Administrative Excellence

Email & Calendaring Consolidation
Use Case Survey Results

March, 2012

n=3,350; 6% response rate from 57,159 invitees
99% confidence; confidence interval of 2.16

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Survey Overview

- The Administrative Excellence (AE) email and calendaring project team is developing recommendations for a potential consolidation of campus-wide email and calendaring systems

- To better understand our campus community's needs, and the potential implications of such a consolidation, the project team conducted a use case survey of students, faculty, and staff as one of the methods to assess possible options

- More information on this and other AE projects can be found at http://adminexcellence.wisc.edu

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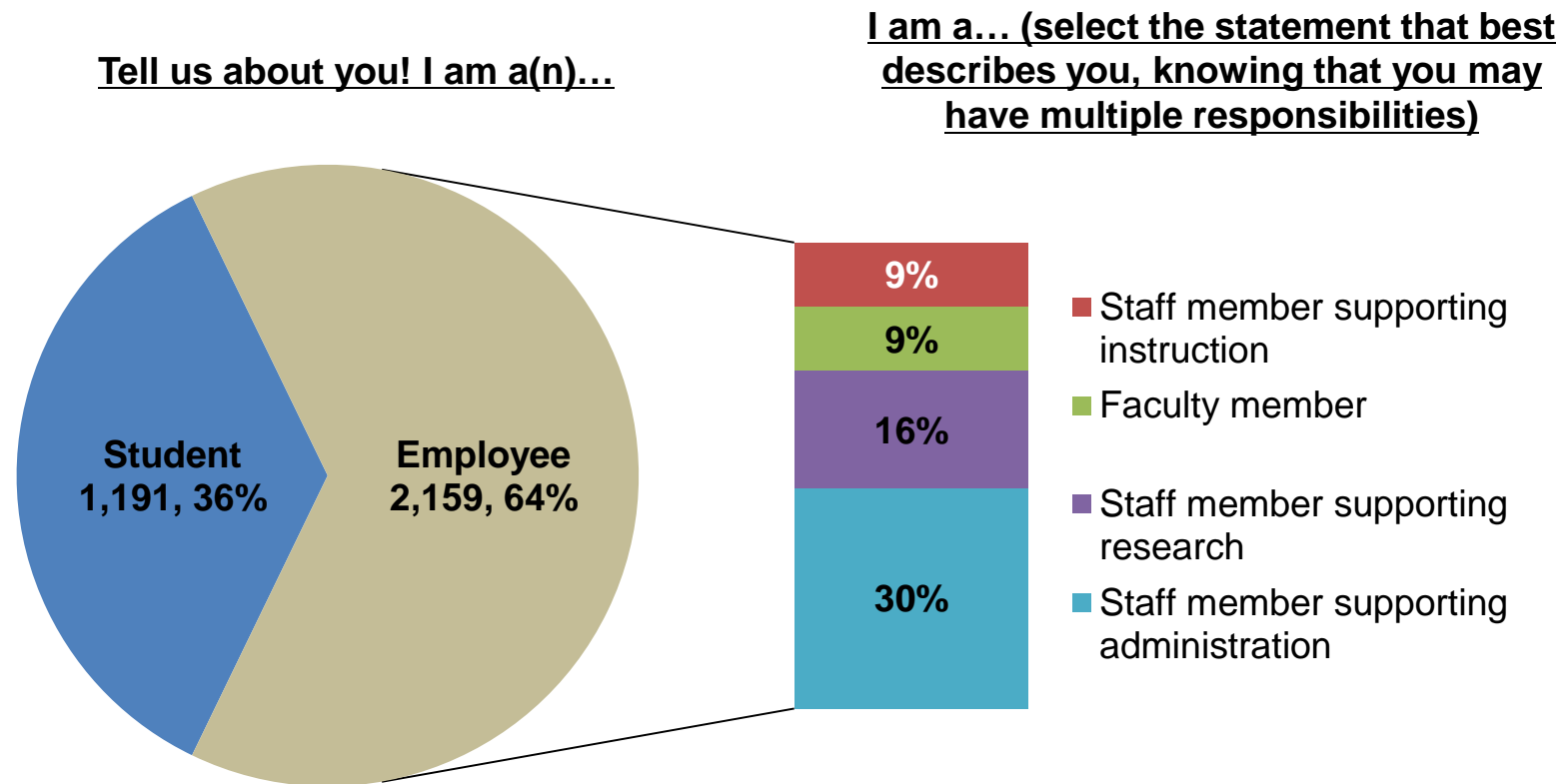
Survey Executive Summary - Email

- A majority of employees spend over 2 hours per day on work-related email. Students report less of their day dedicated to email, with only 11 percent dedicating 2 hours or more

- A third of students forward their UW email to Gmail. Employees are less likely to forward email, yet 20 percent of employees do so, with Gmail also the most popular forwarding destination

- Thirty percent 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 percent report doing so on some level

- A vast majority of employees and a majority of students 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

- Seventy percent of employees use their UW email account for personal email on some level, with 10 percent 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 particularly concerned about straddling multiple email systems for personal use/school

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Survey Executive Summary - Calendaring

- Two-thirds of employees report using a UW-hosted electronic calendar. Students are much less likely to be doing so (11 percent)
    - Thirty-six percent of faculty report using a UW-hosted electronic calendar versus 72 percent for all other UW employees
- Of those respondents that don't use a UW calendar, 45 percent of employees and 36 percent of students primarily use an external electronic calendar (e.g. Google, Yahoo). Paper calendars used as the primary calendaring method by 30 percent of employees
- Over 25 percent of employees are managing calendars for people or groups other than themselves. Thirteen percent of students are also responsible for the calendars of others
- Eighteen percent of employees spend over an hour a day dedicated to scheduling meetings and managing calendars
- Twenty-five percent of employees and 17 percent of students report that it takes over two days to schedule and confirm a meeting or event
- Seventy percent of employees and 85 percent of students are using email to schedule meetings on a frequent basis
- Employees (53 percent) and students (40 percent) note that an insufficient feature set would be the primary barrier to adopting a new central UW calendaring system

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Employees represent a majority of the use case survey sample. Of the 2,159 employees, 90 percent are full-time, with 9 percent part-time, and 1 percent Emeritus.

Tell us about you! I am a(n)…

I am a… (select the statement that best describes you, knowing that you may have multiple responsibilities)

Student 1,191, 36%

Employee 2,159, 64%

9% Staff member supporting instruction

9% Faculty member

16% Staff member supporting research

30% Staff member supporting administration

Faculty respondents represented the following divisions: Biological Sciences (38%), Social Studies (25%), Physical Sciences (23%), Arts and Humanities (14%)
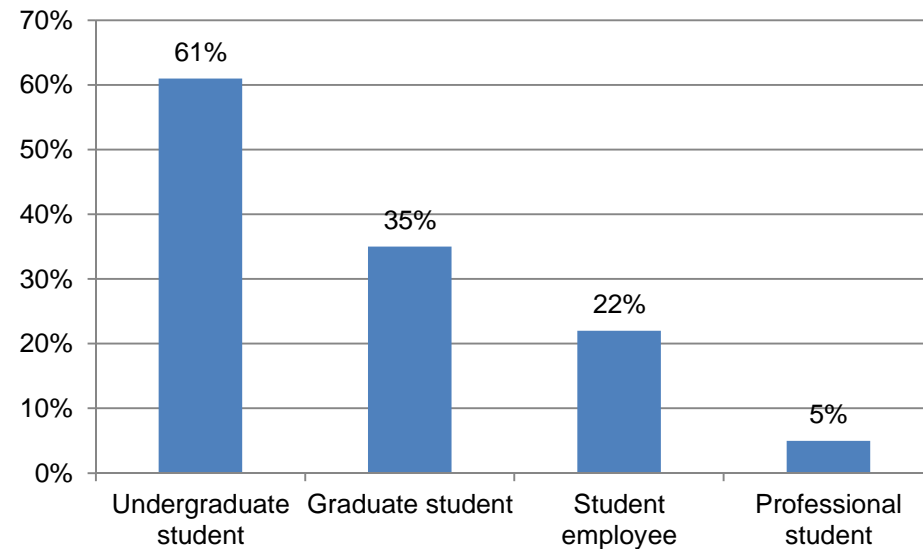
Source: AE Email & Calendaring Use Case Survey, March 2012; Employees n = 2,159, Students n = 1,191

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Of the 1,191 student survey respondents, 95 percent are full time; a majority of respondents were undergraduate students although graduate students and student employees are well-represented.

I am… (students)

I am a…(select all that apply)
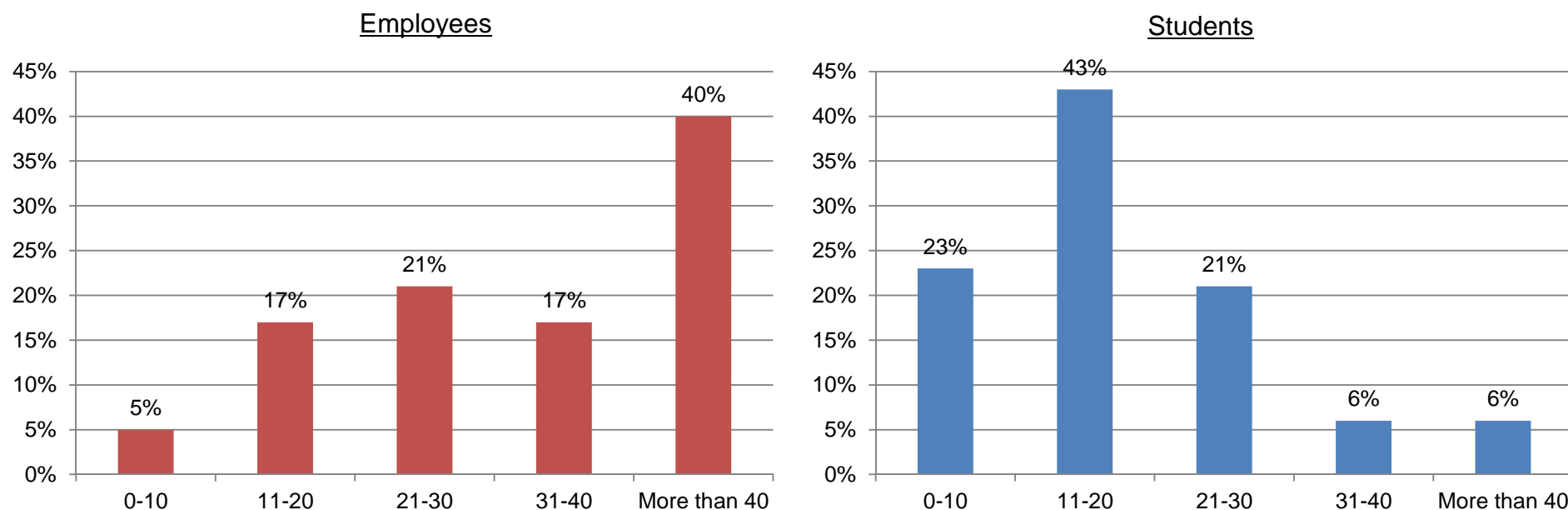

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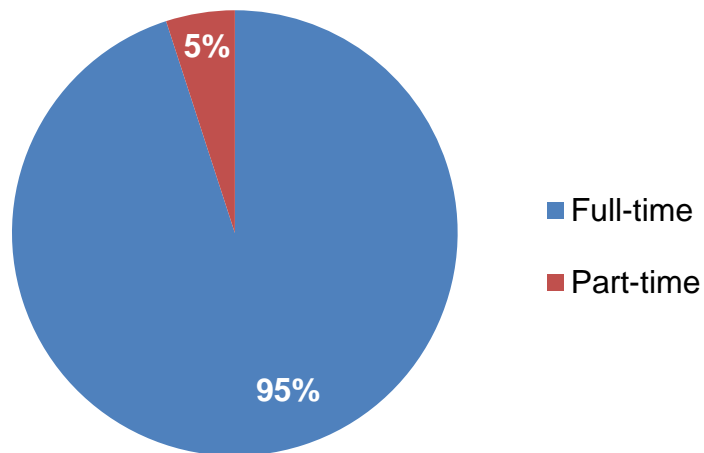
Email

AE – Email & Calendaring Consolidation – Use Case Survey

A significant portion of employees report receiving over 40 emails per day. Students receive less email, with over 60 percent receiving 20 emails or less per day.

