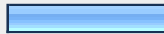


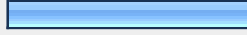





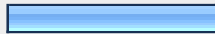
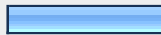

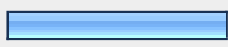
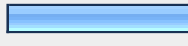
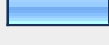





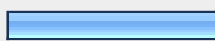
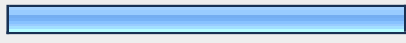
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Please select the category that best represents your employment.			
		Response Percent	Response Count
Full time academic		25.8%	17
Fractional academic		7.6%	5
Part time academic		6.1%	4
Full time business support		39.4%	26
Part time business support		7.6%	5
Academic management		10.6%	7
Business support management		3.0%	2
		<i>answered question</i>	66
		<i>skipped question</i>	1

MSc Dissertation

Please indicate your age group			
		Response Percent	Response Count
20 and under		0.0%	0
21 - 30		14.9%	10
31 - 40		19.4%	13
41 - 50		34.3%	23
51 - 60		25.4%	17
Over 60		6.0%	4
		<i>answered question</i>	67
		<i>skipped question</i>	0

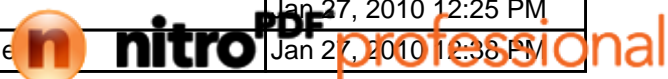
How many years have you worked at Pembrokeshire College?			Response Percent	Response Count
0 - 5			35.8%	24
6 - 10			29.9%	20
11 - 15			16.4%	11
16 - 20			13.4%	9
21 - 25			3.0%	2
Over 25			1.5%	1
			<i>answered question</i>	67
			<i>skipped question</i>	0

Please indicate your gender			Response Percent	Response Count
Male			34.3%	23
Female			65.7%	44
		<i>answered question</i>		67
		<i>skipped question</i>		0

What do you believe are the main benefits of using e-mail?		
		Response Count
		60
		answered question 60
		skipped question 7

Response Text		
1	Ability to leave a message for someone to read later	Jan 26, 2010 12:55 PM
2	it is quick and you have a record of communication	Jan 26, 2010 3:58 PM
3	Contacting staff who are not actually in college	Jan 26, 2010 4:00 PM
4	Speed. No paper, unless you need it. Ability to prioritise sending and in-tray.	Jan 26, 2010 4:17 PM
5	fast communication	Jan 26, 2010 4:18 PM
6	quick easy communication	Jan 26, 2010 4:19 PM
7	Quick and instaneous. Can respond to some queries immediately. Can disseminate large documents or information to a number of parties without printing	Jan 26, 2010 4:29 PM
8	Speed of response. Raise an issue with someone without having to have verbal/face to face contact - i.e time saving. Sppeeds up communication at a distance. Provides written copies of conversations.	Jan 26, 2010 4:29 PM
9	Arranging meetings, informal messages like `thank you's', sending attached files.	Jan 26, 2010 4:46 PM
10	cheap, instant	Jan 26, 2010 5:03 PM
11	Quick, easy, traceable, written evidence, can send an e-mail immediately the need arises	Jan 26, 2010 5:12 PM
12	Quick and secure communication in a big place with lots of people to liase with	Jan 26, 2010 5:13 PM
13	quick way to get message to one or many people, records of messages, ability to attache documents	Jan 26, 2010 5:34 PM
14	Contacting a group of staff all at once. Records a meeting/conversation etc	Jan 26, 2010 7:27 PM
15	Quick to send, rapid response, reach a large number in short space of time	Jan 27, 2010 8:32 AM
16	quick response	Jan 27, 2010 9:29 AM
17	Efficiency in that it allows me to remain at my desk whilst dealing with queries and hopefully enables a rapid response	Jan 27, 2010 9:32 AM
18	There's a record of it, it's quick, can communicate outside of college hours	Jan 27, 2010 10:53 AM
19	Quick and easy.	Jan 27, 2010 11:07 AM
20	Quick, easy, record of conversations can be kept	Jan 27, 2010 11:28 AM
21	Quick method, doesn't matter if recipient is available, keeps to subject matter	Jan 27, 2010 11:34 AM
22	quick, and you have a record of what was said	Jan 27, 2010 11:34 AM
23	Quick & easy to use and there is an audit trail if necessary	Jan 27, 2010 11:37 AM
24	speed	Jan 27, 2010 11:39 AM
25	I don't have to go over entire college campus looking for staff to find answer to my question	Jan 27, 2010 11:45 AM
26	Instant, paperless, easiliy accessable,	Jan 27, 2010 12:17 PM
27	speed, reachign several people at once	Jan 27, 2010 12:25 PM
28	It is a quick method of communication and is generally cle	Jan 27, 2010 12:38 PM

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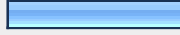











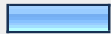





Response Text		
29	speed / ease of communication	Jan 27, 2010 12:50 PM
30	Quick, convenient, instant	Jan 27, 2010 1:10 PM
31	You have an audit trail of all communication and automatic record of when things occurred	Jan 27, 2010 1:16 PM
32	Quick	Jan 27, 2010 1:35 PM
33	Save time and money i.e. postage, salary, time	Jan 27, 2010 1:42 PM
34	Quicker and better for environment. No paper waste	Jan 27, 2010 1:48 PM
35	speed and the ability to attach a variety of applications	Jan 27, 2010 2:12 PM
36	Proof to cover your back, easy dissemination of information amongst a team, take time to say exactly what you want, humorous on a friday morning	Jan 27, 2010 2:35 PM
37	Quick way to communicate and you have back-up if ever needed	Jan 27, 2010 2:35 PM
38	Saves paper. Is quick. Useful to move electronic resources	Jan 27, 2010 3:20 PM
39	cheap, instant	Jan 27, 2010 3:26 PM
40	Provides a paper trail of actions taken and is a quick method of communication. Can provide greater security of information transfer.	Jan 27, 2010 3:27 PM
41	Good alternative to phone calles. Able to attach documents	Jan 27, 2010 3:52 PM
42	You have a saved record of what has been said	Jan 27, 2010 3:58 PM
43	Speed, clarity of information	Jan 27, 2010 5:07 PM
44	quick, efficient, useful	Jan 27, 2010 5:59 PM
45	speed & ease of communication	Jan 28, 2010 10:47 AM
46	Quick response	Jan 28, 2010 11:19 AM
47	Good to communicate with people who are away from their desks/phones. Trackable.	Jan 28, 2010 11:35 AM
48	quick easy way to get in touch, accountability	Jan 28, 2010 12:56 PM
49	speed	Jan 28, 2010 1:40 PM
50	Speed of delivery, Document transfer capability, Contacts saved	Jan 28, 2010 4:16 PM
51	Contacting staff for information	Jan 29, 2010 8:48 AM
52	Immediacy, able to get the same message to many people at the same time, environmentally friendly - lessens printing	Jan 29, 2010 10:08 AM
53	fast communications, documents do not necessarily need to be printed, provides a log of communciations, you know when people have read the content (internal)	Jan 29, 2010 11:34 AM
54	Speed, convenience and reliability	Jan 29, 2010 4:27 PM
55	fast and direct method of communication	Feb 1, 2010 9:07 AM
56	Audit trail, easy way to communicate with a large group of people	Feb 1, 2010 10:26 AM
57	speed, less paper, easier to search	Feb 2, 2010 2:19 PM
58	Ease and speed of communication, also an accessible and archivable record.	Feb 3, 2010 1:43 PM
59	Quick communication	Feb 5, 2010 10:52 AM
60	Quick communication	Feb 5, 2010 5:58 PM



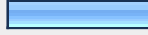



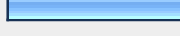
What do you believe are the main drawbacks to using e-mail?		Response Count
		56
	<i>answered question</i>	56
	<i>skipped question</i>	11

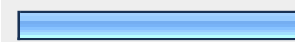
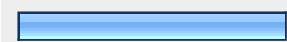

Response Text		
1	Expectation that a response will be immediate	Jan 26, 2010 12:55 PM
2	labour intensive	Jan 26, 2010 3:58 PM
3	I love email, but I'm aware that other simply delete emails without reading them	Jan 26, 2010 4:00 PM
4	Sending of unnecessary e-mails, i.e. saying thanks for the e-mail I just sent you or "general chatter".	Jan 26, 2010 4:17 PM
5	mis-interpretation, not sure if person has checked it	Jan 26, 2010 4:18 PM
6	bombarded with email requiring an immediate response	Jan 26, 2010 4:19 PM
7	All staff emails which do not concern you. Some emails are used when it is better to meet physically. External SPAM and junk mail.	Jan 26, 2010 4:29 PM
8	Lack of personal contact. Allows people to pass the buck.	Jan 26, 2010 4:29 PM
9	The 'hopeful email' - ask for something but it may not be acted on by receiver. Their brevity can lead to misunderstanding. It is easy to send an email which might be later regretted. Discourages face to face contact.	Jan 26, 2010 4:46 PM
10	some subjects are better discussed face to face	Jan 26, 2010 5:03 PM
11	Lack of personal communication, can be ignored	Jan 26, 2010 5:12 PM
12	Impersonal. Could be taken the wrong way if badly worded.	Jan 26, 2010 5:13 PM
13	There can be a lot of crap which drowns the important stuff	Jan 26, 2010 5:34 PM
14	too many simply forwarded on through different levels. Last year we had 6/7 e-mails promoting one event.	Jan 26, 2010 7:27 PM
15	Impersonal, people get the wrong impression of the message, too many unnecessary messages	Jan 27, 2010 8:32 AM
16	impersonal approach	Jan 27, 2010 9:29 AM
17	Potential loss of contact with other members of staff in that sometimes its nice to talk through a query in person rather than on the e-mail	Jan 27, 2010 9:32 AM
18	People not responding, time taken to type when lots of explanation is required	Jan 27, 2010 10:53 AM
19	No immediate response.	Jan 27, 2010 11:07 AM
20	Less human interaction	Jan 27, 2010 11:28 AM
21	Impersonal, can be timeconsuming, can be interpreted wrong, recipient may skim over the detail	Jan 27, 2010 11:34 AM
22	lack of visual communication cues from the person you are communicating with	Jan 27, 2010 11:34 AM
23	Spam & Junk mail received also you have to rely on the e-mail being opened early o get the benefit.	Jan 27, 2010 11:37 AM
24	spam	Jan 27, 2010 11:39 AM
25	Chain letters	Jan 27, 2010 11:45 AM

Response Text		
26	Same as above, forces you to deal with things at possible inconvenient time, you can always be contacted - never able to get away from being communicated to	Jan 27, 2010 12:17 PM
27	potential for misunderstanding	Jan 27, 2010 12:25 PM
28	It can be relied on as a method of "I've done it" rather than actual face to face communication. It can be less personal and not build good working relationships.	Jan 27, 2010 12:38 PM
29	misunderstanding / immediacy / unnecessary communication	Jan 27, 2010 12:50 PM
30	Easy to ignore, lack of human contact, detached	Jan 27, 2010 1:10 PM
31	Lack of talking to people, emails can be ignored	Jan 27, 2010 1:16 PM
32	None if used properly, E-mails with virus are a problem	Jan 27, 2010 1:42 PM
33	Can be misinterpreted if read the wrong way + holds personal info if anyone gets access	Jan 27, 2010 1:48 PM
34	THE ASSUMPTION THAT E-MAILS HAVE BEEN RECEIVED OR READ BY THE RECIPIENT	Jan 27, 2010 2:12 PM
35	can be impersonal, could be misinterpreted, spam, can't guarantee an immediate response	Jan 27, 2010 2:35 PM
36	None	Jan 27, 2010 2:35 PM
37	Can be used to offload. Face to face should be used as much as poss. Misunderstandings can occur	Jan 27, 2010 3:20 PM
38	some subjects are better discussed face to face	Jan 27, 2010 3:26 PM
39	Reduces human contact and can lead to information being misconstrued.	Jan 27, 2010 3:27 PM
40	Having to rely on recipient opening and replying promptly	Jan 27, 2010 3:52 PM
41	Trying to find staff names in the address book	Jan 27, 2010 3:58 PM
42	non urgent, can't always indicate 'tone' of the email, i.e. sometimes can be misinterpreted.	Jan 27, 2010 5:59 PM
43	too much irrelevant info requires time wasted reading	Jan 28, 2010 10:47 AM
44	The expectation that they will be checked at any time.	Jan 28, 2010 11:19 AM
45	Can be impersonal. Can be misinterpreted more easily than face-to-face or telephone conversation.	Jan 28, 2010 11:35 AM
46	too easy - get sent irrelevant information, sometimes feel as if drowning in e-mail, feel a bit welded to computer sometimes	Jan 28, 2010 12:56 PM
47	too much junk	Jan 28, 2010 1:40 PM
48	Ambiguity in written information, Lack personal touch (face-face)	Jan 28, 2010 4:16 PM
49	Time consuming	Jan 29, 2010 8:48 AM
50	People can write messages without thinking, possibly when they are tired or under pressure, and can come across as curt or unfriendly. Email leads some poor communicators to over rely on this and to avoid talking directly to colleagues. Spam emails are a particular problem	Jan 29, 2010 10:08 AM
51	impersonal, messages that are quickly written can cause problems (no intonation in e-mail!), much better to have face to face conversation	Jan 29, 2010 11:34 AM
52	Volume, over-use, other methods of communication are sometimes better, misunderstandings	Jan 29, 2010 4:27 PM
53	Can be distracting in that I tend to glance at an email once I receive it which disrupts workflow	Feb 1, 2010 10:26 AM
54	lack of face-to-face contact	Feb 2, 2010 2:19 PM
55	Volume generated and therefore time spent dealing with.	Feb 3, 2010 1:43 PM
56	Can lose the ability to speak and write by hand to people	Feb 5, 2010 5:58 PM

