



Introduction and Consent

We are a graduate student team at UC Berkeley's School of Information and are researching opinions on email etiquette and professionalism. This survey will collect some demographic information, present you with a sample email, and ask you some questions about that email and its sender.

Participation in research is completely voluntary. You are free to decline to take part in the project. You can decline to answer any questions and are free to stop taking part in the project at any time. Your study data will be handled as confidentially as possible. Individual names and other personally identifiable information will not be used in any part of this study. You will have the option of providing your email address as a means of entering a raffle (to win 1 of 2 \$125 Amazon gift card) at the very end of the survey. Do you consent to taking this survey and being part of this experimental study?

- ☐ I agree and want to continue the survey
- ☐ I disagree and want to exit the survey

Demographics

Please mark your primary pronouns.

- ☐ He/his
- ☐ She/hers
- ☐ They/theirs
- ☐ Not listed
- ☐ Decline to state

Please mark the sexual orientation you most identify with.

- ☐ Asexual
- ☐ Heterosexual

- | | |
|-----------------------------------|--|
| <input type="radio"/> Bisexual | <input type="radio"/> Questioning |
| <input type="radio"/> Pansexual | <input type="radio"/> Orientation not listed |
| <input type="radio"/> Gay/Lesbian | <input type="radio"/> Decline to state |
| <input type="radio"/> Queer | |

Please mark the races you identify as.

- ☐ Asian/Asian American
- ☐ Pacific Islander
- ☐ African-American/Black
- ☐ Hispanic/Latino
- ☐ Native American/Alaskan Native
- ☐ Middle Eastern/Southwest Asian
- ☐ North African
- ☐ White
- ☐ Decline to state

Please mark the age group you fall in.

- ☐ Under 21
- ☐ 22 - 30
- ☐ 31 - 40
- ☐ 41 - 50
- ☐ 51-60
- ☐ Over 60
- ☐ Decline to state

Please mark your highest education level.

- ☐ Some high school
- ☐ High School/GED
- ☐ Some undergraduate college or post-secondary school
- ☐ Bachelor's Degree
- ☐ Some graduate college

- ☐ Master's Degree
- ☐ Ph. D.
- ☐ Decline to state

Please mark your current employment status.

- ☐ Employed - Full Time
- ☐ Employed - Part Time
- ☐ Student
- ☐ Retired
- ☐ Unemployed
- ☐ Decline to state

Please mark your current location.

- ☐ Northeastern United States
- ☐ Southeastern United States
- ☐ Southwestern United States
- ☐ Midwestern United States
- ☐ Western United States
- ☐ Not located in United States

Control Email

Riley and Jordan both work in the Business Intelligence group of a major global retailer. Jordan sent the following email to Riley on a Monday morning. Please read the email and record your answers to the questions on the following page.

Hey Riley,

I hope you've had a nice weekend. I've been working on the Chicago account this morning and have a quick question for you regarding last week's dashboard.

Have you updated last Friday's numbers to include that one transaction that didn't post until Saturday? If not, could you do so and let me know when it's done? Technically, we should only post sales for the week they were completed, and we did confirm payment before end-of-day on Friday.

Let me know if you have any questions,

Jordan

Please indicate how strongly you agree or disagree with the following statements. As a reminder, Jordan is the writer of the email you read in the previous step.

	Strongly Disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I would like to work on a project led by Jordan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This email is acceptable to send externally (for example, to a client).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This is unrelated to the email. Select "Strongly Disagree" for this statement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This email is acceptable to send to individuals lower in the organizational hierarchy than Jordan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would feel comfortable approaching Jordan with problems or challenges.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Jordan is knowledgeable about their work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Strongly Disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
This email is acceptable to send to Jordan's peers at the same organizational level.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This email is acceptable to send to individuals higher in the organizational hierarchy than Jordan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jordan is friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like to work with Jordan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jordan is highly motivated and committed to their work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jordan is hardworking.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jordan has a positive attitude.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jordan is sincere.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jordan has leadership qualities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This email is appropriate for the situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Treatment Email

Riley and Jordan both work in the Business Intelligence group of a major global retailer. Jordan sent the following email to Riley on a Monday morning. Please read the email and record your answers to the questions on the following page.

Riley!

Hope you had a nice weekend! Got a question about the Chicago account for you :)

Did you fix Friday's numbers to include that one annoying transaction that didn't post until Saturday...if not, could you do that and ping me when it's done?! I know that we only should post sales for the week they were completed, but we totally confirmed that payment just in time... :)

You're the best!

Jordan

Please indicate how strongly you agree or disagree with the following statements. As a reminder, Jordan is the writer of the email you read in the previous step.

	Strongly Disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
This is unrelated to the email. Select "Strongly Disagree" for this statement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This email is acceptable to send to Jordan's peers at the same organizational level.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jordan has a positive attitude.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This email is acceptable to send to individuals higher in the organizational hierarchy than Jordan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jordan is highly motivated and committed to their work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Jordan is friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This email is appropriate for the situation.	Strongly Disagree <input type="radio"/>	Disagree <input type="radio"/>	Somewhat disagree <input type="radio"/>	Neither agree nor disagree <input checked="" type="radio"/>	Somewhat agree <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
Jordan is knowledgeable about their work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would feel comfortable approaching Jordan with problems or challenges.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like to work on a project led by Jordan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This email is acceptable to send externally (for example, to a client).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jordan is hardworking.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jordan has leadership qualities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jordan is sincere.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like to work with Jordan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This email is acceptable to send to individuals lower in the organizational hierarchy than Jordan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Email Collection

Thanks for taking our survey! If you'd like to remain anonymous, you can continue and close out the survey. If you'd like to be entered into our raffle for a chance to win a \$125 Amazon gift card, please enter your email below.

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