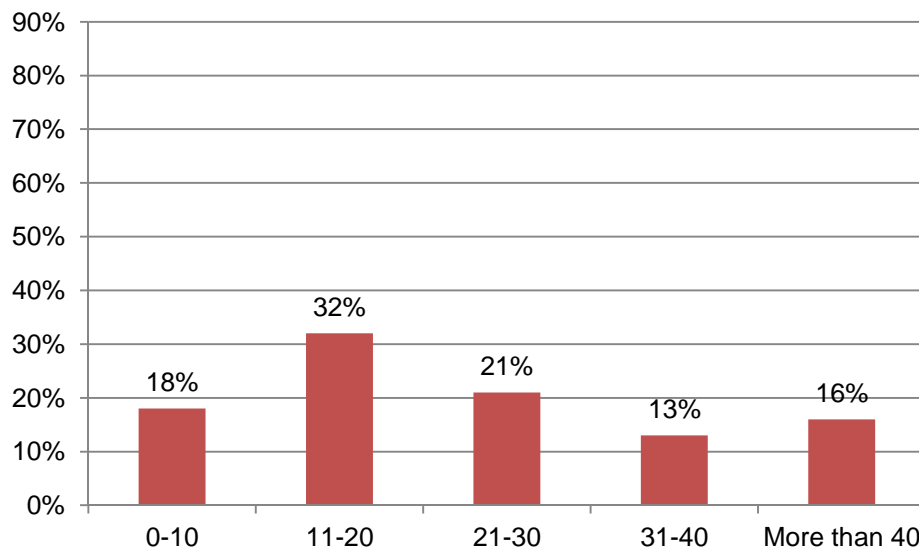**On a typical day, how many email messages do you RECEIVE?**

Employees

Students

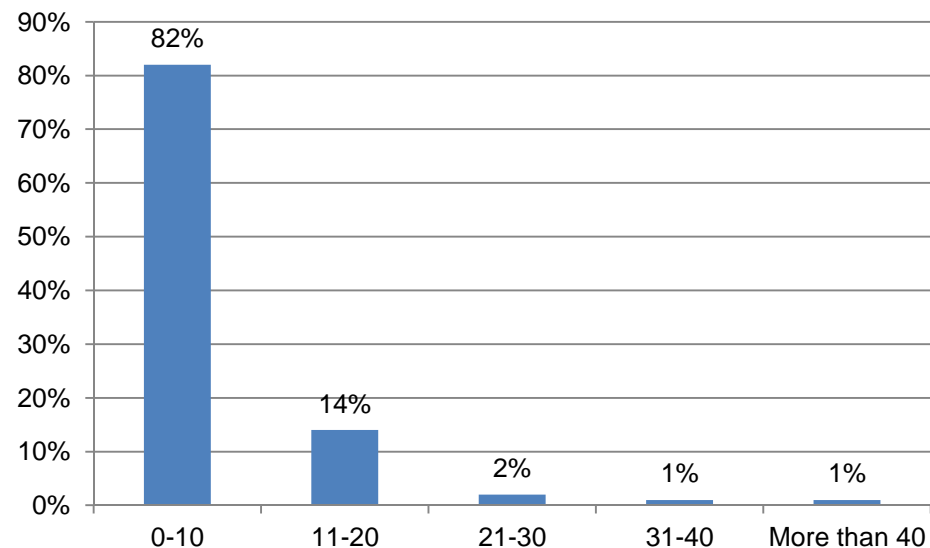# AE – Email & Calendaring Consolidation – Use Case Survey

The number of emails sent on a typical day varies significantly by employee, with 50 percent sending over 20 each day. Contrarily, a vast majority of students send between 0-10 emails per day.

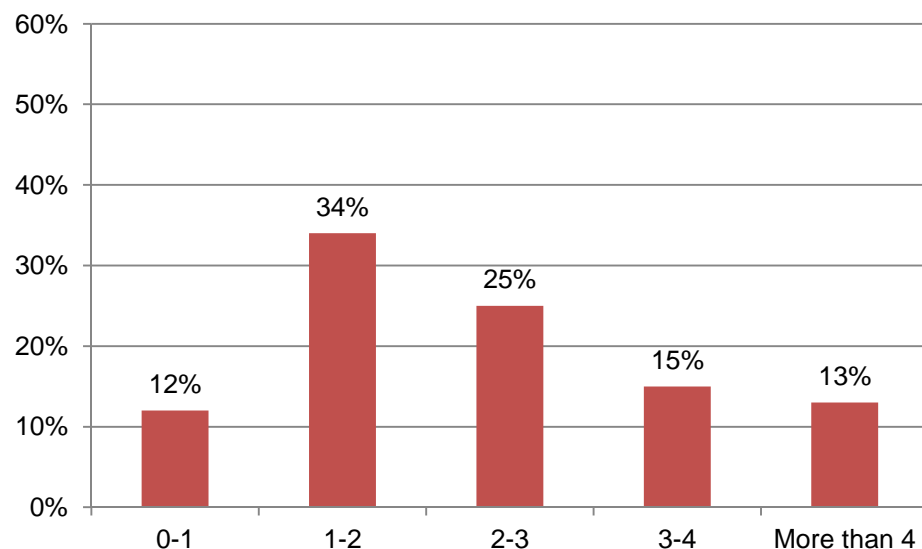## On a typical day, how many email messages do you SEND?

Employees

Students

Source: AE Email & Calendaring Use Case Survey, March 2012; Employees n = 2,159, Students n = 1,191

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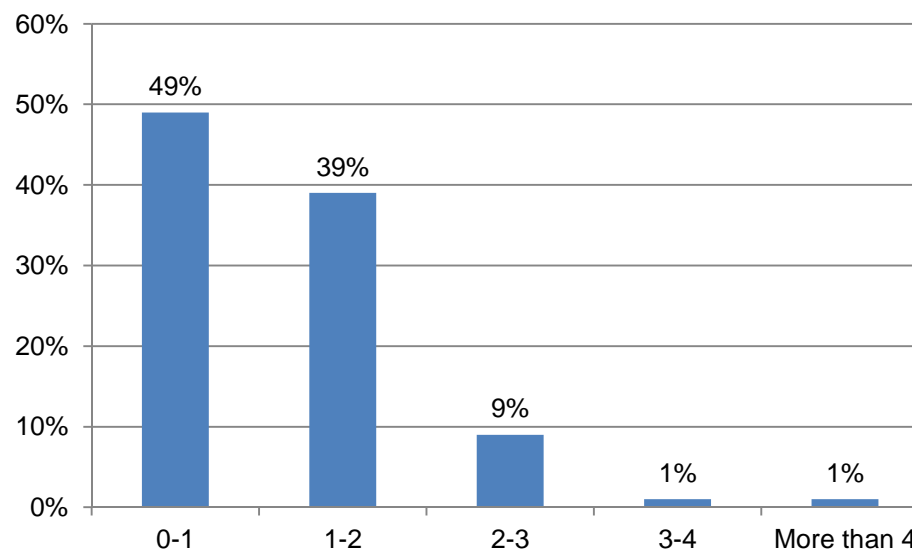# AE – Email & Calendaring Consolidation – Use Case Survey

A majority of employees spend over 2 hours per day on work-related email. Students report less of their day dedicated to email, with only 11 percent dedicating 2 hours or more.

On a typical day, how many hours do you dedicate to work-related email (employees)/email (students)?
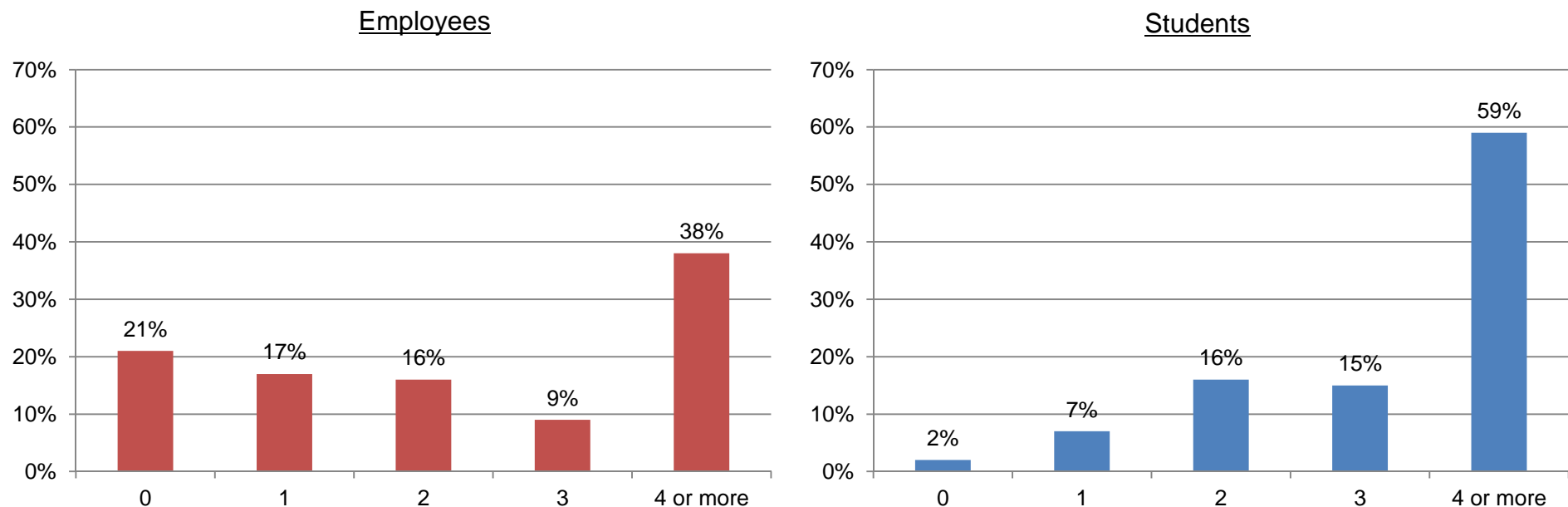