On average, how many e-mails do you send in a day?				
			Response Percent	Response Count
0 - 5			15.0%	9
6 - 10			20.0%	12
11 - 15			28.3%	17
16 - 20			13.3%	8
21 - 25			10.0%	6
26 - 30			3.3%	2
31 - 35			5.0%	3
36 - 40			1.7%	1
Over 40			3.3%	2
			answered question	60
			skipped question	7

On average, how many e-mails do you receive in a day?			Response Percent	Response Count
0 - 5			5.0%	3
6 - 10			13.3%	8
11 - 15			20.0%	12
16 - 20			16.7%	10
21 - 25			13.3%	8
26 - 30			8.3%	5
31 - 35			5.0%	3
36 - 40			6.7%	4
Over 40			11.7%	7
			<i>answered question</i>	60
			<i>skipped question</i>	7

How much time, on average, do you spend on a daily basis dealing with e-mails?			
		Response Percent	Response Count
0 - 10 minutes		1.7%	1
11 - 20 minutes		16.7%	10
21 - 30 minutes		23.3%	14
31 - 40 minutes		11.7%	7
41 - 50 minutes		13.3%	8
51 - 60 minutes		5.0%	3
over 60 minutes daily		28.3%	17
		<i>answered question</i>	60
		<i>skipped question</i>	7

Generally, within what timescale do you aim to respond to e-mails?			Response Percent	Response Count
As soon as I have read it			45.8%	27
A little later, once I have thought about it			44.1%	26
When I remember to reply			0.0%	0
I don't reply unless it is important			10.2%	6
I never reply to e-mails			0.0%	0
			Comment	23
			answered question	59
			skipped question	8

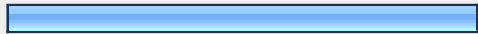
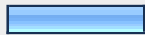
Comment		
1	not everything warrants a response, even things that the sender thinks needs a response	Jan 26, 2010 12:55 PM
2	Depends on nature of message. I only respond immediately if it is a simple or non-contentious point to make.	Jan 26, 2010 4:29 PM
3	As soon as is convenient. I may receive e-mails while not at my desk and it may be a while therefore before I catch up with e-mails.	Jan 26, 2010 4:29 PM
4	depends on subject, ideally as soon as I open it	Jan 26, 2010 5:34 PM
5	If its urgent they will ask again	Jan 26, 2010 7:27 PM
6	Depends how much time is available	Jan 27, 2010 8:32 AM
7	If I cannot respond to an e-mail with the query answered during the same day, I will send an e-mail just to confirm that I am dealing with it out of courtesy	Jan 27, 2010 9:32 AM
8	It depends on who sent it	Jan 27, 2010 11:34 AM
9	within 24 hours	Jan 27, 2010 11:45 AM
10	I generally reply unless it is obvious that this is not needed. I am always polite.	Jan 27, 2010 12:38 PM
11	as a way of deleting from mailbox - which otherwise begins to look intimidating	Jan 27, 2010 12:50 PM
12	Sometimes need longer to answer, but then I always try to acknowledge request	Jan 27, 2010 1:16 PM
13	REPLIES RANGE FROM INSTANT TO DELAYED DEPENDING ON THE NATURE OF THE REQUEST.	Jan 27, 2010 2:12 PM
14	depends entirely on the email - some don't need response.	Jan 27, 2010 2:35 PM
15	I go and talk to people where possible	Jan 27, 2010 3:20 PM
16	Sometimes when necessary, as soon as I have read it.	Jan 27, 2010 3:26 PM
17	except all the filtered out rubbish	Jan 28, 2010 10:47 AM
18	Massively dependant on urgency	Jan 28, 2010 4:16 PM
19	I try to send an immediate response to the sender but will take more time if specific action is needed or if I need to think about it a little more. I do try not to leave email unacknowledged as this can be frustrating for the sender.	Jan 29, 2010 10:08 AM

Comment		
20	varies, certain e-mails I reply to quickly, more 'serious' e-mails I will take time to respond to	Jan 29, 2010 11:34 AM
21	Depends on the urgency and other working commitments	Feb 1, 2010 10:26 AM
22	although it obviously depends on what the content of the email is!	Feb 2, 2010 2:19 PM
23	But only if important, so also 4th response	Feb 3, 2010 1:43 PM

Of the time spent dealing with e-mails, do you consider any of it to be wasted time?			
		Response Percent	Response Count
Yes		52.5%	31
No		47.5%	28
If yes, please indicate how much you feel is wasted			34
answered question			59
skipped question			8

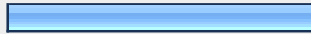
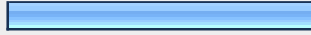
If yes, please indicate how much you feel is wasted		
1	I often get thngs that are not really relevant to me or I spend a lot of time deleting duplicated messages	Jan 26, 2010 12:55 PM
2	We are sometimes asked for information that is not used or we do not know why it has been asked for	Jan 26, 2010 3:58 PM
3	Depends on what thw email is asking	Jan 26, 2010 4:19 PM
4	Irrelevant correspondence. Sometimes, quite detailed instructions which I have spent a lot of time on are emailed which I later have to go over again with some individuals who have not read them or not understood the message.	Jan 26, 2010 4:29 PM
5	Depends on how much 'spam' I receive	Jan 26, 2010 4:29 PM
6	When circular emails do not apply to me.	Jan 26, 2010 4:46 PM
7	Some all-staff emails are directed at teaching staff only and don't need to go to business staff, also deleting spam.	Jan 26, 2010 5:03 PM
8	Some are daft!	Jan 26, 2010 5:13 PM
9	20%	Jan 26, 2010 5:34 PM
10	50%	Jan 27, 2010 8:32 AM
11	Sometimes information received is a bit vague like people dont really have time to even type it, whereas if a little consideration was given to its content it could be dealt wioth more efficiently.	Jan 27, 2010 9:32 AM
12	25%	Jan 27, 2010 10:53 AM
13	20%	Jan 27, 2010 11:34 AM
14	not much, mainly deleting spam	Jan 27, 2010 11:39 AM
15	apart from chain letters	Jan 27, 2010 11:45 AM
16	Some emails are of a genral nature and not target specific. 'Circulars' are used and these can sometimes not be relevant to the position / department I am working in.	Jan 27, 2010 12:38 PM
17	at 75%	Jan 27, 2010 12:50 PM
18	Deleting junk mail	Jan 27, 2010 1:35 PM
19	Varies	Jan 27, 2010 1:48 PM
20	ABOUT 60% IS SPENT ERASING OR DEALING WITH CIRCULARS AND JUNK-MAIL	Jan 27, 2010 2:12 PM
21	Around five minutes deleting unwanted emails or spam.	Jan 27, 2010 3:26 PM
22	5 minutes per day	Jan 27, 2010 3:27 PM
23	20% of the time	Jan 27, 2010 3:52 PM

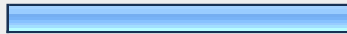
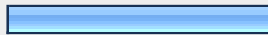
If yes, please indicate how much you feel is wasted		
24	Too much information at times - 20%	Jan 27, 2010 5:07 PM
25	No, they are useful and usually necessary, just very time consuming to answer them all (unpaid time in my case!)	Jan 27, 2010 5:59 PM
26	50%	Jan 28, 2010 10:47 AM
27	Around 30 minutes per day on average.	Jan 28, 2010 11:35 AM
28	70%	Jan 28, 2010 12:56 PM
29	Other than Spam emails, every one sent has a purpose - if it's important to the sender then it is not wasted. It's an integral part of our job and should be looked on as just as important as having a conversation with a colleague.	Jan 29, 2010 10:08 AM
30	Not really, I recognise junk and delete or block it	Jan 29, 2010 11:34 AM
31	sometimes a phone call or short meeting would have been more appropriate and would resolve the matter much quicker	Jan 29, 2010 4:27 PM
32	Can't say how much is wasted. Sometimes it's just easier to discuss over the phone rather than email.	Feb 1, 2010 10:26 AM
33	Perhaps a quarter of the total time spent, as this is time spent recognising and deleting unnecessary stuff. I rarely read irrelevant mail unless I have failed to recognise it from the subject line.	Feb 3, 2010 1:43 PM
34	About a third of the time	Feb 5, 2010 5:58 PM

Do you receive e-mails which you feel are not relevant to you?			Response Percent	Response Count
Yes			78.0%	46
No			22.0%	13
If yes, please estimate how often this happens				45
answered question				59
skipped question				8

If yes, please estimate how often this happens		
1	Most days	Jan 26, 2010 12:55 PM
2	1 out of 3 emails	Jan 26, 2010 3:58 PM
3	Emails that just say "thanks" are particularly annoying	Jan 26, 2010 4:00 PM
4	Having done some p/t teaching I still get academic circulars about once a week.	Jan 26, 2010 4:17 PM
5	Have an email address set up for use on the web, mainly full of junk	Jan 26, 2010 4:18 PM
6	Every day	Jan 26, 2010 4:19 PM
7	Everyday	Jan 26, 2010 4:29 PM
8	Several e-mails per day.	Jan 26, 2010 4:29 PM
9	10 per cent	Jan 26, 2010 4:46 PM
10	Several times a day	Jan 26, 2010 5:03 PM
11	occasionally - e.g. a general directorate one that is aimed at only one school - sender is being lazy!	Jan 26, 2010 5:13 PM
12	4-5 per day	Jan 26, 2010 5:34 PM
13	most days.	Jan 26, 2010 7:27 PM
14	Daily	Jan 27, 2010 8:32 AM
15	2 plus per week, not too often	Jan 27, 2010 9:32 AM
16	50% of emails	Jan 27, 2010 11:34 AM
17	Not often, there are less all staff ones now	Jan 27, 2010 11:34 AM
18	Daily	Jan 27, 2010 11:37 AM
19	every day	Jan 27, 2010 11:39 AM
20	apart from chain letters	Jan 27, 2010 11:45 AM
21	Probably 3-4 times a week	Jan 27, 2010 12:17 PM
22	occasionally	Jan 27, 2010 12:25 PM
23	Probably two or three a day (depends) can really be general as stated above.	Jan 27, 2010 12:38 PM
24	daily	Jan 27, 2010 12:50 PM
25	daily junk mail	Jan 27, 2010 1:35 PM
26	At home, 60/70%, but I just delete them	Jan 27, 2010 1:42 PM
27	Daily	Jan 27, 2010 1:48 PM
28	DAILY	Jan 27, 2010 2:12 PM
29	infrequently like maybe once or twice a week	Jan 27, 2010 2:35 PM
30	Out of every 10 e-mails perhaps 2 is not that relevant	Jan 27, 2010 2:35 PM

