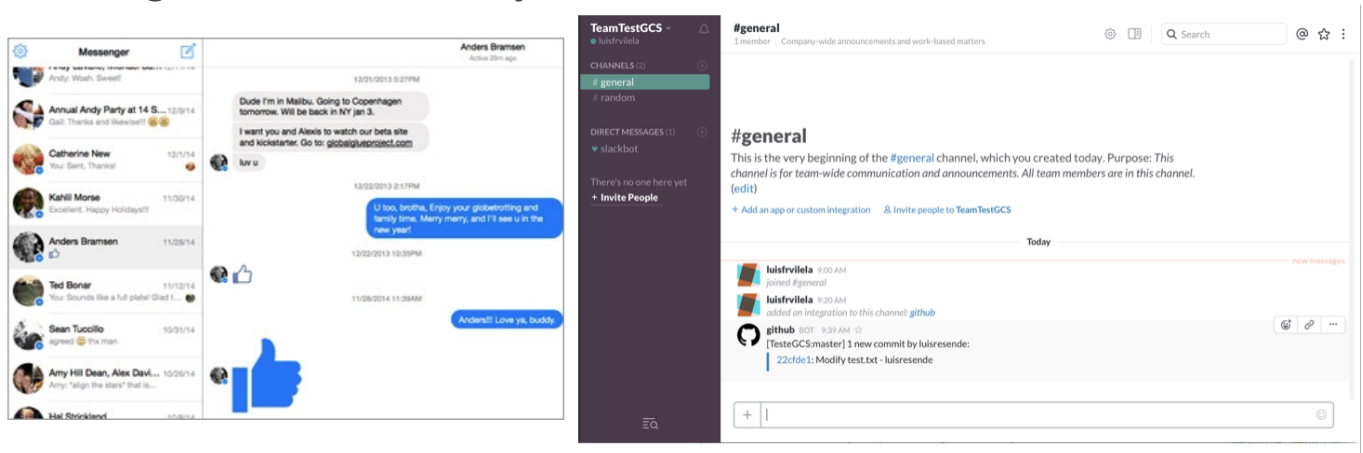
You can switch around different modes for receiving your email depending on your schedule. Here are some examples :

- "Waiting for application result" mode: Since I'm waiting for the results of an application I submitted, mute notifications for all other emails except my application result. After I receive it, switch back to normal mode automatically.
- "Conference" mode: I'm currently at a conference. Move email from attendees to the conference folder and reminds me about those emails by putting at top of my inbox after the conference.

What kind of modes and mode-dependent rules would you need? Can you describe the desired behavior for your mode?

Feel free to come up with as many rules as you can think of.

Showing emails differently



What presentation tricks might you borrow from your favorite communication platforms (e.g. Facebook messenger, Slack)? Here are some examples:

- Like a Slack channel, at the top of an email thread, put the summary or purpose of the thread so newcomers can catch up on it easily.
- Mention a few recipients (e.g. @Susan) so that they don't miss the discussion; at the same time it doesn't bother who is not mentioned.
- Invite a new participant onto a discussion thread, and immediately send them all the prior emails in the thread.

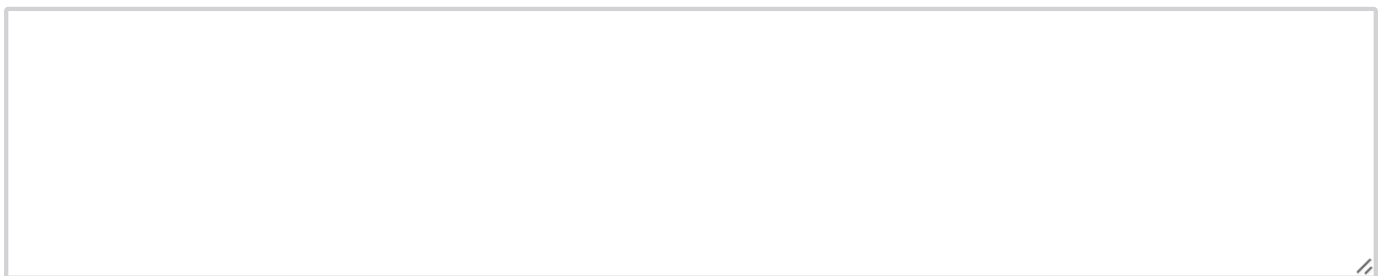
What are your favorite features in other communication platforms that you would want to add to email?

Feel free to come up with as many rules as you can think of.

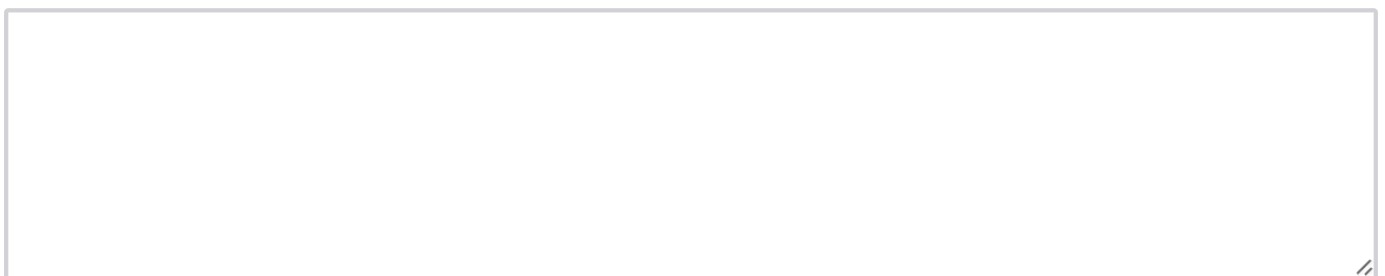
A large, empty rectangular text box with a thin gray border and a small double-slash icon in the bottom right corner.

Block 5

Have you ever used any automated email-processing tool (e.g. procmail, sieve)?
If so, what do you use rules to do?

A large, empty rectangular text box with a thin gray border and a small double-slash icon in the bottom right corner.

If you have used any automated email-processing tool, what things do you wish
you could do but cannot?

A large, empty rectangular text box with a thin gray border and a small double-slash icon in the bottom right corner.

Anything else you want in your new email system?

Block 7

Ethnicity

- ☐ Asian/Pacific Islander
- ☐ Black or African American
- ☐ Hispanic or Latino
- ☐ Native American or American Indian
- ☐ White
- ☐ Other

What is your occupation?

- ☐ Administrative staff
- ☐ Consultant
- ☐ Engineer
- ☐ Faculty
- ☐ Graduate student, postdoc
- ☐ Researcher
- ☐ Undergraduate student
- ☐ Upper management
- ☐ Middle management

- ☐ Junior management
- ☐ Trained professional
- ☐ Temporary employee
- ☐ Support staff
- ☐ Skilled laborer
- ☐ Self-employed
- ☐ Other

Which of the following best describes your work area?

- ☐ Arts, design, entertainment, sports, music, or media
- ☐ Business and financial operations
- ☐ Education
- ☐ Engineering
- ☐ Natural science
- ☐ Law and policy
- ☐ Other

Block 10

Would you like to be entered in the gift card raffle?

- ☐ Yes
- ☐ No

We're building a mail-handling tool to implement some of the ideas above.

Would you be interested in trying it out when it is ready?

☐ Yes

☐ No

May we contact you to learn more about what what you are looking for?

☐ Yes

☐ No

email address

Please leave your email address if you answered yes to any of the 3 previous questions.

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