Employees

0-1	1-2	2-3	3-4	More than 4
12%	34%	25%	15%	13%

Students

0-1	1-2	2-3	3-4	More than 4
49%	39%	9%	1%	1%

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Outside of regular work/study time, students check their email more frequently than employees. However, 79 percent of employees check their email outside of work.
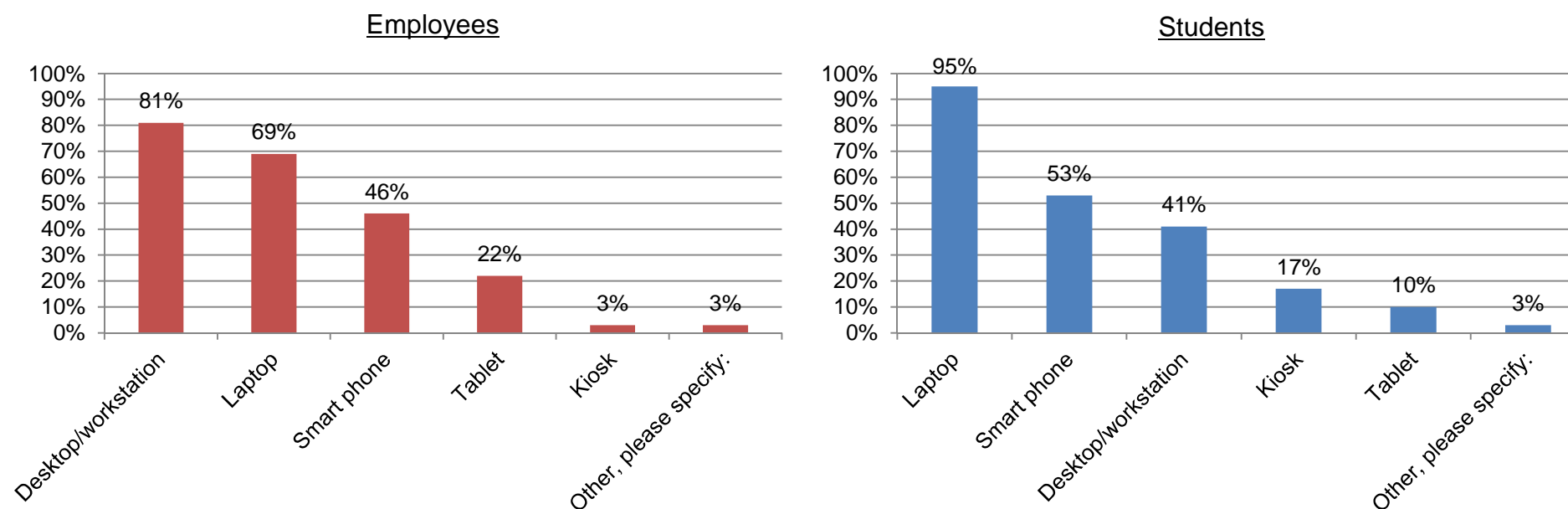
On a typical day, how many times do you check email outside of your regular work/study time?

Employees

Students

Source: AE Email & Calendaring Use Case Survey, March 2012; Employees n = 2,159, Students n = 1,191

AE – Email & Calendaring Consolidation – Use Case Survey

In addition to laptop and desktop email usage, approximately 50 percent of both employees and students are accessing email on their smartphones.

**On which of these devices or places do you routinely use email? (select all that apply)**

Employees
- Desktop/workstation: 81%
- Laptop: 69%
- Smart phone: 46%
- Tablet: 22%
- Kiosk: 3%
- Other, please specify: 3%

Students
- Laptop: 95%
- Smart phone: 53%
- Desktop/workstation: 41%
- Kiosk: 17%
- Tablet: 10%
- Other, please specify: 3%

"Other" responses include iPad, iPod, e-readers

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AE – Email & Calendaring Consolidation – Use Case Survey

A majority of both employees and students use two or more email accounts in addition to their "wisc.edu" accounts.

In addition to your "wisc.edu" account, how many other email accounts do you use?

Employees

Students

Source: AE Email & Calendaring Use Case Survey, March 2012; Employees n = 2,159, Students n = 1,191
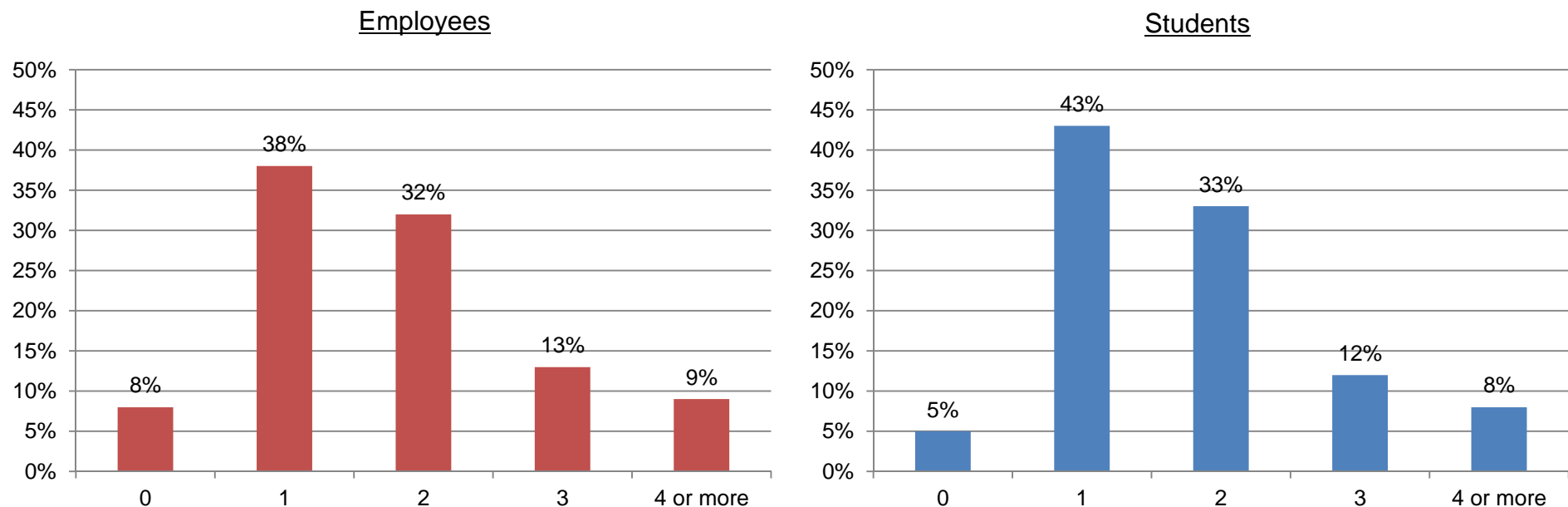
AE – Email & Calendaring Consolidation – Use Case Survey

A third of students forward their UW email to Gmail. Employees are less likely to forward email, yet 20 percent of employees do, with Gmail also the most popular forwarding destination.

Do you automatically forward your UW email to another account, and if so, which provider(s)?
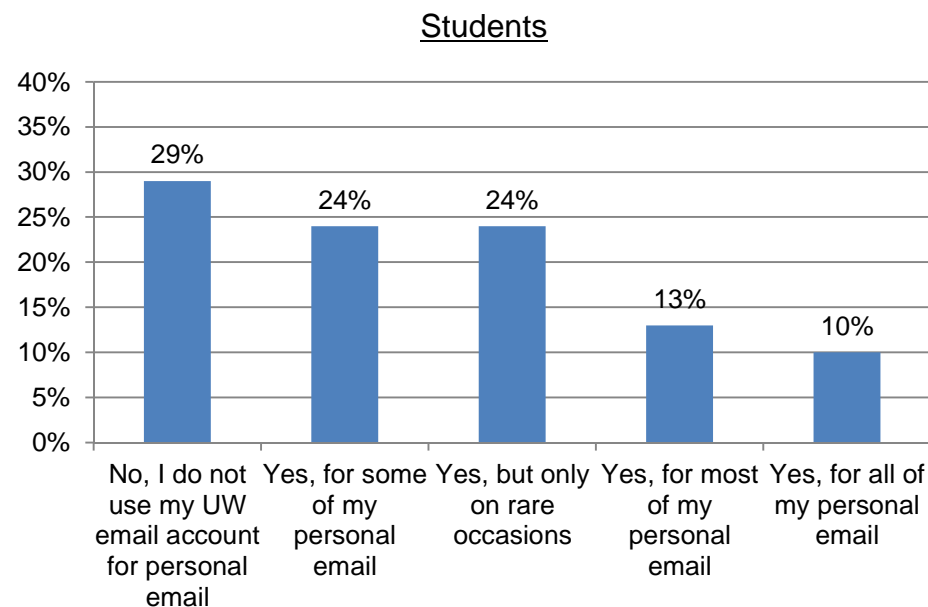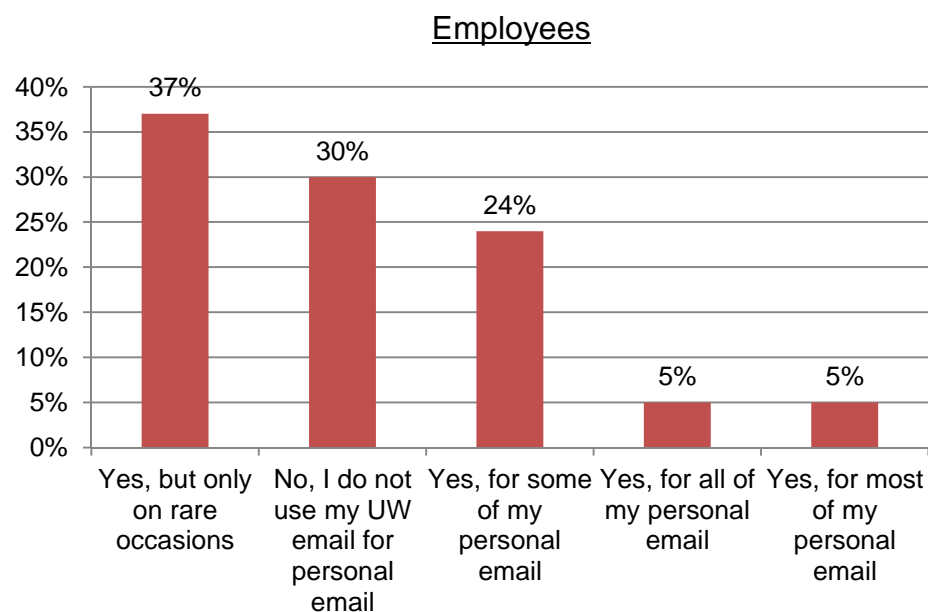**(select all that apply)**