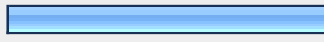
If yes, please estimate how often this happens		
31	Hard to say as I get bucket loads of spam from salesmen	Jan 27, 2010 3:20 PM
32	Everyday.	Jan 27, 2010 3:26 PM
33	Daily	Jan 27, 2010 3:27 PM
34	All staff e-mails mainly for lecturers about exams etc.	Jan 27, 2010 3:58 PM
35	twice a day	Jan 27, 2010 5:59 PM
36	regularly	Jan 28, 2010 10:47 AM
37	3 or 4 times daily.	Jan 28, 2010 11:35 AM
38	four times a day	Jan 28, 2010 12:56 PM
39	It's not very often, but occasionally they are sent to the wrong person, or people think I'm involved in something that I am not involved in.	Jan 29, 2010 10:08 AM
40	regularly (daily)	Jan 29, 2010 11:34 AM
41	every day	Jan 29, 2010 4:27 PM
42	one in five maybe	Feb 1, 2010 9:07 AM
43	Not very often	Feb 1, 2010 10:26 AM
44	Probably 40-50% of total mail received.	Feb 3, 2010 1:43 PM
45	Every day	Feb 5, 2010 5:58 PM

Do you use your work e-mail for personal purposes e.g. Internet shopping or communicating with friends and family?			
		Response Percent	Response Count
Yes		50.0%	29
No		50.0%	29
		<i>answered question</i>	58
		<i>skipped question</i>	9

Do you use your e-mail inbox as a means of storing documents and files for later use?			
		Response Percent	Response Count
Yes		56.7%	34
No		43.3%	26
If yes, please say why			32
answered question			60
skipped question			7

If yes, please say why		
1	Sometimes, My user area is full and I don't want to delete things	Jan 26, 2010 12:55 PM
2	usually for assignments or as a record of correspondence	Jan 26, 2010 3:58 PM
3	I maintain a file record under various headings for the academic year. I then cull it at year end; keeping e-mails I have categorised for keeping.	Jan 26, 2010 4:17 PM
4	Student unmarked assignments are kept here so at times I access from home and mark	Jan 26, 2010 4:19 PM
5	Better organised and prevents me from deleting by accident. Saves printing off a copy.	Jan 26, 2010 4:29 PM
6	Sometimes you need to revisit the content over the short term	Jan 26, 2010 5:12 PM
7	But then the space runs out!	Jan 26, 2010 5:13 PM
8	sometimes needed for evidence	Jan 27, 2010 9:29 AM
9	I normally just keep relevant information for 12 months, after which I will re-visit and delete or archive if necessary.	Jan 27, 2010 9:32 AM
10	Ease of access	Jan 27, 2010 11:34 AM
11	Useful archive. Sometimes I am asked for information quite a long time after the event	Jan 27, 2010 11:34 AM
12	access outside college	Jan 27, 2010 11:39 AM
13	sometimes	Jan 27, 2010 11:45 AM
14	Keeping them just in case, there is probably no need really.	Jan 27, 2010 12:17 PM
15	Sometimes this is easier for me to trace the documents and I can readily delete them if needed. I used to do a lot of work at home and sent information to my work email.	Jan 27, 2010 12:38 PM
16	in case they become relevant - because not obviously relevant	Jan 27, 2010 12:50 PM
17	Some e-mails need to be kept and revisited over the short term prior to eventual deletion.	Jan 27, 2010 1:10 PM
18	If placed in folders then can refer to them in future	Jan 27, 2010 1:35 PM
19	To recall information	Jan 27, 2010 1:42 PM
20	portability - can access outside work	Jan 27, 2010 2:35 PM
21	Sometime the e-mails contain information I need for various work tasks	Jan 27, 2010 2:35 PM
22	I use cabinets within my mailbox to store emails for later reference purposes.	Jan 27, 2010 3:27 PM
23	easy to drop into the cabinet and clears out the bulk from the main part.	Jan 28, 2010 10:47 AM
24	Access documants remotely without the need for a removable storage device.	Jan 28, 2010 4:16 PM
25	For information to complete my work tasks	Jan 29, 2010 8:48 AM

If yes, please say why		
26	I keep documents that have been emailed to me rather than saving to the S drive from time to time. I also keep emails that I may need to refer back to, rather than printing them out.	Jan 29, 2010 10:08 AM
27	I try to save attachments in an organized manner on my drive.	Jan 29, 2010 11:34 AM
28	Network responses are useful to refer back to at a later date.	Jan 29, 2010 4:27 PM
29	Temporary storage, until I decide where it should be stored for future use	Feb 1, 2010 10:26 AM
30	But it is often a useful backup/method of transferring files to home.	Feb 3, 2010 1:43 PM
31	I use a folder within the e-mails	Feb 5, 2010 10:52 AM
32	May need to check back	Feb 5, 2010 5:58 PM


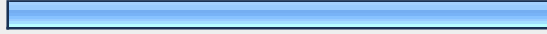
Have you ever received an e-mail which you believed was inappropriate for any reason?			
		Response Percent	Response Count
Yes		47.5%	28
No		52.5%	31
If yes, please give an example			27
answered question			59
skipped question			8

If yes, please give an example		
1	e-mails from management can have a forceful tone at times that I find in bad taste	Jan 26, 2010 12:55 PM
2	Circular asking for money. Attached file with offensive email.	Jan 26, 2010 4:46 PM
3	Spam telling me I have won a competition/have been left a legacy/offering to increase the size of parts of my anatomy/etc	Jan 26, 2010 5:03 PM
4	You have inherited a fortune, send me your bank details...	Jan 26, 2010 5:12 PM
5	phishing e-mails and random sales of genital enlargement or viagra offers - obviously I need neither.	Jan 26, 2010 5:34 PM
6	Advertising	Jan 27, 2010 8:32 AM
7	spam emails	Jan 27, 2010 9:29 AM
8	Spam re. viagra, penis enlargement, etc.etc	Jan 27, 2010 11:34 AM
9	sent to me by mistake	Jan 27, 2010 11:39 AM
10	?Chain letters	Jan 27, 2010 11:45 AM
11	I have and depending on your point of view it could be held to be a joke or otherwise.	Jan 27, 2010 12:38 PM
12	You have inherited £15,000 please send me your bank details...	Jan 27, 2010 1:10 PM
13	Junk mail	Jan 27, 2010 1:35 PM
14	unable to answer this due to confidentiality	Jan 27, 2010 1:48 PM
15	LOTS OF SPURIOUS FINANCIAL REQUESTS	Jan 27, 2010 2:12 PM
16	spam is quite often inappropriate	Jan 27, 2010 2:35 PM
17	Just a bad joke which I personally didn't find amusing	Jan 27, 2010 2:35 PM
18	Sarcastic comments from our shell we say, less enthusiastic members of staff.	Jan 27, 2010 3:20 PM
19	Usually spam, telling me I have won a competition or wanting to increase the size of part of my anatomy, etc.	Jan 27, 2010 3:26 PM
20	Wrong person replied to. Some jokey ones	Jan 28, 2010 10:47 AM
21	I have been copied in on e-mails which I consider to be personal.	Jan 28, 2010 11:35 AM
22	On rare occasions I have received a poorly worded email or one that has been inappropriate in content or tone - I have then discussed this with the sender or with the line manager of the sender in order to address the issue.	Jan 29, 2010 10:08 AM
23	occasionally have received angry e-mails which I feel are completely inappropriate and I would not send myself	Jan 29, 2010 11:34 AM
24	Negative knee-jerk reaction after a meeting - would have been better to come and talk it through.	Jan 29, 2010 4:27 PM

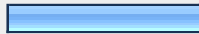

If yes, please give an example		
25	Spam emails, offers of money once I reply with my bank account details etc	Feb 1, 2010 10:26 AM
26	forwarded email from management which shouldn't have had the original content left in it	Feb 2, 2010 2:19 PM
27	Mainly viagra and porn ads (though these are pretty effectively filtered out these days, it mainly con mails these days on my list).	Feb 3, 2010 1:43 PM

Do you believe that you have ever been bullied or sent offensive messages via e-mail?			Response Percent	Response Count
Yes	<input type="checkbox"/>		5.1%	3
No	<input checked="" type="checkbox"/>		94.9%	56
If yes, please give an example				6
answered question				59
skipped question				8

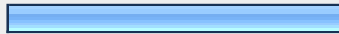
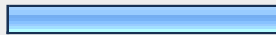
If yes, please give an example		
1	Some people are like tin pot Hitlers on E-mail. They can be very rude, even if they don't realise it.	Jan 26, 2010 12:55 PM
2	However, people write more strongly than they would speak to your face!	Jan 26, 2010 5:13 PM
3	Colleague forcing me into a situation I felt uncomfortable with and not allowing me to put my side of the story.	Jan 27, 2010 8:32 AM
4	Sometimes I get, "This has been agreed by SMT so do it" or the threat of Senior management	Jan 27, 2010 11:45 AM
5	Other than Spam emails that for some reason keep getting through the College's systems	Jan 29, 2010 10:08 AM
6	Of course what is offensive is somewhat subjective, but I try to remain professional at all times. Honesty can sometimes give inadvertent offence.	Feb 3, 2010 1:43 PM

Have you ever sent an e-mail in which you wrote something that you would not have felt comfortable saying to someone in person?			
		Response Percent	Response Count
Yes		10.2%	6
No		89.8%	53
If yes, please give an example			7
answered question			59
skipped question			8

If yes, please give an example		
1	To a student saying how poor their assignment really was.	Jan 26, 2010 7:27 PM
2	Its easier to write something down sometimes than say it - I cant think of a specific example	Jan 27, 2010 11:28 AM
3	pointing out mistakes	Jan 27, 2010 11:39 AM
4	I don't want to see you any more.... haha just kidding, can't remember but there are times when I can elocute much more precisely via email	Jan 27, 2010 2:35 PM
5	For work purposes when a colleague has not responded to information i have requested. Out of work when i have fallen out with housemates.	Jan 29, 2010 8:48 AM
6	its a good test!	Jan 29, 2010 11:34 AM
7	But it is sometimes easier to organise one's thoughts, and to gain an appropriate "hearing" through the medium of text, when dealing with tricky situations.	Feb 3, 2010 1:43 PM

Have you ever sent an e-mail because it was the easy way out of a situation?			Response Percent	Response Count
Yes			31.7%	19
No			68.3%	41
If yes, please give an example				14
answered question				60
skipped question				7


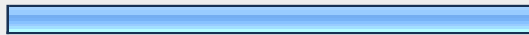
If yes, please give an example		
1	When I am pressed for time and need to tell someone something then I will quickly send a message.	Jan 26, 2010 12:55 PM
2	Academic staff are often difficult to locate so it can be convenient to send an e-mail to confirm low priority actions.	Jan 26, 2010 4:17 PM
3	It could be easier to make an excuse by e-mail than by explaining in person	Jan 26, 2010 5:12 PM
4	Apologies for missing meeting	Jan 27, 2010 8:32 AM
5	Where you do not want to engage in a wider conversation with someone	Jan 27, 2010 11:34 AM
6	turning someone down	Jan 27, 2010 11:39 AM
7	no because I should have responded in person	Jan 27, 2010 11:45 AM
8	We often require written proof rather than verbal approval.	Jan 27, 2010 12:17 PM
9	saying no tactfully to a colleague I din't know well who was pushy on the phone (wanting a favour)	Jan 27, 2010 12:25 PM
10	Easier to send apologies for a meeting than apologising in person	Jan 27, 2010 1:10 PM
11	Probably, can't think now	Jan 27, 2010 2:35 PM
12	I prefer to meet people on a face to face basis to deliver bad news. As a manager it is the least one can do	Jan 29, 2010 11:34 AM
13	No specific example, but it is often an easier way to excuse oneself from a commitment which one needs to back out of.	Feb 3, 2010 1:43 PM
14	Sometimes there is no time to enter into a long discussion with people on the phone or in person, for example	Feb 5, 2010 5:58 PM

Do you receive multiple copies of the same e-mail from different sources?			Response Percent	Response Count
Yes			55.0%	33
No			45.0%	27
If yes, please illustrate a situation where this has happened				24
			answered question	60
			skipped question	7

