



## Administrative Excellence

UNIVERSITY OF WISCONSIN-MADISON

*Shaping our Future*

### **AE: IT – Email & Calendaring Consolidation Use Case Survey Summary March, 2012**

#### **Overview:**

- Use case survey to determine how faculty/staff/students use their current email and calendaring system
- Survey distributed by email to all faculty/staff/students with NetIDs (57,000 invitees)
- 3,350 responses received (55% staff, 35% students, 10% faculty)

#### **Email:**

- A majority (53%) of employees spend over 2 hours per day on work-related email. Students report less of their day dedicated to email, with only 11% dedicating 2 hours or more
- 30% of students use a personal email account for all their University-related communication. While employees are less likely to use personal accounts in such a manner, over 40% report doing so on some level
- A vast majority (86%) of employees and a majority of students (67%) use their UW email account to store important messages/attachments. Employees and students generally expect messages and attachments to be stored for as long as they are employed at UW
- 70% of employees use their UW email account for personal email on some level, with 10% using it for most or all of their personal email. Students are equally likely to be using their UW account for personal email
- Employees note that a lack of necessary features and technical difficulty in migrating data are the primary barriers to adopting a new central email system. In addition to these perceived barriers, students are concerned about straddling multiple email systems for personal use/school

#### **Calendaring:**

- 66% of employees report using a UW-hosted electronic calendar. Students are much less likely to be doing so (11%)
- Of those respondents that don't use a UW calendar, 45% of employees and 36% of students primarily use an external electronic calendar (e.g. Google, Yahoo); paper calendars are used as the primary calendaring method by 30% of employees
- 25% of employees and 13% of students manage calendars for people or groups other than themselves
- 18% of employees spend over an hour per day scheduling meetings and/or managing calendars
- 25% of employees and 17% of students report it takes over two days to schedule and confirm a meeting
- 40% of employees and 55% of students have to start a meeting request over more than 20% of the time
- 70% of employees and 85% of students are using email to schedule meetings on a frequent basis
- Employees (53%) and students (40%) note that an insufficient feature set would be the primary barrier to adopting a new central UW calendaring system