Employees

Students
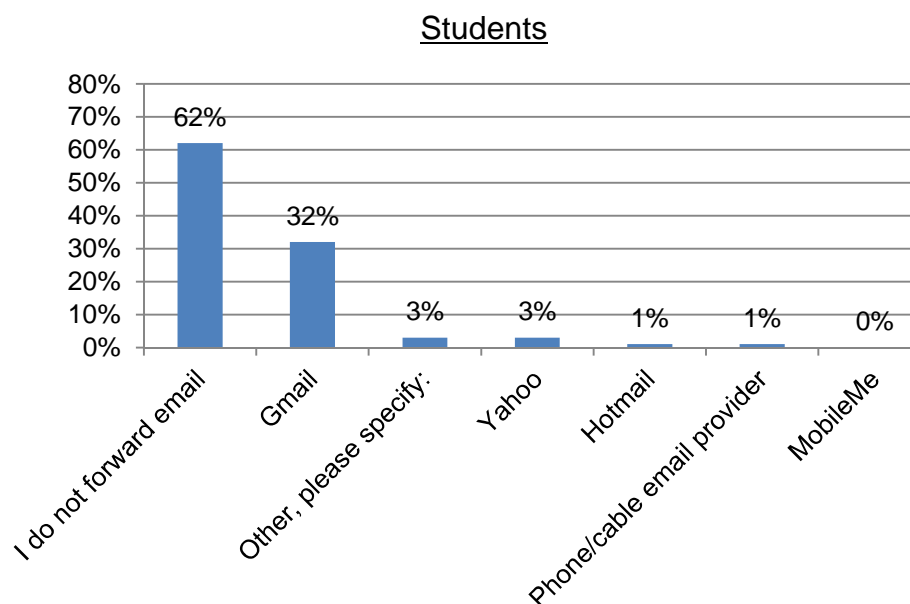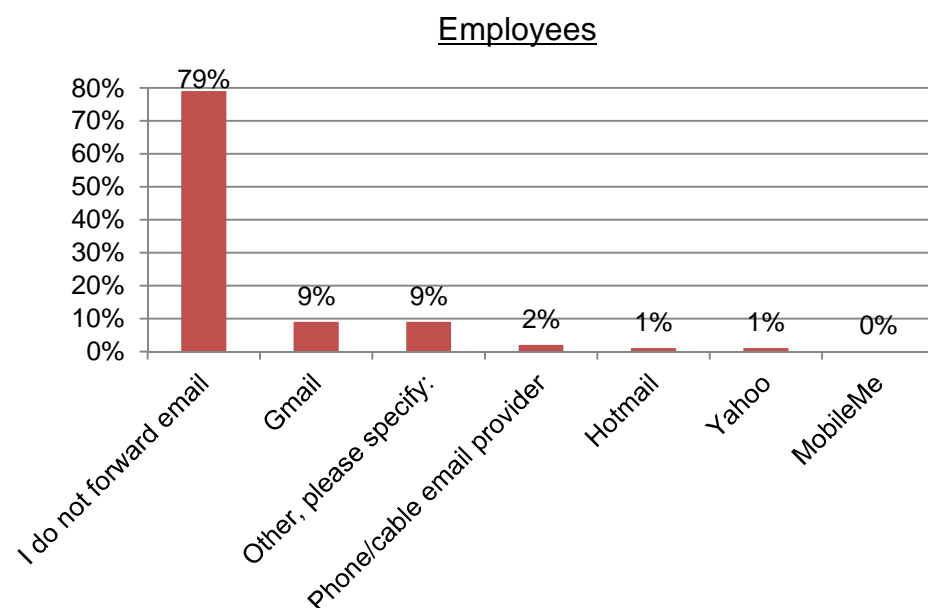
"Other" responses include departmental email accounts, WiscMail Plus, Outlook/Exchange, iCloud

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Seventy percent of employees use their UW email account for personal email, with 10 percent using it for all or most of their personal email. Students are equally likely to be using their UW account for personal email.

Do you use your UW email account for personal email, and if so, to what extent?

Employees

Students

Source: AE Email & Calendaring Use Case Survey, March 2012; Employees n = 2,159, Students n = 1,191

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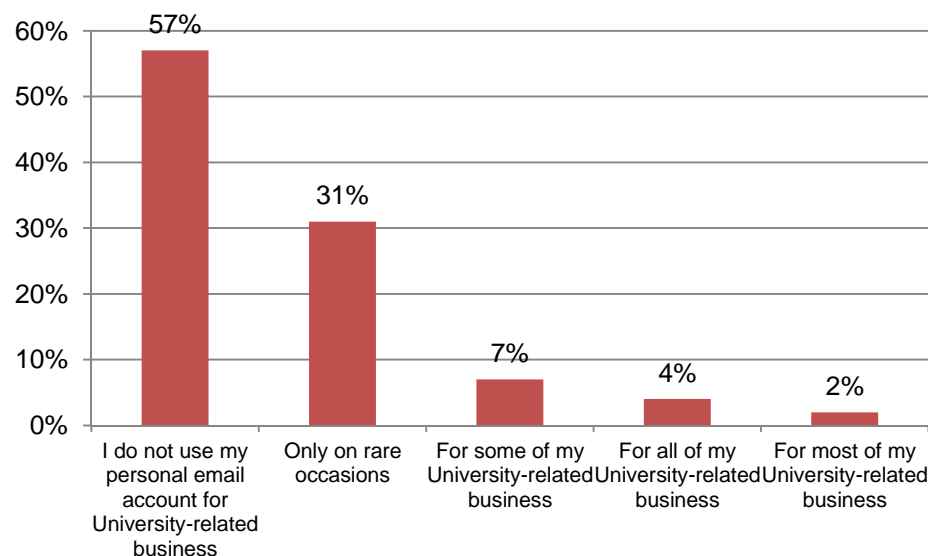
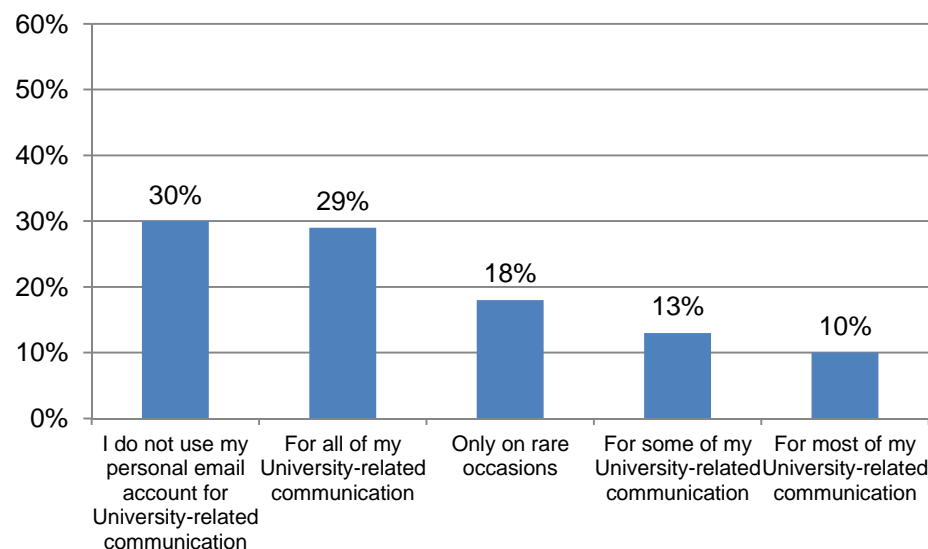# AE – Email & Calendaring Consolidation – Use Case Survey

Thirty percent 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 percent report doing so on some level.

**To what extent do you use a personal email account
to conduct University-related business/communication?**

Employees

Students

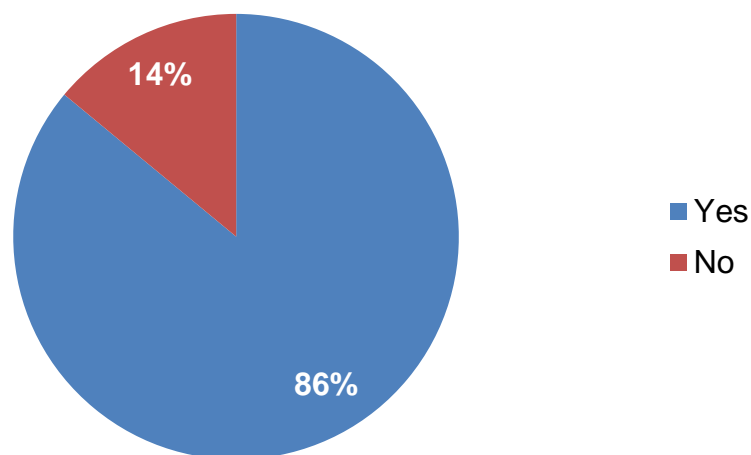Source: AE Email & Calendaring Use Case Survey, March 2012; Employees n = 2,159, Students n = 1,191

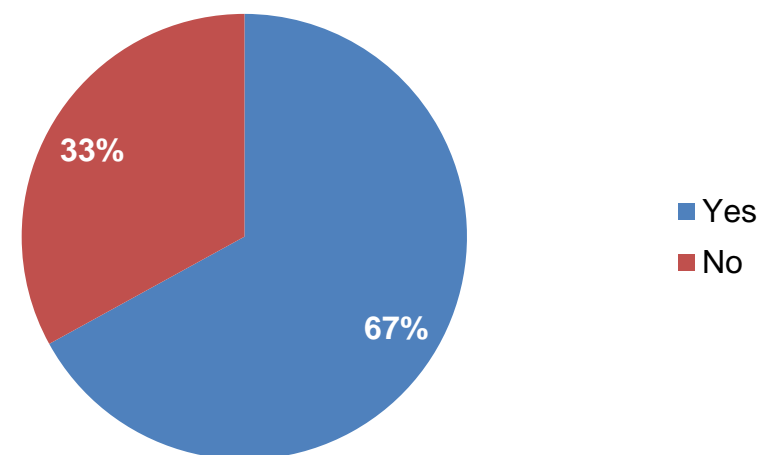# AE – Email & Calendaring Consolidation – Use Case Survey

A vast majority of employees and a majority of students 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.

Do you use your UW email account to store or archive important messages and attachments?

Employees

14%
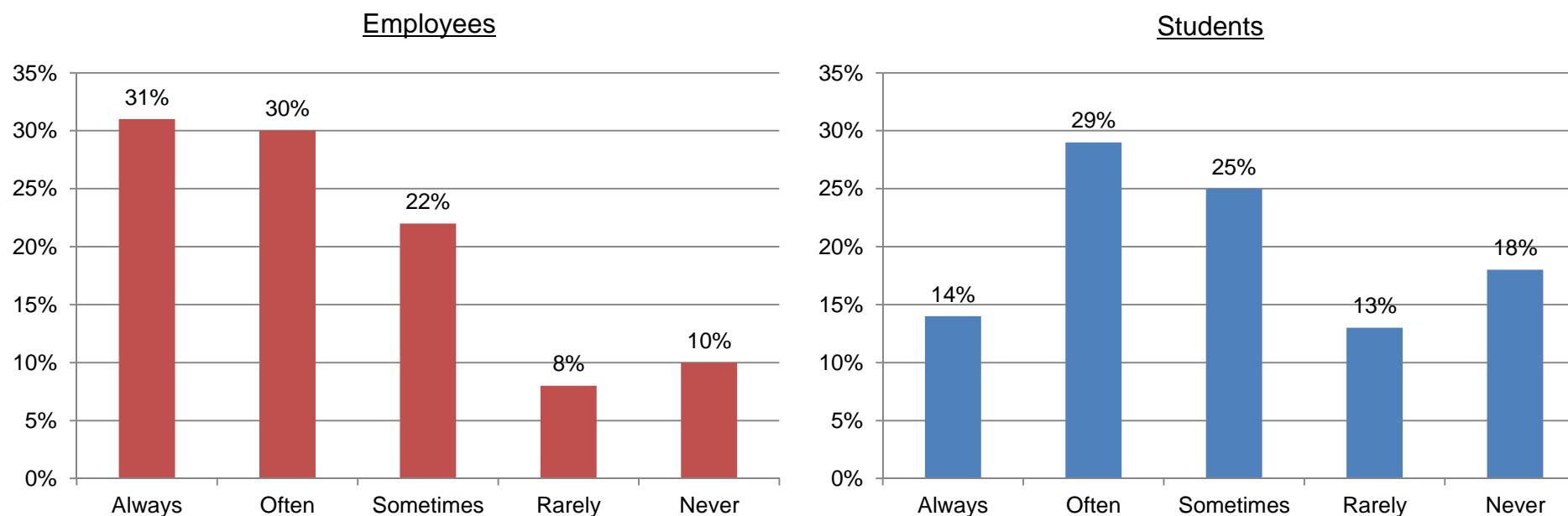
86%

- ■ Yes
- ■ No

Students

33%

67%

- ■ Yes
- ■ No

How long do you expect that your messages and attachments will be stored?	1 year or less	1-3 years	3-7 years	7-10 years	As long as I am at UW
Employees	6%	20%	13%	5%	58%
Students	15%	22%	6%	2%	56%

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Employees and students are using their "inbox" as a to-do-list on a frequent basis, with over 30 percent of employees using email as a primary method for this purpose.