If yes, please illustrate a situation where this has happened		
1	messages about parents evening	Jan 26, 2010 12:55 PM
2	usually a meeting or school news - we get email from Ann Rigden, Director, head of school and team leader!	Jan 26, 2010 3:58 PM
3	Same email from various managers and heads of department.	Jan 26, 2010 4:46 PM
4	Occasionally from Awarding bodies etc.	Jan 26, 2010 5:12 PM
5	CTI, director, registrar	Jan 26, 2010 5:13 PM
6	often from various managers in college who don't know what they are doing	Jan 26, 2010 5:34 PM
7	Head of School, CTL, Director, Principals secretary all sent same message re. end of term arrangements.	Jan 27, 2010 8:32 AM
8	General info - often received from original sender - then forwarded by CTL/HOS	Jan 27, 2010 10:53 AM
9	Regional Support Centre - Wales and Welsh Video Network. They always apologise for X posting	Jan 27, 2010 11:34 AM
10	SOMething may come from a manager, and then from faculty admin, and maybe then from a colleague	Jan 27, 2010 11:34 AM
11	Chain letters and when a tutor is too lazy to find the information and then respond they send the email to all their staff to do the work for them.	Jan 27, 2010 11:45 AM
12	when CTL sends one already sent by manager or other	Jan 27, 2010 12:25 PM
13	information about college events - especially training / quality days	Jan 27, 2010 12:50 PM
14	Only occasionally lots of people will forward the same one to me	Jan 27, 2010 1:10 PM
15	Yes, but very occasionally. I just delete them	Jan 27, 2010 1:42 PM
16	sometimes. If more than one person is involved, you get duplicates	Jan 27, 2010 1:48 PM
17	SOMETIMES LINE MANAGERS FORWARD MATERIAL YOU HAVE ALREADY RECEIVED	Jan 27, 2010 2:12 PM
18	the link to this actually got sent to me once by my line manager and again by you. Having said that I ignored it the first time....	Jan 27, 2010 2:35 PM
19	An email about a training session was sent to me by my line manager, another HOS, my HOSS and my CTL.	Jan 28, 2010 11:19 AM
20	cross posting is an issue - both from onternal and external sources	Jan 29, 2010 11:34 AM
21	An email is forwarded even though I was included as a recipient when the original was sent.	Feb 1, 2010 10:26 AM
22	manager forwards to all staff, staff then forward to each other,	Feb 2, 2010 2:19 PM
23	With professional contact groups often more than one member will forward the same email as of interest.	Feb 3, 2010 1:43 PM

If yes, please illustrate a situation where this has happened

24	Rarely - but usually related to outside agencies - professional development events, for example	Feb 5, 2010 5:58 PM
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Does your line manager e-mail you information that you believe would be better communicated another way?			
		Response Percent	Response Count
Yes		13.3%	8
No		86.7%	52
If yes, please comment			7
answered question			60
skipped question			7

If yes, please comment		
1	if team meetings were more effectively used then important issues may actually be covered.	Jan 26, 2010 12:55 PM
2	Sometimes face to face communication is much better as staff feels valued	Jan 26, 2010 3:58 PM
3	Sometimes but this is inevitable. We all do it.	Jan 26, 2010 4:29 PM
4	Communication by face to face. Interaction is then possible	Jan 26, 2010 7:27 PM
5	It is better to speak face to face for some situations and also it is more personal	Jan 27, 2010 1:48 PM
6	Sometimes it is better to discuss some situations in person	Jan 27, 2010 3:52 PM
7	Sometimes I would like to discuss/question information received which is not easy to do via e-mail.	Jan 28, 2010 11:35 AM

Considering effectiveness, please rank the following methods of communicating (1 for the most effective, 4 for the least)					
	1	2	3	4	Response Count
E-mail	10.2% (5)	32.7% (16)	49.0% (24)	8.2% (4)	49
Telephone Communication	2.1% (1)	62.5% (30)	29.2% (14)	6.3% (3)	48
Face to Face Communication	91.8% (45)	6.1% (3)	0.0% (0)	2.0% (1)	49
Written letters and memos	0.0% (0)	2.1% (1)	21.3% (10)	76.6% (36)	47
Comment					21
answered question					51
skipped question					16

Comment		
1	I much prefer to eyeball the victim!	Jan 26, 2010 4:27 PM
2	Always meet face to face where possible. However, in some instances written letters are the only and therefore the most effective means.	Jan 26, 2010 4:36 PM
3	Face to face is best if possible but e-mail has other benefits and is often quicker as the person you want to see is usually not available for a meeting	Jan 26, 2010 5:40 PM
4	More communication via body language etc so true meaning comes across.	Jan 27, 2010 8:39 AM
5	Due to the nature of my work I need an audit trail and e-mails provide this.	Jan 27, 2010 11:47 AM
6	Face to face is always best in my view and it generally involves the best outcomes.	Jan 27, 2010 12:46 PM
7	Effectiveness depends on what is needed to be communicated	Jan 27, 2010 1:19 PM
8	effectiveness if different according to situation. Face to face is better in general but e-mail is quicker and necessary in work	Jan 27, 2010 1:53 PM
9	WRITTEN LETTERS AND E-MAILS HAVE EQUAL STATUS IN MOST CASES UNLESS FORMAL HARD COPY RECORD NEEDS TO BE ENSURED	Jan 27, 2010 2:23 PM
10	can't answer as I think some methods are equally effective	Jan 27, 2010 2:40 PM
11	Face to face is a good way to communicate, but if it's important I would prefer to have an e-mail as I can ensure that I use information correctly as I can check.	Jan 27, 2010 2:40 PM
12	Does depend on the type of information being conveyed. Stats / data better by e-mail	Jan 27, 2010 5:10 PM
13	With electronic communication things can be misunderstood.	Jan 28, 2010 11:29 AM
14	The appropriateness/effectiveness of each method of communication depends on circumstances. Above ranking is a generalisation.	Jan 28, 2010 11:43 AM
15	Each effective in their own way depending on circumstances	Jan 28, 2010 1:01 PM
16	It depends what it is	Jan 28, 2010 1:45 PM

Comment		
17	I believe face to face communication is better in most circumstances, however it is not fair to expect people to retain vast amounts of information and therefore letters and/or memos are best for communicating specific facts eg legal or contractual or where there is a lot of detail. Each of these methods are highly effective if used appropriately and under different circumstances each of them could be ranked as number 1	Jan 29, 2010 10:31 AM
18	again it depends on the message. I prefer to talk to people on a face to face basis. If not, telephone and then e-mail. However, it is not always possible so sometimes I will e-mail when I would prefer to talk.	Jan 29, 2010 11:39 AM
19	Poor question, each is effective in different ways, and most useful in different situations. For instance I rarely use letters, and so may rank this 4th. But if I need an official record and to prompt a formal response this is still the mode of choice. I use email most 'cos its quick and mainly reliable, but if I need a negotiated response e.g. an agreed time, or to discuss something telephone or face to face are the tools of choice.	Feb 3, 2010 1:57 PM
20	I prefer everything backed up in written form as there is no confusing what people have said	Feb 5, 2010 10:55 AM
21	Nothing beats a live interaction with another person where you can see nuances of body language and facial expression and subtleties of humour etc.	Feb 5, 2010 6:09 PM

Considering convenience, please rank the following methods of communication (1 for the most effective, 4 for the least)					
	1	2	3	4	Response Count
E-mail	69.8% (37)	24.5% (13)	5.7% (3)	0.0% (0)	53
Telephone Communication	20.4% (10)	65.3% (32)	12.2% (6)	2.0% (1)	49
Face to Face Communication	9.8% (5)	7.8% (4)	66.7% (34)	15.7% (8)	51
Written letters and memos	0.0% (0)	1.9% (1)	17.3% (9)	80.8% (42)	52
Comment					12
<i>answered question</i>					53
<i>skipped question</i>					14

Comment		
1	Letters take too long to sort out, but are very personal and can be kept as a record.	Jan 27, 2010 8:39 AM
2	Face to face is dependant on whether your recipient is local to you or not	Jan 27, 2010 11:38 AM
3	Time constraints makes seeing people in person difficult	Jan 27, 2010 11:39 AM
4	Due to the nature of my work I need an audit trail and e-mails provide this.	Jan 27, 2010 11:47 AM
5	Convenience for one person may not work for the other	Jan 27, 2010 1:53 PM
6	depends entirely on the situation	Jan 27, 2010 2:40 PM
7	You can put everything in one document, read it through and it is delivered instantly. Also, you can track it to ensure that it is dealt with.	Jan 27, 2010 2:40 PM
8	Depends on who the person is and where they are situated	Jan 27, 2010 5:10 PM
9	It takes less time to write an email and a lot more time to go and speak to someone face-to-face.	Jan 28, 2010 11:29 AM
10	Email is fast and therefore is the most convenient - it takes time to arrange a meeting or to write a letter or memo and the person you want to speak to on the telephone may be away from their office for many reasons.	Jan 29, 2010 10:31 AM
11	Similar response to above, face to face is often convenient if the person is close by, but otherwise email or telephone.	Feb 3, 2010 1:57 PM
12	For speed and convenience e- mails are the best but for real quality communication - not the best	Feb 5, 2010 6:09 PM

How regularly during the day do you check your e-mails?			
		Response Percent	Response Count
Whenever I am not doing something else		25.5%	14
At least every hour		7.3%	4
Regularly		60.0%	33
Only when I have something to send or I am expecting something		0.0%	0
Occasionally		3.6%	2
Infrequently		3.6%	2
Comment			13
answered question			55
skipped question			12

Comment		
1	generally whenever I log on or sit down at my desk I will have a quick look	Jan 26, 2010 12:59 PM
2	Probably twice a day.	Jan 26, 2010 4:27 PM
3	Probably more like every 30 minutes	Jan 26, 2010 4:36 PM
4	less regularly if I have a lot of teaching on	Jan 26, 2010 5:40 PM
5	Some people think if they send e-mail I should read and respond within next hour. Not always possible.	Jan 26, 2010 7:33 PM
6	Normally do not have time. Bottom of pile of priorities.	Jan 27, 2010 8:39 AM
7	Whenever the alarm sounds to say email rceived	Jan 27, 2010 11:50 AM
8	and this is often a distraction.	Jan 27, 2010 1:03 PM
9	THAT ONLY APPLIES TO WORKING DAYS	Jan 27, 2010 2:23 PM
10	I have a separate screen open which displays my emails. The nature of my job is such that I cannot leave emails unchecked and I do get sent critical information. I consider email to be an integral part of any job within the College. Just as you would not ignore a ringing phone or a request to meet, it is important to acknowledge and respond to emails within a reasonable timeframe.	Jan 29, 2010 10:31 AM
11	I usually have Groupwise Notify on.	Feb 1, 2010 10:46 AM
12	Less than once a day on average I would estimate 3 times a week.	Feb 3, 2010 1:57 PM
13	Please bear in mind that I am only on a .2 contract. When I was at college FT it was at least every hour.	Feb 5, 2010 6:09 PM


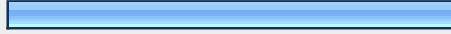
Do you feel the need to check your e-mail if you are absent from College for any of the following reasons?			
		Response Percent	Response Count
On holiday		38.3%	18
Off work sick		61.7%	29
Working from home		85.1%	40
After work in the evenings		38.3%	18
Weekends		42.6%	20
Comment			22
<i>answered question</i>			47
<i>skipped question</i>			20

Comment		
1	just in case	Jan 26, 2010 12:59 PM
2	emails are too accessible	Jan 26, 2010 4:02 PM
3	Never.	Jan 26, 2010 4:27 PM
4	That would be the only time.	Jan 27, 2010 8:39 AM
5	I would only check if i was possible off sick for more that one day otherwise if I was on annual leave etc I would have made provisions cover	Jan 27, 2010 9:43 AM
6	Have to make sure it is working!	Jan 27, 2010 11:38 AM
7	I thought you had to if you are working form home!	Jan 27, 2010 11:39 AM
8	Only occasionally at weekends and only if not to ill to check.	Jan 27, 2010 11:47 AM
9	Once I've left work that's it, I'm not employed then	Jan 27, 2010 11:50 AM
10	I generally check my emails as I believe that it keeps communication going. I always check my personal emails at home on a regular basis.	Jan 27, 2010 12:46 PM
11	If I worked from home I think I would check emails but not any other time	Jan 27, 2010 1:19 PM
12	No	Jan 27, 2010 1:53 PM
13	nope	Jan 27, 2010 2:40 PM
14	To help colleagues covering for me	Jan 27, 2010 2:40 PM
15	I have a Blackberry so hard to avoid	Jan 27, 2010 3:25 PM
16	I don't feel the need	Jan 27, 2010 3:54 PM
17	Working part time, I check e-mails the 2 days that I am not in college	Jan 27, 2010 6:03 PM
18	depends if i am waiting for something	Jan 28, 2010 1:45 PM
19	I do not feel the need (ie I am not under pressure to check) but I choose to check emails when I am off sick and at a weekend prior to coming back into work on a Monday - this is for my convenience	Jan 29, 2010 10:31 AM
20	In my role I need to ensure that I have continous comms	Jan 29, 2010 11:39 AM
21	Wouldn't want deadlines to be missed etc.	Feb 1, 2010 10:46 AM
22	Depends on the gap and whether expecting something important	Feb 3, 2010 1:57 PM


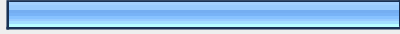
Please identify a situation in which you feel that e-mail would definitely not be a suitable method of communicating		
		Response Count
		45
<i>answered question</i>		45
<i>skipped question</i>		22

Response Text		
1	If my manager wanted to talk about something important or confidential.	Jan 26, 2010 12:59 PM
2	if you had an issue with a staff member or student, face to face is better	Jan 26, 2010 4:02 PM
3	Bad News	Jan 26, 2010 4:25 PM
4	Firing some one.	Jan 26, 2010 4:27 PM
5	Sensitive human resource management issues	Jan 26, 2010 4:33 PM
6	Disciplinary	Jan 26, 2010 4:34 PM
7	Terminating employment	Jan 26, 2010 4:36 PM
8	Controversial or confidential information	Jan 26, 2010 5:15 PM
9	Can't think of any	Jan 26, 2010 5:40 PM
10	For giving someone praise or thanking them for their help. go and see them	Jan 26, 2010 7:33 PM
11	Resolving conflict.	Jan 27, 2010 8:39 AM
12	For communicating within your own team	Jan 27, 2010 9:43 AM
13	Result of an internal job interview	Jan 27, 2010 10:56 AM
14	Dealing with a sensitive issue with a member of staff	Jan 27, 2010 11:18 AM
15	Redundancy	Jan 27, 2010 11:38 AM
16	SOMething very sensitive or confidential	Jan 27, 2010 11:39 AM
17	Sendng a personal message or sending certain legal documents	Jan 27, 2010 11:47 AM
18	Disciplinary action against a staff member	Jan 27, 2010 12:19 PM
19	anything sensitive or hat needs discussion	Jan 27, 2010 12:28 PM
20	When there is a need to obtain a truthful explanation for something or to enquire about a sensitive situation	Jan 27, 2010 12:46 PM
21	changes to any aspect of responsibilities - or conditions	Jan 27, 2010 1:03 PM
22	Personal distress eg bereavement	Jan 27, 2010 1:14 PM
23	When you want to chat to a friend	Jan 27, 2010 1:44 PM
24	transferring secure / personal / confidential information	Jan 27, 2010 1:53 PM
25	GIVING A REPRIMAND!	Jan 27, 2010 2:23 PM
26	communicating with a blind person who does not possess screen reading software	Jan 27, 2010 2:40 PM
27	Personal information / details	Jan 27, 2010 2:40 PM
28	Disciplinary issue	Jan 27, 2010 3:25 PM
29	To highlight a area of work where a competency issue arises	Jan 27, 2010 3:30 PM
30	To deliver bad news	Jan 27, 2010 3:32 PM
31	Transferring very secure / confidential information	Jan 27, 2010 3:54 PM
32	Disciplinary issues, complaints etc.	Jan 27, 2010 5:10 PM
33	Dealing with students	Jan 27, 2010 6:03 PM


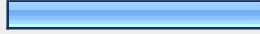
Response Text		
34	Conversations relating to HR issues or personal issues.	Jan 28, 2010 10:57 AM
35	Dealing with a personal matter.	Jan 28, 2010 11:29 AM
36	Whenever sensitive issues are involved which could be misinterpreted.	Jan 28, 2010 11:43 AM
37	being sacked, dumped	Jan 28, 2010 1:45 PM
38	When a lengthy discussion is required	Jan 28, 2010 4:18 PM
39	for a line manager who is raising a performance issue with a member of their staff	Jan 29, 2010 10:31 AM
40	none - I have a blackberry which I find is very useful for keeping on top of e-mail and constantly being in touch	Jan 29, 2010 11:39 AM
41	where personal issues need discussion	Feb 1, 2010 9:10 AM
42	Sharing personal information about an individual	Feb 1, 2010 10:46 AM
43	When conveying difficult management decisions to team members, or when seeking to make what may be a prejudicial or controversial statement. Anything else for which you feel a permanent record may be inappropriate.	Feb 3, 2010 1:57 PM
44	Greeting a new employer / business	Feb 5, 2010 10:55 AM
45	To communicate bad news or to communicate with a person who is upset.	Feb 5, 2010 6:09 PM

Do you believe that you possess a quirk (such as language, structure etc.) you have when sending e-mails, this could include the language used or specific abbreviations			
		Response Percent	Response Count
Yes		26.4%	14
No		73.6%	39
If yes, please give an example			15
answered question			53
skipped question			14

If yes, please give an example		
1	I refuse to use text speak or stupid abbreviations. I tend to be very conversational in my approach	Jan 26, 2010 12:59 PM
2	I am sometimes too familiar and use things such as exclamation marks	Jan 26, 2010 4:02 PM
3	I try to right gramaticul inglish with the corect spelng.	Jan 26, 2010 4:27 PM
4	abbreviated style	Jan 26, 2010 5:15 PM
5	Try and make e-mails less officious by use of humour	Jan 26, 2010 7:33 PM
6	I sign off with 'Cheers'	Jan 27, 2010 11:38 AM
7	Try not to use abbrivations wherever possible especially text message talk. Hate it.	Jan 27, 2010 11:50 AM
8	Always sign off with regards or many thanks rather than anything more formal.	Jan 27, 2010 12:19 PM
9	less use of capital letters than normal	Jan 27, 2010 12:28 PM
10	no capital letters	Jan 27, 2010 1:38 PM
11	I PREFER ENGLISH	Jan 27, 2010 2:23 PM
12	()	Jan 27, 2010 2:40 PM
13	more informal	Jan 27, 2010 3:29 PM
14	I try to be polite friendly and not too blunt	Jan 27, 2010 6:03 PM
15	I always start Dear so ans dso because I think it is polite - a hangover from the age of letter writing	Feb 5, 2010 6:09 PM

Have you received e-mail which contained a particular quirk (such as language, structure etc.) that you believe detracted from the message?			
		Response Percent	Response Count
Yes		35.2%	19
No		64.8%	35
If yes, please comment			19
answered question			54
skipped question			13

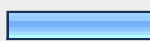
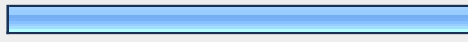
If yes, please comment		
1	some people don't use punctuation	Jan 26, 2010 12:59 PM
2	Using acronyms, or overly-friendly words, or ignoring grammar. Emails should be more like informal letters	Jan 26, 2010 4:03 PM
3	Education-speak.	Jan 26, 2010 4:27 PM
4	I hate abbreviated texting language e.g. u for you and l8 for late.	Jan 26, 2010 4:33 PM
5	poor grammar, spelling or generally careless typing	Jan 26, 2010 5:40 PM
6	Jokes that go on too long.	Jan 27, 2010 8:39 AM
7	Text message talk.	Jan 27, 2010 11:50 AM
8	Yes however this is the format of emails. People use terms which can be general such as 'Regards' or 'Best wishes' which is used instead of the normal letter endings.	Jan 27, 2010 12:46 PM
9	no punctuation	Jan 27, 2010 1:38 PM
10	College speak / terminology that is not understood and have not been explained / broken down / translated	Jan 27, 2010 1:53 PM
11	I used to hate receiving emails that started with 'Hi Name'. Years later I seem to have accepted it.	Jan 27, 2010 2:40 PM
12	The email was written in text-speak.	Jan 27, 2010 3:32 PM
13	Emoticons / visuals etc. which may unnecessarily lighten the tone of the content	Jan 27, 2010 5:10 PM
14	Poor spelling, lack of capital letters, over friendly approach	Jan 28, 2010 10:57 AM
15	I have received emails in which punctuation has been omitted or misplaced. This has caused the message to be ambiguous.	Jan 28, 2010 11:29 AM
16	Any message received involving texting language/abbreviations - I often don't understand what it means!	Jan 28, 2010 11:43 AM
17	there are numerous examples e.g. missing vowels, shortened terms and abbreviations	Jan 29, 2010 11:39 AM
18	Any email from Dave Edwards - you get to the message eventually.	Feb 1, 2010 10:46 AM
19	Undertones within the message	Feb 5, 2010 10:55 AM

Do you believe that you have received an e-mail which you interpreted in a way that was different from the sender's intention?			
		Response Percent	Response Count
Yes		58.2%	32
No		41.8%	23
If yes, please give an example			22
answered question			55
skipped question			12

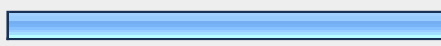
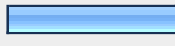
If yes, please give an example		
1	some messages appear very brisk but I think that is generally just due to a lack of structure	Jan 26, 2010 12:59 PM
2	I have always asked sender to clarify message if it appears confused. I'm not aware that one has got through; sender may be too embarrassed to point out the error of their ways.	Jan 26, 2010 4:27 PM
3	Difficult to think of now but there have been examples	Jan 26, 2010 4:33 PM
4	Excuses from students re. late work.	Jan 27, 2010 8:39 AM
5	Yes sometimes e-mails come in such away that their tone is more harsh that it would be if you delivered it in person.	Jan 27, 2010 9:43 AM
6	WAG emails!	Jan 27, 2010 10:56 AM
7	Emails often come across as aggressive when that is not the intension.	Jan 27, 2010 11:38 AM
8	An e mail about 2 staff swapping a teaching session, when it was not clear that 1 person did not work on a particular day	Jan 27, 2010 11:39 AM
9	sometimes people sound bossy, abrupt and offensive when they (hopefully!) don't mean to	Jan 27, 2010 12:28 PM
10	I have but I can not remeber the exact details, sorry.	Jan 27, 2010 12:46 PM
11	information about pmar	Jan 27, 2010 1:03 PM
12	The recipient can read it differently from the way the sender has worded it and vice versa	Jan 27, 2010 1:53 PM
13	personal emails from a partner (or perhaps ex partner)	Jan 27, 2010 2:40 PM
14	Technical instructions	Jan 27, 2010 3:25 PM
15	Easy not to fully read a lenghy email and make an assumption that you have got the gist!	Jan 27, 2010 3:30 PM
16	Too long ago to remember exactly. Wasn't particularly important.	Jan 27, 2010 3:32 PM
17	Tone is often difficult to interpret and punctuation often inadequate	Jan 27, 2010 5:10 PM
18	Simple request to fill in registers I misinterpreted and thought the email meant something else.	Jan 27, 2010 6:03 PM
19	The language in an email is often terse, which can give the impression that the sender is in a bad mood.	Jan 28, 2010 11:29 AM
20	Cannot recall an example	Jan 28, 2010 4:18 PM
21	Sometimes emails are very brief and do not contain sufficient information and if you are very busy it is easy to misunderstand.	Jan 29, 2010 10:31 AM
22	On occassions I've had to either phone or send another email to clarify what the content means	Feb 1, 2010 10:46 AM

Please make any suggestions that you believe would improve your experiences of using e-mail for work		
		Response Count
		21
	<i>answered question</i>	21
	<i>skipped question</i>	46

Response Text		
1	Really think hard about whether or not an e-mail is the best way of doing things.	Jan 26, 2010 12:59 PM
2	College Guidelines	Jan 26, 2010 4:02 PM
3	None.	Jan 26, 2010 4:27 PM
4	Better external SPAM filters	Jan 26, 2010 4:36 PM
5	E-mail free zone. No e-mails to anyone who is say less than 25 metres from you.	Jan 26, 2010 7:33 PM
6	Cut out all the dross e.g. nesting	Jan 27, 2010 8:39 AM
7	Always re-read an e-mail and be sure to use a tone which doesnt imply harshness as after all you wouldnt want to receive such an e-mail	Jan 27, 2010 9:43 AM
8	Only check twice a day	Jan 27, 2010 11:38 AM
9	I find the address book cumbersome	Jan 27, 2010 12:19 PM
10	It would be best for the college if each person was given clear direction on emails and how to construct and send them. A lot of emails are used, communicating with students and I feel it is important that a good impression is given of the college when communicating this way. Afterall, we would not be allowed to send out letters from the college using headed paper without checks?	Jan 27, 2010 12:46 PM
11	avoiding duplication; filters / directories for relevance	Jan 27, 2010 1:03 PM
12	CIRCULARS SHOULD APPEAR IN A DIFFERENT COLOUR OR SHOULD SELF DELETE AFTER ADAY OR TWO. YOU DON'T NEED TO KNOW WHAT YESTERDAYS SOUP OF THE DAY WAS!	Jan 27, 2010 2:23 PM
13	a decent address book	Jan 27, 2010 2:40 PM
14	I feel our e-mail is very effective for work purposes	Jan 27, 2010 2:40 PM
15	making staff names the same on both the address book and telephone list	Jan 27, 2010 3:59 PM
16	Teach people to write concisely	Jan 27, 2010 5:10 PM
17	Check that the email sounds the way you intend it to.	Jan 28, 2010 11:29 AM
18	Reduce the number of all staff e-mails	Jan 28, 2010 11:43 AM
19	I believe that staff need to see it as a valuable took rather than an annoyance or inconvenience. I know it can seem as if it adds to the workload but if you consider how many physical memos and other bits of paper would be landing on your desk and how many additional meetings would be needed if we did not have email, you would see that you can achieve a lot from your desk in a relatively short time via email.	Jan 29, 2010 10:31 AM
20	Close it down at weekends / evenings	Feb 5, 2010 10:55 AM
21	Use less when you are angry or frustrated with someone - much better to talk	Feb 5, 2010 6:09 PM