Do you use your "inbox" as a to-do list, meaning do you store emails in your inbox to remind you of tasks you need to complete?

Employees

Always	Often	Sometimes	Rarely	Never
31%	30%	22%	8%	10%

Students

| Always	Often	Sometimes	Rarely	Never
14%	29%	25%	13%	18%

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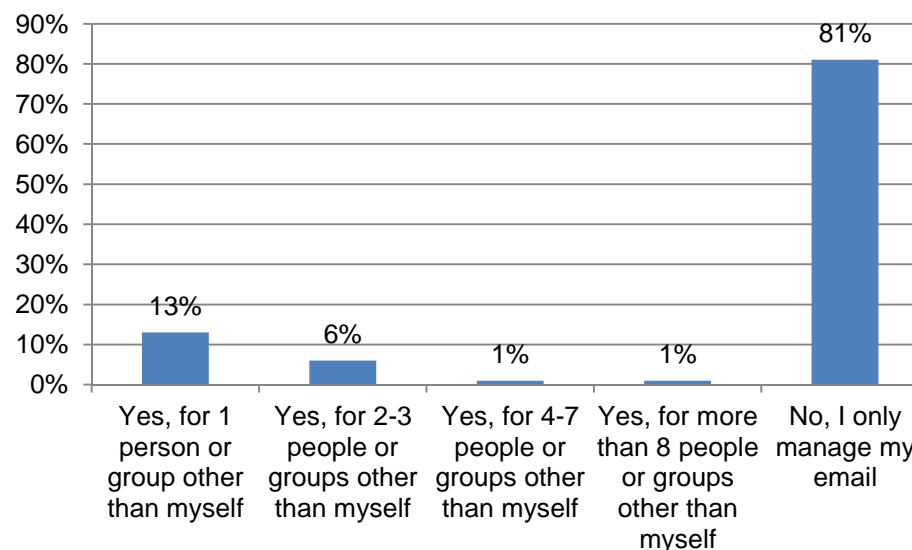# AE – Email & Calendaring Consolidation – Use Case Survey

Over a quarter of employees and over a fifth of students manage email accounts for people or groups other than themselves.

Do you manage email accounts for people or groups other than yourself, and if so, how many accounts?
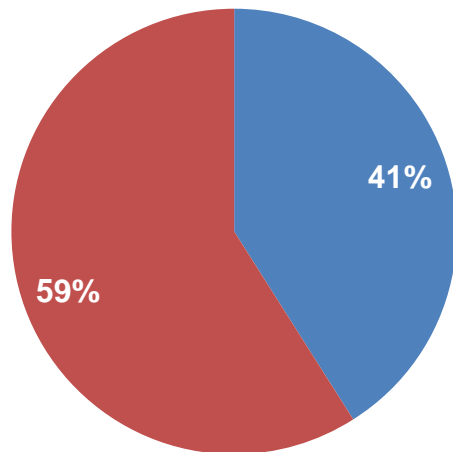

Employees
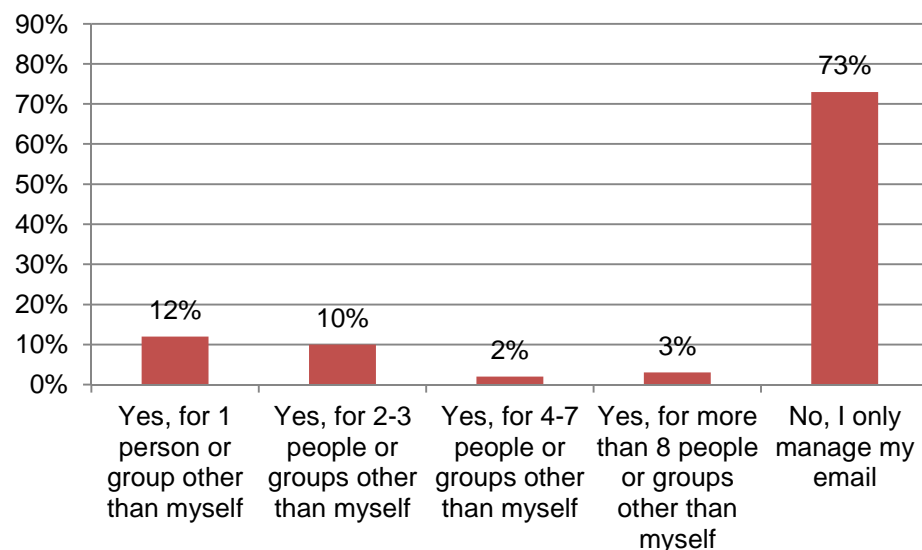
Students

AE – Email & Calendaring Consolidation – Use Case Survey

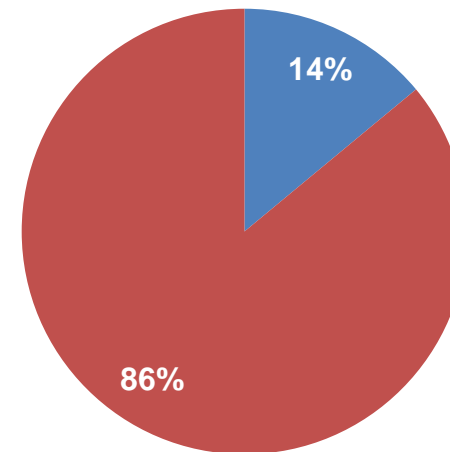Automatic emails are used by significant portion of employees. Students are less likely to use this feature.

Do you use programs or systems that generate automatic emails?

Employees

Students

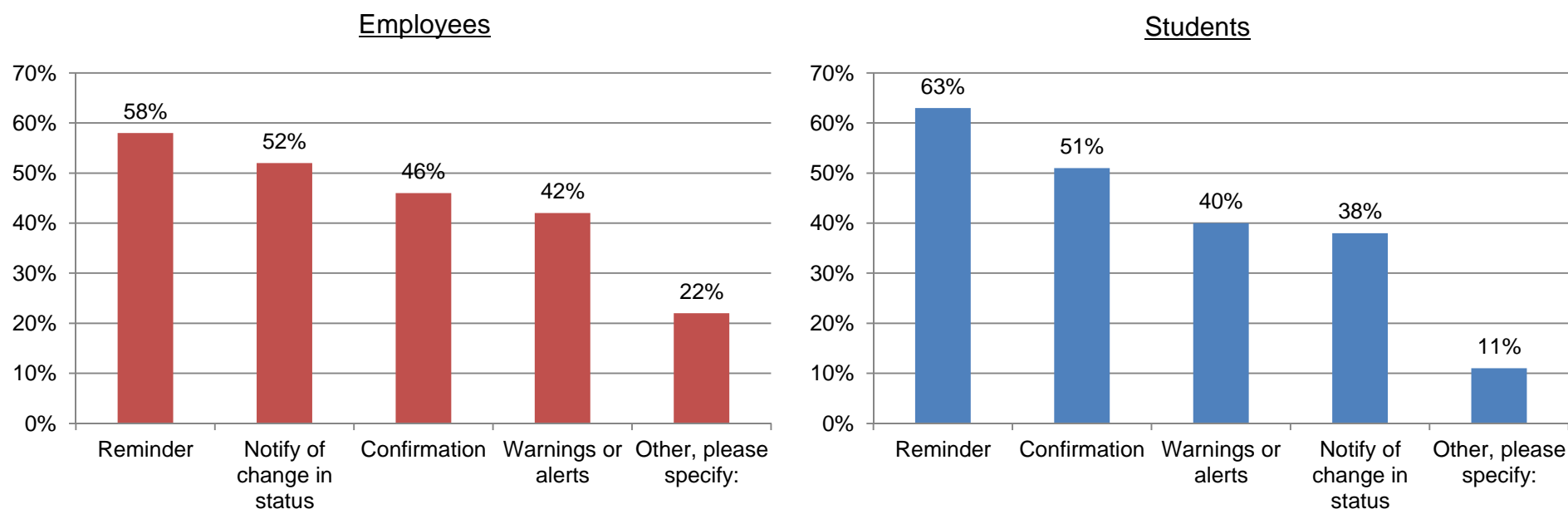Source: AE Email & Calendaring Use Case Survey, March 2012; Employees n = 2,159, Students n = 1,191

AE – Email & Calendaring Consolidation – Use Case Survey

Automatic emails are used for a variety of functions, with reminders reported as the most popular function for both employees and students.

What function do your auto emails perform? (select all that apply)

Employees

- Reminder: 58%
- Notify of change in status: 52%
- Confirmation: 46%
- Warnings or alerts: 42%
- Other, please specify: 22%

Students

- Reminder: 63%
- Confirmation: 51%
- Warnings or alerts: 40%
- Notify of change in status: 38%
- Other, please specify: 11%

"Other" responses include vacation/away messages, event monitoring, recruitment approvals, workflow

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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 particularly concerned about straddling multiple email systems for personal use/school.
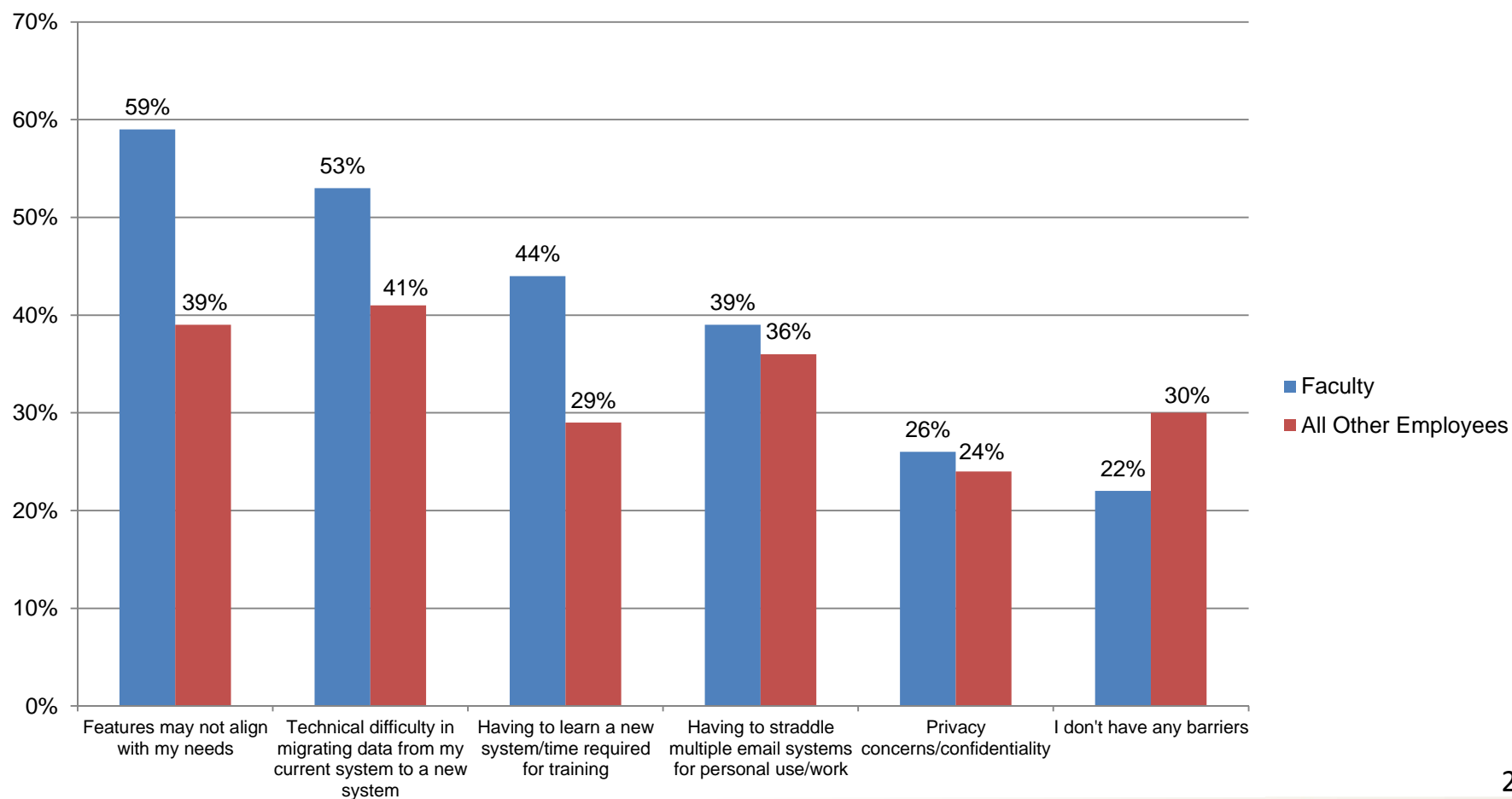
What are your barriers to adopting a new central UW email system? (select all that apply)