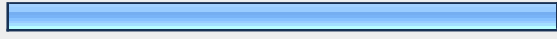

Do you believe that you could reduce your e-mail usage without affecting your working patterns?			Response Percent	Response Count
Yes			23.6%	13
No			76.4%	42
If yes, please comment				12
			answered question	55
			skipped question	12

If yes, please comment		
1	However, this would probably change them for the better.	Jan 26, 2010 12:59 PM
2	more face to face contact	Jan 26, 2010 4:33 PM
3	People have become so reliant on emails.	Jan 26, 2010 4:36 PM
4	check once a day	Jan 26, 2010 5:15 PM
5	Speak to people directly. They are all too busy on their email. Many colleagues use email for personal purposes which should be cut down as that is all they do in the office.	Jan 27, 2010 8:39 AM
6	Walk around campus more	Jan 27, 2010 11:38 AM
7	because of above	Jan 27, 2010 1:03 PM
8	When e-mailing the sender puts all relevant info in the first message	Jan 27, 2010 1:53 PM
9	e-mail usage is negligible	Jan 27, 2010 2:40 PM
10	stop duplicate emails	Jan 28, 2010 1:45 PM
11	Check the emails less often	Feb 1, 2010 10:46 AM
12	I spend at least 10 mins per day deleting pointless e- mails	Feb 5, 2010 6:09 PM

Would you ever use e-mail to give feedback to another member of staff on any subject?				
			Response Percent	Response Count
Yes			72.2%	39
No			27.8%	15
If yes, please indicate what the situation would be				30
answered question				54
skipped question				13

If yes, please indicate what the situation would be		
1	Only if asked to do so if not face to face is preferable	Jan 26, 2010 4:02 PM
2	If they asked for it	Jan 26, 2010 4:03 PM
3	Not for personal/HR issues for example	Jan 26, 2010 4:33 PM
4	Too many to mention, but a thank you sent to staff who have done a good job is always welcome and then followed up physically.	Jan 26, 2010 4:36 PM
5	any subject that I currently deal with - it might be inappropriate in some cases for a manager to give feedback to staff however	Jan 26, 2010 5:40 PM
6	Updates on situations, comments on learners.	Jan 27, 2010 8:39 AM
7	It would depend on the type of feedback required.	Jan 27, 2010 9:43 AM
8	Possibly	Jan 27, 2010 10:56 AM
9	Student issues	Jan 27, 2010 11:39 AM
10	A purchase order progress. Meeting feedback attachments etc.	Jan 27, 2010 11:47 AM
11	Confirm the task they have asked for.	Jan 27, 2010 11:50 AM
12	asked to so!	Jan 27, 2010 1:03 PM
13	Feedback / answering a query - always better to confirm in writing	Jan 27, 2010 1:44 PM
14	Only if it was not confidential info	Jan 27, 2010 1:53 PM
15	YES YOUR BUM DOES LOOK BIG IN THAT!	Jan 27, 2010 2:23 PM
16	any that was appropriate. Like say how effective a questionnaire was.	Jan 27, 2010 2:40 PM
17	Only college wide comments and sometimes re-inforcing good things to the department	Jan 27, 2010 3:25 PM
18	Only if I was asked specifically to give feedback via email, otherwise face to face.	Jan 27, 2010 3:32 PM
19	Various - often need written feedback on materials etc. Not on performance, quality etc	Jan 27, 2010 5:10 PM
20	I've recently been asked to give e-mail feedback stating how (in what ways) a member of staff has helped me get settled into the college.	Jan 27, 2010 6:03 PM
21	If it was requested this way	Jan 28, 2010 10:57 AM
22	Would be happy to give feedback on meetings etc attended in order to pass on information. Would never give feedback on personal issues eg performance via e-mail.	Jan 28, 2010 11:43 AM
23	I feedback on students all the time	Jan 28, 2010 1:45 PM
24	If it was something very routine and perhaps feedback following a meeting we had had then I may use it, but usually I would try to do it either face to face or by telephone.	Jan 29, 2010 10:31 AM

If yes, please indicate what the situation would be		
25	It depends on the nature of the feedback. For 'lighter' issues yes for important matters no	Jan 29, 2010 11:39 AM
26	only if appropriate	Feb 1, 2010 9:10 AM
27	In a situation that required a written response	Feb 1, 2010 10:46 AM
28	Editing and reviewing text for publication, academic summary and discussion.	Feb 3, 2010 1:57 PM
29	After meetings as staff live a significant distance from the college	Feb 5, 2010 10:55 AM
30	If, on PGCE, it was requested I would give a brief comment after an observation but only if it was positive.	Feb 5, 2010 6:09 PM

Do you believe that e-mail enhances your ability to communicate with your colleagues, managers and subordinates?			
		Response Percent	Response Count
Yes		90.9%	50
No		9.1%	5
If no, please comment			6
answered question			55
skipped question			12

If no, please comment		
1	I prefer face to face as it is more effective.	Jan 26, 2010 12:59 PM
2	It is just another way to communicate but does not enhance it.	Jan 27, 2010 8:39 AM
3	it encourages superficiality	Jan 27, 2010 1:03 PM
4	You can contact people when they are not in the Office in the same way as leaving a voice mail.	Jan 27, 2010 2:40 PM
5	I am the lowest of the low, I don't have subordinates.....	Jan 28, 2010 1:45 PM
6	Don't really use the word "subordinate" in my professional lexicon.	Feb 3, 2010 1:57 PM

If you would like to leave any final comments on the use of e-mail at Pembrokeshire College please do so here.		
		Response Count
		18
<i>answered question</i>		18
<i>skipped question</i>		49

Response Text		
1	E-mail has become too widely used without consideration of the impact that it has in terms of increased time spent dealing with communication that is not really needed.	Jan 26, 2010 12:59 PM
2	I love email - a lot xx	Jan 26, 2010 4:03 PM
3	Email is a very useful tool but need to avoid duplication and unnecessary emails	Jan 26, 2010 4:35 PM
4	Like anything else, e-mail is a useful tool in communicating in some circumstances.	Jan 26, 2010 4:38 PM
5	Communication and motivation are very strongly linked and I feel that the college should recognise the importance of this by having a 'champion' of communication and motivation to highlight poor areas and extend examples of good practice with presentations to groups of effective use of e-mails and other forms of communication. Ben put me down for the Focus group. Many thanks. Now a personalised communication!!	Jan 26, 2010 7:36 PM
6	Too many people rely on it to communicate, why not speak face to face?	Jan 27, 2010 8:39 AM
7	I am pleased to help and hope this is of assistance. Rex Taylor	Jan 27, 2010 12:47 PM
8	I am a fan of e-mail. I find it quick, convenient and instant. I like to revisit requests etc in written form and also like to revisit sent e-mails to check what I have asked of people and when. Face-to-face communication is good for gauging reactions but less efficient generally. I try to meet people at lunchtime for social interaction and use e-mails for most work purposes.	Jan 27, 2010 1:17 PM
9	Different situations require different methods. E-mail works 80% of the time but not always the best answer!	Jan 27, 2010 1:54 PM
10	E-MAIL IS A GREAT TOOL BUT CAN NEVER REPLACE FACE TO FACE DIRECT COMMUNICATION AND BANTER.	Jan 27, 2010 2:26 PM
11	Just find it a really good system when it is working.	Jan 27, 2010 2:40 PM
12	There is an obvious danger that it will be overused, especially where people in demand (managers?) are in question. I can see managers just going from meeting to emails to meeting to emails without any time to do anything else. In small amounts it can be useful. Plus the occasional humour doesn't hurt morale.	Jan 27, 2010 2:42 PM
13	Emails directed at teaching staff do not need to be sent to Business Support staff - usually they are a waste of time.	Jan 27, 2010 3:33 PM
14	I hate the use of text speak!!!	Jan 28, 2010 10:57 AM
15	Stop using it as a formal stick	Jan 28, 2010 1:45 PM
16	b.walters@pembrokeshire.ac.uk	Jan 29, 2010 11:40 AM
17	i find it convenient and effective	Feb 1, 2010 9:10 AM

Response Text

18	Users need to be very careful with the language they use. This has improved greatly since its initiation a number of years ago, as people appreciate the conventions and limitations of usage	Feb 5, 2010 6:11 PM
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Of the time spent dealing with e-mails, do you consider any of it to be wasted time?						
	How many years have you worked at Pembrokeshire College?					
	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	Response Totals
Yes	40.9% (9)	44.4% (8)	66.7% (6)	77.8% (7)	100.0% (1)	52.5% (31)
No	59.1% (13)	55.6% (10)	33.3% (3)	22.2% (2)	0.0% (0)	47.5% (28)
If yes, please indicate how much you feel is wasted	10 replies	10 replies	5 replies	8 replies	1 reply	34
answered question	22	18	9	9	1	59
skipped question						7

What do you believe are the main benefits of using e-mail?						
	Please indicate your age group					
	21 - 30	31 - 40	41 - 50	51 - 60	Over 60	Response Count
	9 replies	13 replies	20 replies	15 replies	3 replies	60
answered question	9	13	20	15	3	60
skipped question						7

	21 - 30	31 - 40	41 - 50	51 - 60	Over 60	Response Text	
1	X					Ability to leave a message for someone to read later	Jan 26, 2010 12:55 PM
2		X				it is quick and you have a record of communication	Jan 26, 2010 3:58 PM
3			X			Contacting staff who are not actually in college	Jan 26, 2010 4:00 PM
4				X		Speed. No paper, unless you need it. Ability to prioritise sending and in-tray.	Jan 26, 2010 4:17 PM
5		X				fast communication	Jan 26, 2010 4:18 PM
6				X		quick easy communication	Jan 26, 2010 4:19 PM
7			X			Quick and instaneous. Can respond to some queries immediatly. Can disseminate large documents or information to a number of parties without printing	Jan 26, 2010 4:29 PM
8				X		Speed of response. Raise an issue with someone without having to have verbal/face to face contact - i.e time saving. Sppedes up communication at a distance. Provides written copies of conversations.	Jan 26, 2010 4:29 PM
9			X			Arranging meetings, informal messages like `thank you's', sending attached files.	Jan 26, 2010 4:46 PM
10					X	che	Jan 26, 2010 5:03 PM

	21 - 30	31 - 40	41 - 50	51 - 60	Over 60	Response Text	
11			X			Quick, easy, traceable, written evidence, can send an e-mail immediately the need arises	Jan 26, 2010 5:12 PM
12		X				Quick and secure communication in a big place with lots of people to liase with	Jan 26, 2010 5:13 PM
13			X			quick way to get message to one or many people, records of messages, ability to attache documents	Jan 26, 2010 5:34 PM
14				X		Contacting a group of staff all at once. Records a meeting/conversation etc	Jan 26, 2010 7:27 PM
15				X		Quick to send, rapid response, reach a large number in short space of time	Jan 27, 2010 8:32 AM
16			X			quick response	Jan 27, 2010 9:29 AM
17			X			Efficiency in that it allows me to remain at my desk whilst dealing with queries and hopefully enables a rapid response	Jan 27, 2010 9:32 AM
18		X				There's a record of it, it's quick, can communicate outside of college hours	Jan 27, 2010 10:53 AM
19	X					Quick and easy.	Jan 27, 2010 11:07 AM
20	X					Quick, easy, record of conversations can be kept	Jan 27, 2010 11:28 AM
21		X				Quick method, doesn't matter if recipient is available, keeps to subject matter	Jan 27, 2010 11:34 AM
22			X			quick, and you have a record of what was said	Jan 27, 2010 11:34 AM
23				X		Quick & easy to use and there is an audit trail if necessary	Jan 27, 2010 11:37 AM
24	X					speed	Jan 27, 2010 11:39 AM
25			X			I don't have to go over entire college campus looking for staff to find answer to my question	Jan 27, 2010 11:45 AM
26	X					Instant, paperless, easilly accessable,	Jan 27, 2010 12:17 PM
27			X			speed, reachign several people at once	Jan 27, 2010 12:25 PM
28				X		It is a quick method of communication and is gen clear	Jan 27, 2010 12:38 PM