Legend: ■ Employees ■ Students

Barrier	Employees	Students
Features may not align with my needs	48%	39%
Technical difficulty in migrating data from my current system to a new system	44%	41%
I don't have any barriers	32%	30%
Having to learn a new system/time required for training	30%	29%
Privacy concerns/confidentiality	24%	24%
Having to straddle multiple email systems for personal use/work	22%	36%

Source: AE Email & Calendaring Use Case Survey, March 2012; Employees n = 2,159, Students n = 1,191

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AE – Email & Calendaring Consolidation – Use Case Survey

Fifty-nine percent of faculty cite "features may not align with my needs" as a barrier versus 39 percent of all other employees. Faculty are also more likely to cite "having to learn a new system" as a barrier.

What are your barriers to adopting a new central UW email system? (select all that apply)

Legend:
- ■ Faculty
- ■ All Other Employees

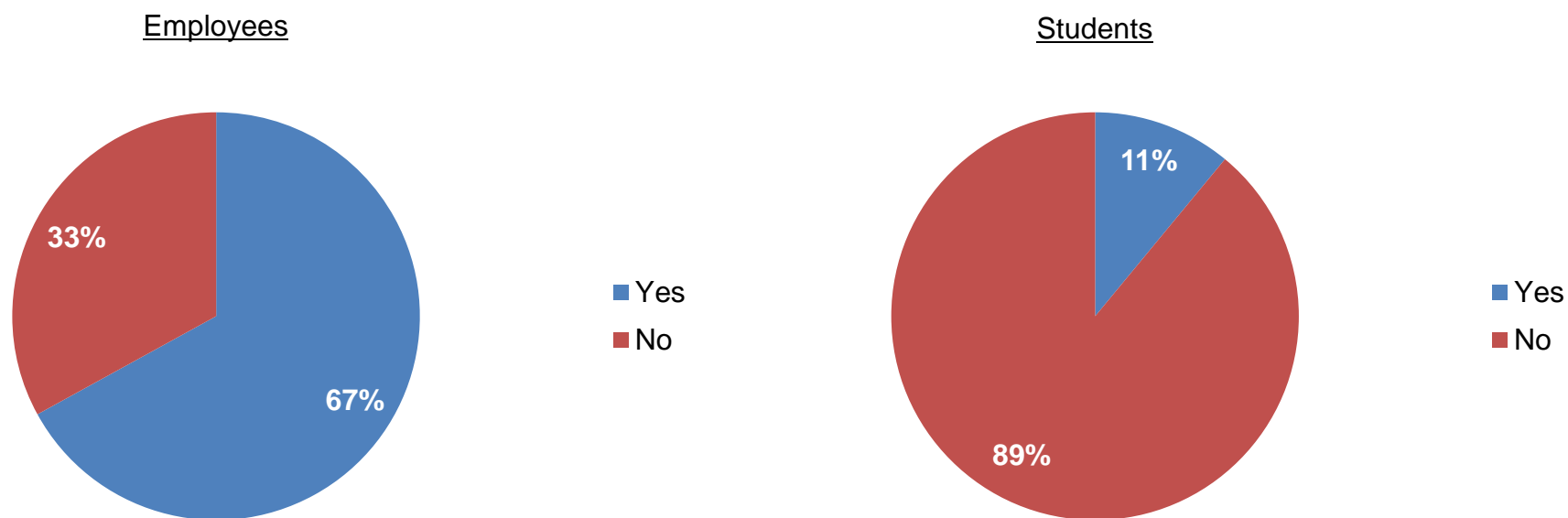| Barrier	Faculty	All Other Employees
Features may not align with my needs	59%	39%
Technical difficulty in migrating data from my current system to a new system	53%	41%
Having to learn a new system/time required for training	44%	29%
Having to straddle multiple email systems for personal use/work	39%	36%
Privacy concerns/confidentiality	26%	24%
I don't have any barriers	22%	30%

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Calendaring

AE – Email & Calendaring Consolidation – Use Case Survey

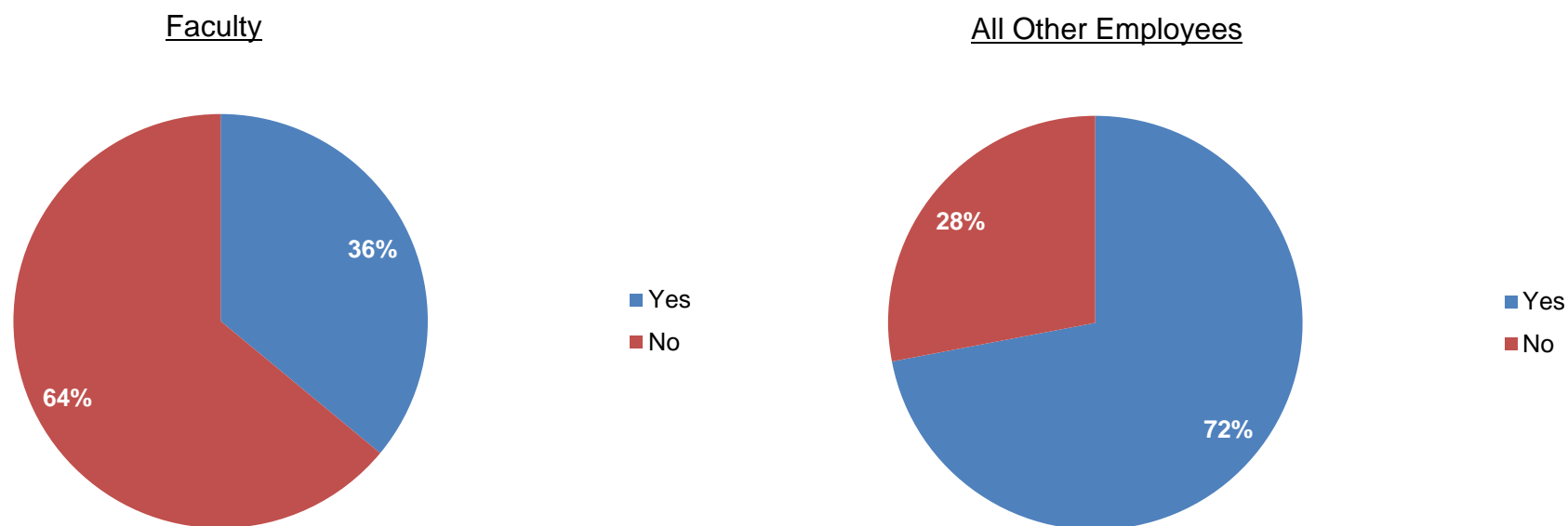Two-thirds of employees report using a UW-hosted electronic calendar. Students are much less likely to be doing so.

Do you use a UW-hosted electronic calendar?

Employees

33%

67%

- Yes
- No

Students

11%

89%

- Yes
- No

Source: AE Email & Calendaring Use Case Survey, March 2012; Employees n = 2,159, Students n = 1,191

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AE – Email & Calendaring Consolidation – Use Case Survey

Thirty-six percent of faculty report using a UW-hosted electronic calendar versus 72% for all other UW employees.

Do you use a UW-hosted electronic calendar?

Faculty

All Other Employees

36%

64%

■ Yes
■ No

28%

72%

■ Yes
■ No

Source: AE Email & Calendaring Use Case Survey, March 2012; Faculty n = 299, All Other Employees n = 1,860

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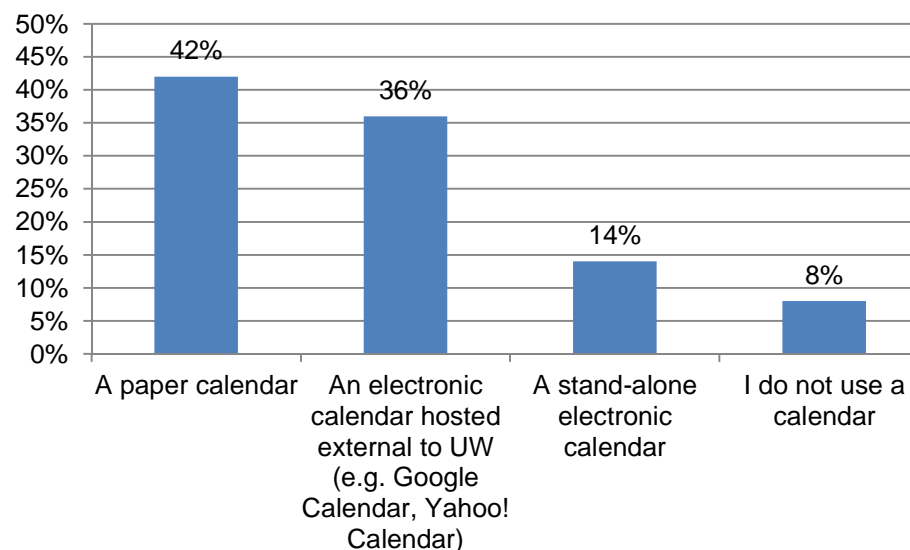# AE – Email & Calendaring Consolidation – Use Case Survey

Of those respondents that don't use a UW calendar, 45 percent of employees and 36 percent of students primarily use an external electronic calendar (e.g. Google, Yahoo). Paper calendars are also popular.

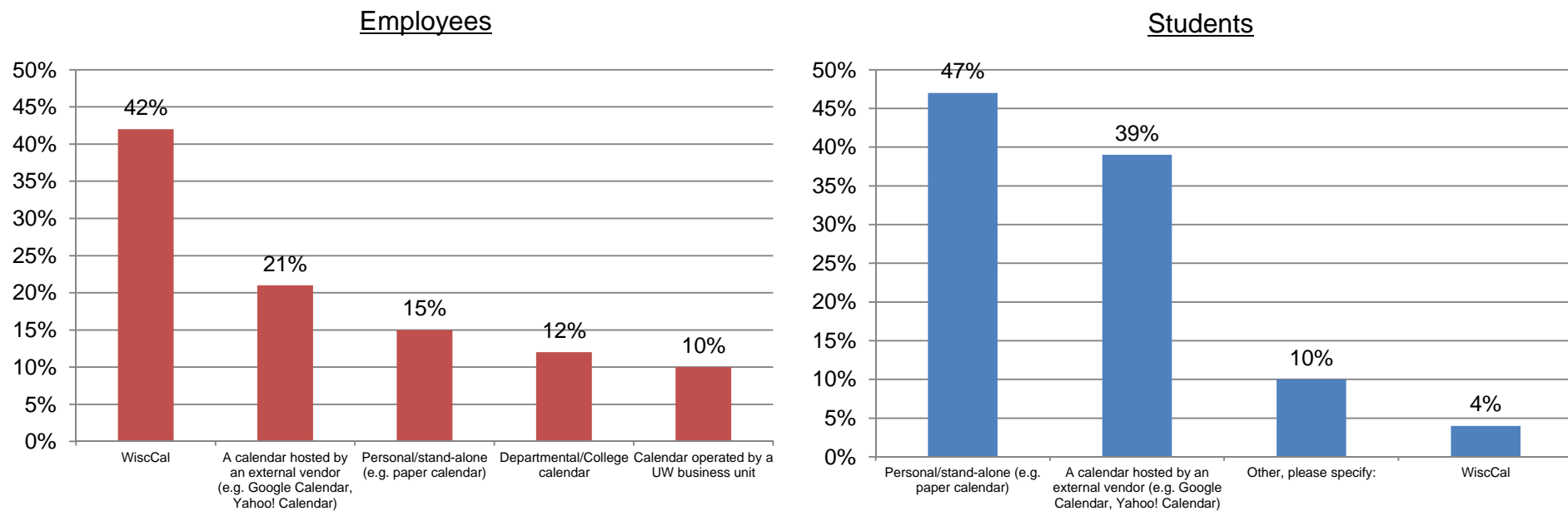### What best describes the type of calendar you use primarily?

Employees
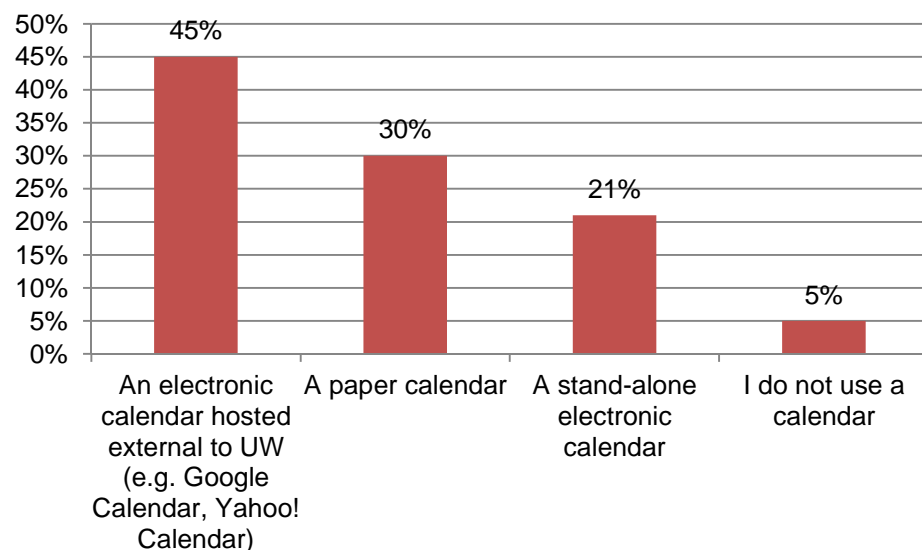
Students

WiscCal is the primary calendaring system for 42 percent of employees, but only 4 percent of students. A fifth of employees and approximately 40 percent of students are primarily using an externally hosted calendar.
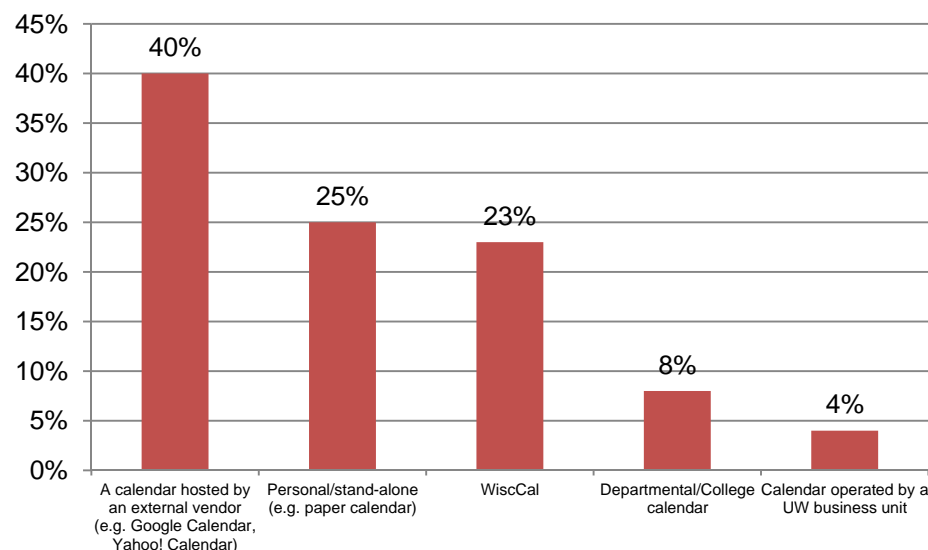
What best describes your primary calendaring system?

Employees / Students bar charts

Employees:
- WiscCal: 42%
- A calendar hosted by an external vendor (e.g. Google Calendar, Yahoo! Calendar): 21%
- Personal/stand-alone (e.g. paper calendar): 15%
- Departmental/College calendar: 12%
- Calendar operated by a UW business unit: 10%

Students:
- Personal/stand-alone (e.g. paper calendar): 47%
- A calendar hosted by an external vendor (e.g. Google Calendar, Yahoo! Calendar): 39%
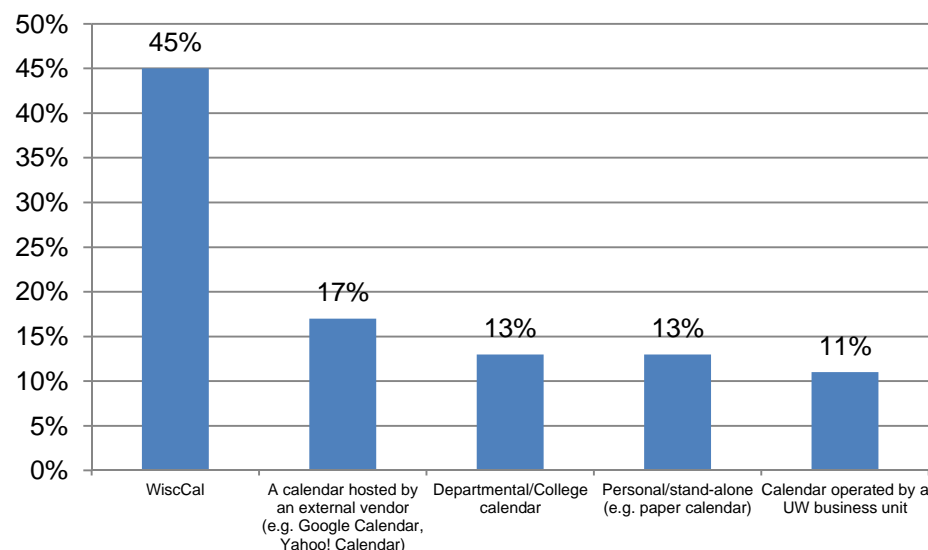- Other, please specify: 10%
- WiscCal: 4%

Forty percent of faculty primarily use a calendar hosted by an external vendor (e.g. Google, Yahoo) versus 17 percent of all other employees.

What best describes your primary calendaring system?
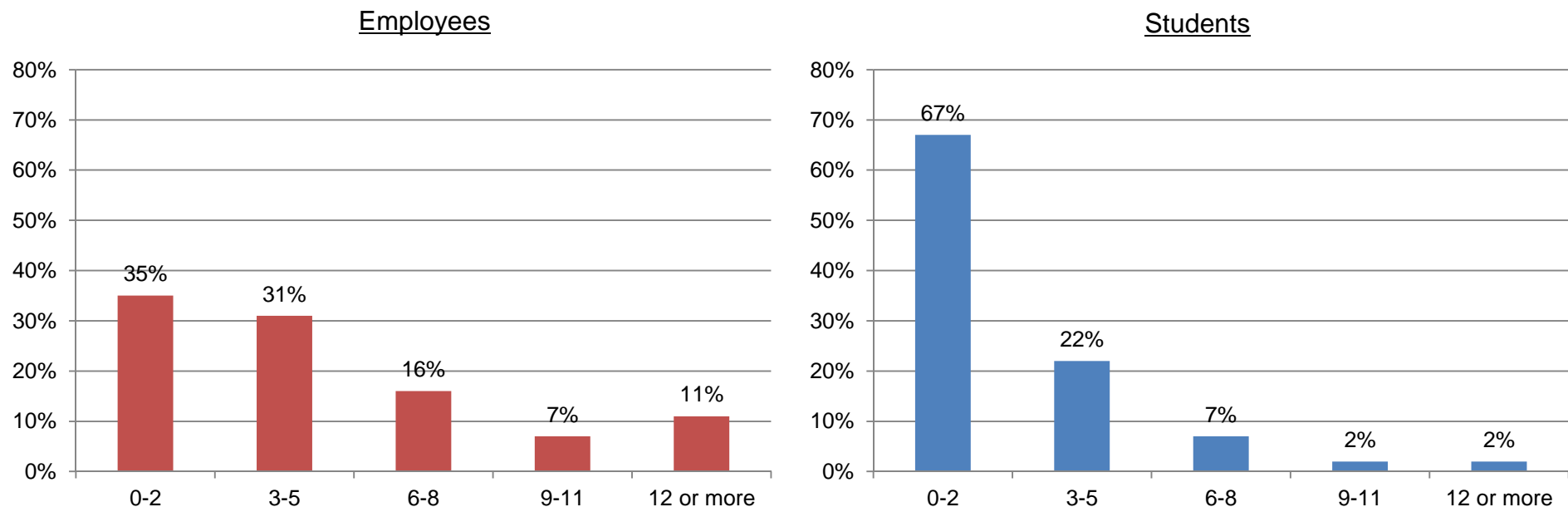
Faculty

All Other Employees

Source: AE Email & Calendaring Use Case Survey, March 2012; Faculty n = 299, All Other Employees n = 1,860

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Employees receive a varying number of appointments requests in a typical week, with 34 percent receiving six or more. Students receive less appointments, with a majority receiving 0-2 a week.
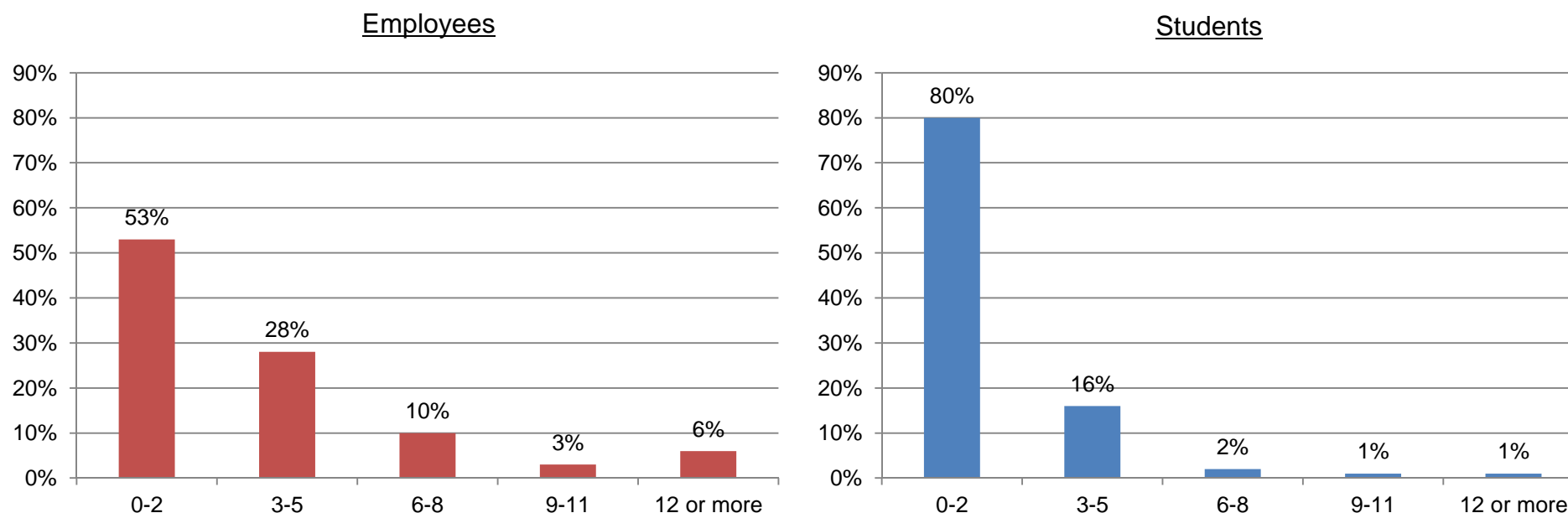
In a typical week, how many appointment requests do you RECEIVE?