	21 - 30	31 - 40	41 - 50	51 - 60	Over 60	Response Text	
29				X		speed / ease of communication	Jan 27, 2010 12:50 PM
30			X			Quick, convenient, instant	Jan 27, 2010 1:10 PM
31		X				You have an audit trail of all communication and automatic record of when things occurred	Jan 27, 2010 1:16 PM
32			X			Quick	Jan 27, 2010 1:35 PM
33			X			Save time and money i.e. postage, salary, time	Jan 27, 2010 1:42 PM
34		X				Quicker and better for environment. No paper waste	Jan 27, 2010 1:48 PM
35					X	speed and the ability to attach a variety of applications	Jan 27, 2010 2:12 PM
36	X					Proof to cover your back, easy dissemination of information amongst a team, take time to say exactly what you want, humorous on a friday morning	Jan 27, 2010 2:35 PM
37			X			Quick way to communicate and you have back-up if ever needed	Jan 27, 2010 2:35 PM
38			X			Saves paper. Is quick. Useful to move electronic resources	Jan 27, 2010 3:20 PM
39					X	cheap, instant	Jan 27, 2010 3:26 PM
40		X				Provides a paper trail of actions taken and is a quick method of communication. Can provide greater security of information transfer.	Jan 27, 2010 3:27 PM
41				X		Good alternative to phone calls. Able to attach documents	Jan 27, 2010 3:52 PM
42		X				You have a saved record of what has been said	Jan 27, 2010 3:58 PM
43			X			Speed, clarity of information	Jan 27, 2010 5:07 PM
44	X					quick, efficient, useful	Jan 27, 2010 5:59 PM
45				X		speed & ease of communication	Jan 28, 2010 10:47 AM
46				X		Quick response	Jan 28, 2010 11:19 AM
47				X		Good to communicate with people who are away from their desks/phones. Trackable.	Jan 28, 2010 11:35 AM

	21 - 30	31 - 40	41 - 50	51 - 60	Over 60	Response Text	
48			X			quick easy way to get in touch, accountability	Jan 28, 2010 12:56 PM
49				X		speed	Jan 28, 2010 1:40 PM
50	X					Speed of delivery, Document transfer capability, Contacts saved	Jan 28, 2010 4:16 PM
51	X					Contacting staff for information	Jan 29, 2010 8:48 AM
52			X			Immediacy, able to get the same message to many people at the same time, environmentally friendly - lessens printing	Jan 29, 2010 10:08 AM
53			X			fast communications, documents do not necessarily need to be printed, provides a log of communications, you know when people have read the content (internal)	Jan 29, 2010 11:34 AM
54		X				Speed, convenience and reliability	Jan 29, 2010 4:27 PM
55		X				fast and direct method of communication	Feb 1, 2010 9:07 AM
56		X				Audit trail, easy way to communicate with a large group of people	Feb 1, 2010 10:26 AM
57		X				speed, less paper, easier to search	Feb 2, 2010 2:19 PM
58				X		Ease and speed of communication, also an accessible and archivable record.	Feb 3, 2010 1:43 PM
59			X			Quick communication	Feb 5, 2010 10:52 AM
60				X		Quick communication	Feb 5, 2010 5:58 PM

What do you believe are the main drawbacks to using e-mail?						
	Please indicate your age group					
	21 - 30	31 - 40	41 - 50	51 - 60	Over 60	Response Count
	9 replies	12 replies	17 replies	15 replies	3 replies	56
answered question	9	12	17	15	3	56
skipped question						11

	21 - 30	31 - 40	41 - 50	51 - 60	Over 60	Response Text	
1	X					Expectation that a response will be immediate	Jan 26, 2010 12:55 PM
2		X				labour intensive	Jan 26, 2010 3:58 PM
3			X			I love email, but I'm aware that other simply delete emails without reading them	Jan 26, 2010 4:00 PM
4				X		Sending of unnecessary e-mails, i.e. saying thanks for the e-mail I just sent you or "general chatter".	Jan 26, 2010 4:17 PM
5		X				mis-interpretation, not sure if person has checked it	Jan 26, 2010 4:18 PM
6				X		bombarded with email requiring an imeadiate responce	Jan 26, 2010 4:19 PM
7			X			All staff emails which do not concern you. Some emails are used when it is better to meet physically. External SPAM and junk mail.	Jan 26, 2010 4:29 PM
8				X		Lack of personal contact. Allows people to pass the buck.	Jan 26, 2010 4:29 PM
9			X			The `hopeful email' - ask for something but it may not be acted on by receiver. Their brevity can lead to misunderstanding. It is is easy to send an email which might be later regretted. Discourages face to face contact.	Jan 26, 2010 4:46 PM

	21 - 30	31 - 40	41 - 50	51 - 60	Over 60	Response Text	
10					X	some subjects are better discussed face to face	Jan 26, 2010 5:03 PM
11			X			Lack of personal communication, can be ignored	Jan 26, 2010 5:12 PM
12		X				Impersonal. Could be taken the wrong way if badly worded.	Jan 26, 2010 5:13 PM
13			X			There can be a lot of crap which drowns the important stuff	Jan 26, 2010 5:34 PM
14				X		too many simply forwarded on through different levels. Last year we had 6/7 e-mails promoting one event.	Jan 26, 2010 7:27 PM
15				X		Impersonal, people get the wrong impression of the message, too many unnecessary messages	Jan 27, 2010 8:32 AM
16			X			impersonal approach	Jan 27, 2010 9:29 AM
17			X			Potential loss of contact with other members of staff in that sometimes its nice to talk through a query in person rather than on the e-mail	Jan 27, 2010 9:32 AM
18		X				People not responding, time taken to type when lots of explanation is required	Jan 27, 2010 10:53 AM
19	X					No immediate response.	Jan 27, 2010 11:07 AM
20	X					Less human interaction	Jan 27, 2010 11:28 AM
21		X				Impersonal, can be timeconsuming, can be interpreted wrong, recipient may skim over the detail	Jan 27, 2010 11:34 AM
22			X			lack of visual communication cues from the person you are communicating with	Jan 27, 2010 11:34 AM
23				X		Spam & Junk mail received also you have to rely on the e-mail being opened early o get the benefit.	Jan 27, 2010 11:37 AM
24	X					spam	Jan 27, 2010 11:39 AM
25			X			Chain letters	Jan 27, 2010 11:45 AM
26	X					Same as above, forces you to deal with things at possible inconvenient time, you can always be contacted - never able to get away from being communicated to	Jan 27, 2010 12:17 PM

	21 - 30	31 - 40	41 - 50	51 - 60	Over 60	Response Text	
27			X			potential for misunderstanding	Jan 27, 2010 12:25 PM
28				X		It can be relied on as a method of "I've done it" rather than actual face to face communication. It can be less personal and not build good working relationships.	Jan 27, 2010 12:38 PM
29				X		misunderstanding / immediacy / unnecessary communication	Jan 27, 2010 12:50 PM
30			X			Easy to ignore, lack of human contact, detached	Jan 27, 2010 1:10 PM
31		X				Lack of talking to people, emails can be ignored	Jan 27, 2010 1:16 PM
32			X			None if used properly, E-mails with virus are a problem	Jan 27, 2010 1:42 PM
33		X				Can be misinterpreted if read the wrong way + holds personal info if anyone gets access	Jan 27, 2010 1:48 PM
34					X	THE ASSUMPTION THAT E-MAILS HAVE BEEN RECEIVED OR READ BY THE RECIPIENT	Jan 27, 2010 2:12 PM
35	X					can be impersonal, could be misinterpreted, spam, can't guarantee an immediate response	Jan 27, 2010 2:35 PM
36			X			None	Jan 27, 2010 2:35 PM
37			X			Can be used to offload. Face to face should be used as much as poss. Misunderstandings can occur	Jan 27, 2010 3:20 PM
38					X	some subjects are better discussed face to face	Jan 27, 2010 3:26 PM
39		X				Reduces human contact and can lead to information being misconstrued.	Jan 27, 2010 3:27 PM
40				X		Having to rely on recipient opening and replying promptly	Jan 27, 2010 3:52 PM
41		X				Trying to find staff names in the address book	Jan 27, 2010 3:58 PM
42	X					non urgent, can't always indicate 'tone' of the email, i.e. sometimes can be misinterpreted	Jan 27, 2010 5:59 PM

	21 - 30	31 - 40	41 - 50	51 - 60	Over 60	Response Text	
43				X		too much irrelevant info requires time wasted reading	Jan 28, 2010 10:47 AM
44				X		The expectation that they will be checked at any time.	Jan 28, 2010 11:19 AM
45				X		Can be impersonal. Can be misinterpreted more easily than face-to-face or telephone conversation.	Jan 28, 2010 11:35 AM
46			X			too easy - get sent irrelevant information, sometimes feel as if drowning in e-mail, feel a bit welded to computer sometimes	Jan 28, 2010 12:56 PM
47				X		too much junk	Jan 28, 2010 1:40 PM
48	X					Ambiguity in written information, Lack personal touch (face-face)	Jan 28, 2010 4:16 PM
49	X					Time consuming	Jan 29, 2010 8:48 AM
50			X			People can write messages without thinking, possibly when they are tired or under pressure, and can come across as curt or unfriendly. Email leads some poor communicators to over rely on this and to avoid talking directly to colleagues. Spam emails are a particular problem	Jan 29, 2010 10:08 AM
51			X			impersonal, messages that are quickly written can cause problems (no tonation in e-mail!), much better to have face to face conversation	Jan 29, 2010 11:34 AM
52		X				Volume, over-use, other methods of communication are sometimes better, misunderstandings	Jan 29, 2010 4:27 PM
53		X				Can be distracting in that I tend to glance at an email once I receive it which disrupts workflow	Feb 1, 2010 10:26 AM
54		X				lack of face-to-face contact	Feb 2, 2010 2:19 PM
55				X		Volume generated and therefore time spent dealing with.	Feb 3, 2010 1:43 PM

	21 - 30	31 - 40	41 - 50	51 - 60	Over 60	Response Text	
56				X		Can lose the ability to speak and write by hand to people	Feb 5, 2010 5:58 PM

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Please identify a situation in which you feel that e-mail would definitely not be a suitable method of communicating						
	Please indicate your age group					Response Count
	21 - 30	31 - 40	41 - 50	51 - 60	Over 60	
	6 replies	9 replies	13 replies	15 replies	2 replies	45
answered question	6	9	13	15	2	45
skipped question						22

	21 - 30	31 - 40	41 - 50	51 - 60	Over 60	Response Text	
1	X					If my manager wanted to talk about something important or confidential.	Jan 26, 2010 12:59 PM
2		X				if you had an issue with a staff member or student, face to face is better	Jan 26, 2010 4:02 PM
3		X				Bad News	Jan 26, 2010 4:25 PM
4				X		Firing some one.	Jan 26, 2010 4:27 PM
5				X		Sensitive human resource management issues	Jan 26, 2010 4:33 PM
6				X		Disciplinary	Jan 26, 2010 4:34 PM
7			X			Terminating employment	Jan 26, 2010 4:36 PM
8		X				Controversial or confidential information	Jan 26, 2010 5:15 PM
9			X			Can't think of any	Jan 26, 2010 5:40 PM
10				X		For giving someone praise or thanking them for their help. go and see them	Jan 26, 2010 7:33 PM
11				X		Resolving conflict.	Jan 27, 2010 8:39 AM
12			X			For communicating within your own team	Jan 27, 2010 9:43 AM
13		X				Result of an internal job interview	Jan 27, 2010 10:56 AM
14	X					Dealing with a sensitive issue with a member of staff	Jan 27, 2010 11:18 AM
15		X				Redundancy	Jan 27, 2010 11:38 AM
16			X			SOMething very sensitive or confidential	Jan 27, 2010 11:39 AM
17				X		Sending a personal message or sending certain documents	Jan 27, 2010 11:47 AM

	21 - 30	31 - 40	41 - 50	51 - 60	Over 60	Response Text	
18	X					Disciplinary action against a staff member	Jan 27, 2010 12:19 PM
19			X			anything sensitive or hat needs discussion	Jan 27, 2010 12:28 PM
20				X		When there is a need to obtain a truthful explanation for something or to enquire about a sensitive situation	Jan 27, 2010 12:46 PM
21				X		changes to any aspect of responsibilities - or conditions	Jan 27, 2010 1:03 PM
22			X			Personal distress eg bereavement	Jan 27, 2010 1:14 PM
23			X			When you want to chat to a friend	Jan 27, 2010 1:44 PM
24		X				transferring secure / personal / confidential information	Jan 27, 2010 1:53 PM
25					X	GIVING A REPRIMAND!	Jan 27, 2010 2:23 PM
26	X					communicating with a blind person who does not possess screen reading software	Jan 27, 2010 2:40 PM
27			X			Personal information / details	Jan 27, 2010 2:40 PM
28			X			Disciplinary issue	Jan 27, 2010 3:25 PM
29		X				To highlight a area of work where a competency issue arises	Jan 27, 2010 3:30 PM
30					X	To deliver bad news	Jan 27, 2010 3:32 PM
31				X		Transferring very secure / confidential information	Jan 27, 2010 3:54 PM
32			X			Disciplinary issues, complaints etc.	Jan 27, 2010 5:10 PM
33	X					Dealing with students	Jan 27, 2010 6:03 PM
34				X		Conversations relating to HR issues or personal issues.	Jan 28, 2010 10:57 AM
35				X		Dealing with a personal matter.	Jan 28, 2010 11:29 AM
36				X		Whenever sensitive issues are involved which could be misinterpreted.	Jan 28, 2010 11:43 AM
37				X		being sacked, dumped	Jan 28, 2010 1:45 PM
38	X					When a lengthy discussion is required	Jan 28, 2010 4:18 PM
39			X			for a line manager who is raising a performance issue with a member of their staff	Jan 29, 2010 10:31 AM

	21 - 30	31 - 40	41 - 50	51 - 60	Over 60	Response Text	
40			X			none - I have a blackberry which I find is very useful for keeping on top of e-mail and constantly being in touch	Jan 29, 2010 11:39 AM
41		X				where personal issues need discussion	Feb 1, 2010 9:10 AM
42		X				Sharing personal information about an individual	Feb 1, 2010 10:46 AM
43				X		When conveying difficult management decisions to team members, or when seeking to make what may be a prejudicial or controversial statement. Anything else for which you feel a permanent record may be inappropriate.	Feb 3, 2010 1:57 PM
44			X			Greeting a new employer / business	Feb 5, 2010 10:55 AM
45				X		To communicate bad news or to communicate with a person who is upset.	Feb 5, 2010 6:09 PM

On average, how many e-mails do you send in a day?						
	Please indicate your age group					
	21 - 30	31 - 40	41 - 50	51 - 60	Over 60	Response Totals
0 - 5	11.1% (1)	23.1% (3)	0.0% (0)	26.7% (4)	33.3% (1)	15.0% (9)
6 - 10	44.4% (4)	7.7% (1)	10.0% (2)	33.3% (5)	0.0% (0)	20.0% (12)
11 - 15	22.2% (2)	23.1% (3)	40.0% (8)	13.3% (2)	66.7% (2)	28.3% (17)
16 - 20	11.1% (1)	15.4% (2)	10.0% (2)	20.0% (3)	0.0% (0)	13.3% (8)
21 - 25	0.0% (0)	7.7% (1)	20.0% (4)	6.7% (1)	0.0% (0)	10.0% (6)
26 - 30	0.0% (0)	7.7% (1)	5.0% (1)	0.0% (0)	0.0% (0)	3.3% (2)
31 - 35	0.0% (0)	7.7% (1)	10.0% (2)	0.0% (0)	0.0% (0)	5.0% (3)
36 - 40	0.0% (0)	7.7% (1)	0.0% (0)	0.0% (0)	0.0% (0)	1.7% (1)
Over 40	11.1% (1)	0.0% (0)	5.0% (1)	0.0% (0)	0.0% (0)	3.3% (2)
answered question	9	13	20	15	3	60
skipped question						7

How much time, on average, do you spend on a daily basis dealing with e-mails?						
	Please indicate your age group					
	21 - 30	31 - 40	41 - 50	51 - 60	Over 60	Response Totals
0 - 10 minutes	0.0% (0)	0.0% (0)	0.0% (0)	6.7% (1)	0.0% (0)	1.7% (1)
11 - 20 minutes	22.2% (2)	23.1% (3)	15.0% (3)	6.7% (1)	33.3% (1)	16.7% (10)
21 - 30 minutes	22.2% (2)	7.7% (1)	25.0% (5)	33.3% (5)	33.3% (1)	23.3% (14)
31 - 40 minutes	11.1% (1)	15.4% (2)	10.0% (2)	13.3% (2)	0.0% (0)	11.7% (7)
41 - 50 minutes	11.1% (1)	7.7% (1)	10.0% (2)	20.0% (3)	33.3% (1)	13.3% (8)
51 - 60 minutes	0.0% (0)	15.4% (2)	5.0% (1)	0.0% (0)	0.0% (0)	5.0% (3)
over 60 minutes daily	33.3% (3)	30.8% (4)	35.0% (7)	20.0% (3)	0.0% (0)	28.3% (17)
answered question	9	13	20	15	3	60
skipped question						7

How much time, on average, do you spend on a daily basis dealing with e-mails?			
	Please select the category that best represents your employment.		
	Academic management	Business support management	Response Totals
0 - 10 minutes	0.0% (0)	0.0% (0)	0.0% (0)
11 - 20 minutes	0.0% (0)	0.0% (0)	0.0% (0)
21 - 30 minutes	33.3% (2)	0.0% (0)	25.0% (2)
31 - 40 minutes	0.0% (0)	0.0% (0)	0.0% (0)
41 - 50 minutes	0.0% (0)	0.0% (0)	0.0% (0)
51 - 60 minutes	0.0% (0)	50.0% (1)	12.5% (1)
over 60 minutes daily	66.7% (4)	50.0% (1)	62.5% (5)
answered question	6	2	8
		skipped question	1

Generally, within what timescale do you aim to respond to e-mails?						
	Please select the category that best represents your employment.					
	Full time academic	Fractional academic	Part time academic	Full time business support	Part time business support	Response Totals
As soon as I have read it	38.5% (5)	60.0% (3)	50.0% (2)	50.0% (13)	25.0% (1)	46.2% (24)
A little later, once I have thought about it	23.1% (3)	40.0% (2)	50.0% (2)	46.2% (12)	75.0% (3)	42.3% (22)
When I remember to reply	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
I don't reply unless it is important	38.5% (5)	0.0% (0)	0.0% (0)	3.8% (1)	0.0% (0)	11.5% (6)
I never reply to e-mails	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
Comment	4 replies	2 replies	2 replies	10 replies	1 reply	19
answered question	13	5	4	26	4	52
skipped question						5

	Full time academic	Fractional academic	Part time academic	Full time business support	Part time business support	Comment	
1	X					not everything warrants a response, even things that the sender thinks needs a response	Jan 26, 2010 12:55 PM
2	X					depends on subject, ideally as soon as I open it	Jan 26, 2010 5:34 PM
3	X					If its urgent they will ask again	Jan 26, 2010 7:27 PM
4	X					Depends how much time is available	Jan 27, 2010 8:32 AM
5				X		If I cannot respond to an e-mail with the query answered during the same day, I will send an e-mail just to confirm that I am dealing with it out if courtesy	Jan 27, 2010 9:32 AM
6				X		It depends on who sent it	Jan 27, 2010 11:34 AM

	Full time academic	Fractional academic	Part time academic	Full time business support	Part time business support	Comment	
7				X		within 24 hours	Jan 27, 2010 11:45 AM
8					X	I generally reply unless it is obvious that this is not needed. I am always polite.	Jan 27, 2010 12:38 PM
9		X				as a way of deleting from mailbox - which otherwise begins to look intimidating	Jan 27, 2010 12:50 PM
10				X		Sometimes need longer to answer, but then I always try to acknowledge request	Jan 27, 2010 1:16 PM
11			X			REPLIES RANGE FROM INSTANT TO DELAYED DEPENDING ON THE NATURE OF THE REQUEST.	Jan 27, 2010 2:12 PM
12				X		depends entirely on the email - some don't need response.	Jan 27, 2010 2:35 PM
13				X		I go and talk to people where possible	Jan 27, 2010 3:20 PM
14				X		Sometimes when necessary, as soon as I have read it.	Jan 27, 2010 3:26 PM
15				X		Massively dependant on urgency	Jan 28, 2010 4:16 PM
16				X		I try to send an immediate response to the sender but will take more time if specific action is needed or if I need to think about it a little more. I do try try not to leave email unacknowledged as this can be frustrating for the sender.	Jan 29, 2010 10:08 AM
17				X		Depends on the urgency and other working commitments	Feb 1, 2010 10:26 AM
18		X				although it obviously depends on what the content of the email is!	Feb 2, 2010 2:19 PM
19			X			But only if important, so also 4th response	Feb 3, 2010 1:43 PM

How much time, on average, do you spend on a daily basis dealing with e-mails?						
	Please select the category that best represents your employment.					
	Full time academic	Fractional academic	Part time academic	Full time business support	Part time business support	Response Totals
0 - 10 minutes	7.7% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	1.9% (1)
11 - 20 minutes	0.0% (0)	0.0% (0)	50.0% (2)	23.1% (6)	50.0% (2)	19.2% (10)
21 - 30 minutes	38.5% (5)	40.0% (2)	25.0% (1)	7.7% (2)	50.0% (2)	23.1% (12)
31 - 40 minutes	23.1% (3)	40.0% (2)	0.0% (0)	7.7% (2)	0.0% (0)	13.5% (7)
41 - 50 minutes	7.7% (1)	20.0% (1)	25.0% (1)	19.2% (5)	0.0% (0)	15.4% (8)
51 - 60 minutes	7.7% (1)	0.0% (0)	0.0% (0)	3.8% (1)	0.0% (0)	3.8% (2)
over 60 minutes daily	15.4% (2)	0.0% (0)	0.0% (0)	38.5% (10)	0.0% (0)	23.1% (12)
answered question	13	5	4	26	4	52
skipped question						5

On average, how many e-mails do you send in a day?						
	How many years have you worked at Pembrokeshire College?					
	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	Response Totals
0 - 5	18.2% (4)	5.3% (1)	22.2% (2)	22.2% (2)	0.0% (0)	15.0% (9)
6 - 10	22.7% (5)	10.5% (2)	33.3% (3)	22.2% (2)	0.0% (0)	20.0% (12)
11 - 15	27.3% (6)	36.8% (7)	11.1% (1)	33.3% (3)	0.0% (0)	28.3% (17)
16 - 20	13.6% (3)	10.5% (2)	22.2% (2)	0.0% (0)	100.0% (1)	13.3% (8)
21 - 25	0.0% (0)	15.8% (3)	11.1% (1)	22.2% (2)	0.0% (0)	10.0% (6)
26 - 30	4.5% (1)	5.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.3% (2)
31 - 35	4.5% (1)	10.5% (2)	0.0% (0)	0.0% (0)	0.0% (0)	5.0% (3)
36 - 40	4.5% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	1.7% (1)
Over 40	4.5% (1)	5.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.3% (2)
answered question	22	19	9	9	1	60
skipped question						6

How much time, on average, do you spend on a daily basis dealing with e-mails?						
	How many years have you worked at Pembrokeshire College?					
	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	Response Totals
0 - 10 minutes	0.0% (0)	0.0% (0)	11.1% (1)	0.0% (0)	0.0% (0)	1.7% (1)
11 - 20 minutes	18.2% (4)	21.1% (4)	11.1% (1)	11.1% (1)	0.0% (0)	16.7% (10)
21 - 30 minutes	22.7% (5)	21.1% (4)	22.2% (2)	33.3% (3)	0.0% (0)	23.3% (14)
31 - 40 minutes	13.6% (3)	5.3% (1)	11.1% (1)	22.2% (2)	0.0% (0)	11.7% (7)
41 - 50 minutes	9.1% (2)	15.8% (3)	22.2% (2)	11.1% (1)	0.0% (0)	13.3% (8)
51 - 60 minutes	9.1% (2)	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	5.0% (3)
over 60 minutes daily	27.3% (6)	36.8% (7)	22.2% (2)	22.2% (2)	0.0% (0)	28.3% (17)
answered question	22	19	9	9	1	60
skipped question						6