Employees

Students

Source: AE Email & Calendaring Use Case Survey, March 2012; Employees n = 2,159, Students n = 1,191

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Approximately 20 percent of employees send six or more appointment requests in a typical week. Students send fewer appointment requests, with 80 percent sending 0-2 per week.

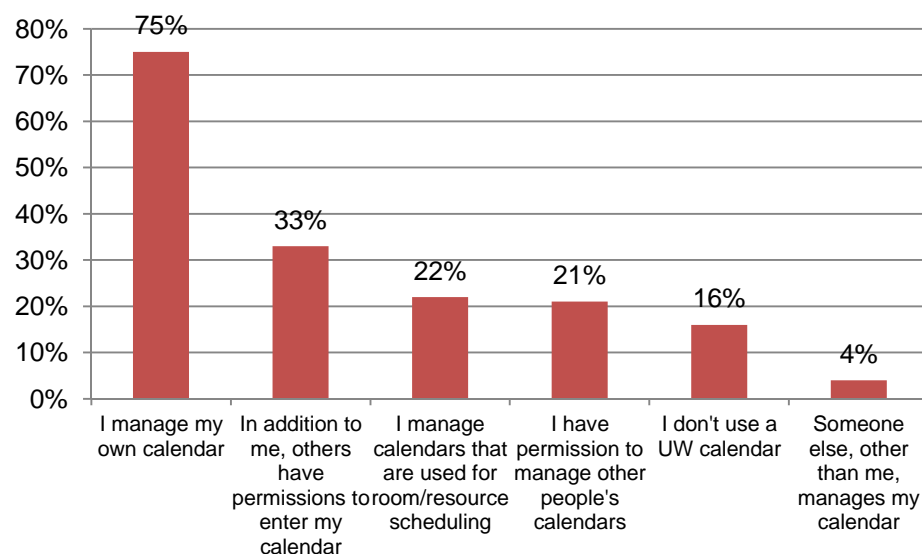**In a typical week, how many appointment requests do you SEND?**

Employees

Students

Source: AE Email & Calendaring Use Case Survey, March 2012; Employees n = 2,159, Students n = 1,191
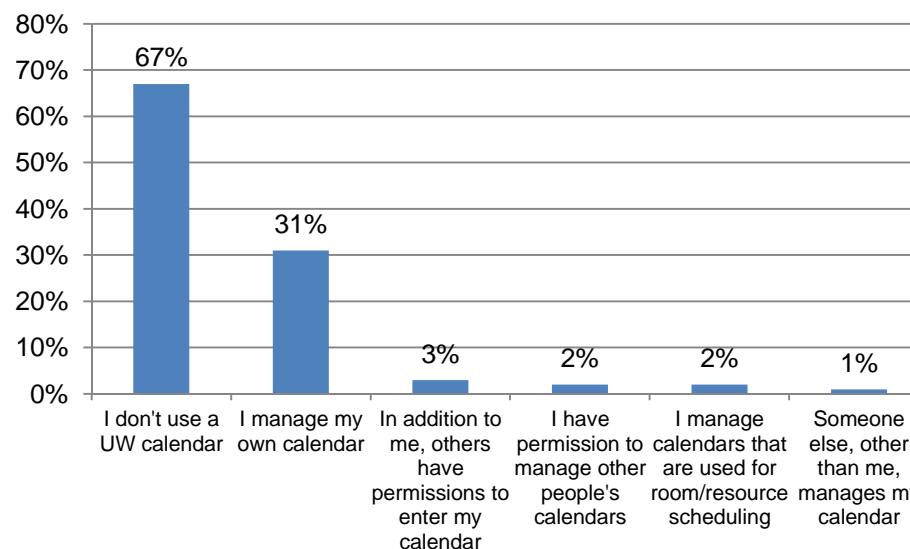
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A significant number of employees grant permissions to others to enter their calendars. In addition, over 20 percent of employees are managing calendars for room/resource scheduling.

What best describes your UW calendar use? (select all that apply)


Employees / Students bar charts

Employees: I manage my own calendar 75%; In addition to me, others have permissions to enter my calendar 33%; I manage calendars that are used for room/resource scheduling 22%; I have permission to manage other people's calendars 21%; I don't use a UW calendar 16%; Someone else, other than me, manages my calendar 4%

Students: I don't use a UW calendar 67%; I manage my own calendar 31%; In addition to me, others have permissions to enter my calendar 3%; I have permission to manage other people's calendars 2%; I manage calendars that are used for room/resource scheduling 2%; Someone else, other than me, manages my calendar 1%

Source: AE Email & Calendaring Use Case Survey, March 2012; Employees n = 2,159, Students n = 1,191

Over 25 percent of employees are managing calendars for people or groups other than themselves.
Thirteen percent of students are also responsible for the calendars of others.

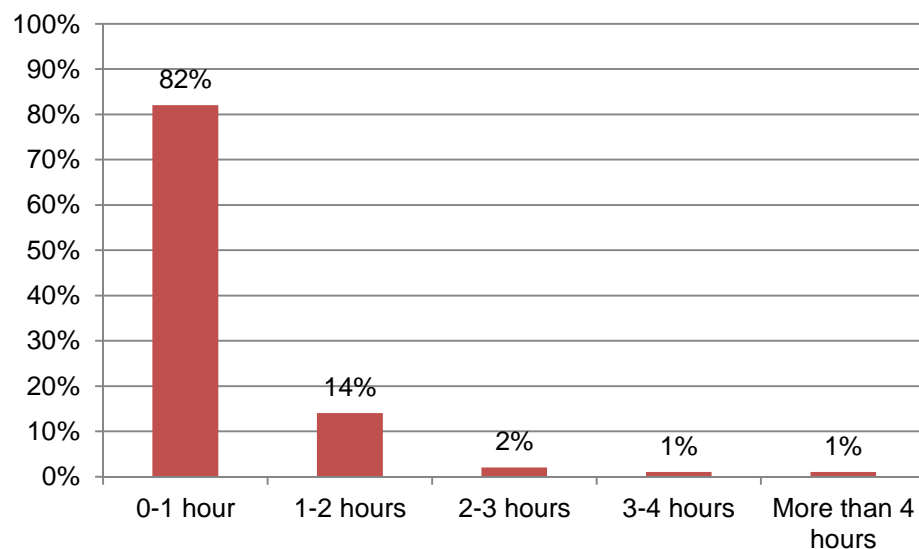**Do you manage calendars for people or groups other than yourself, and if so, how many people?**
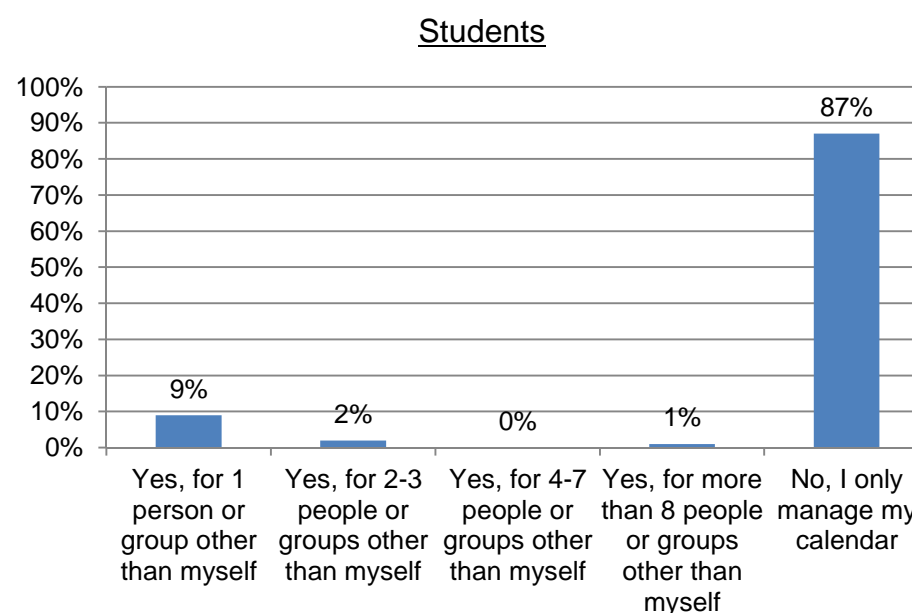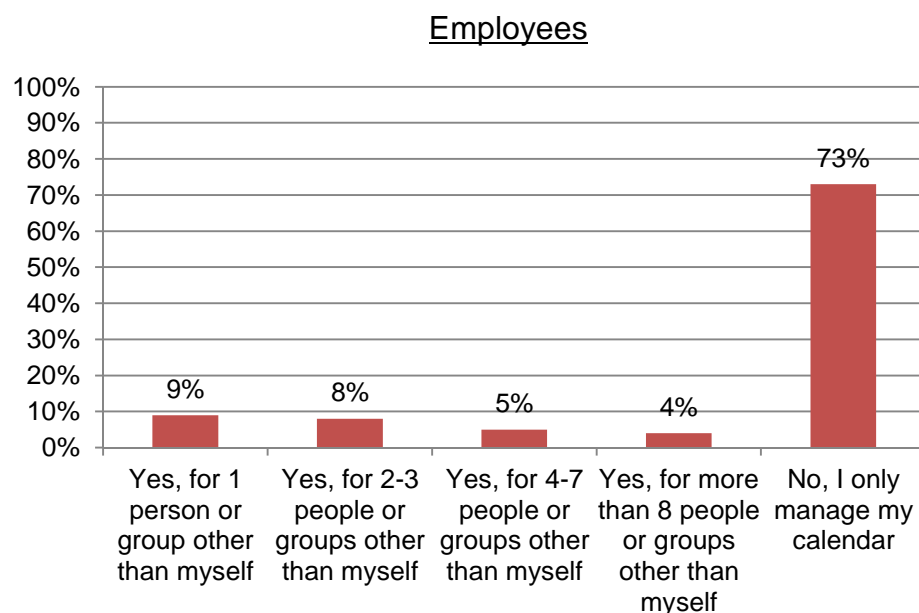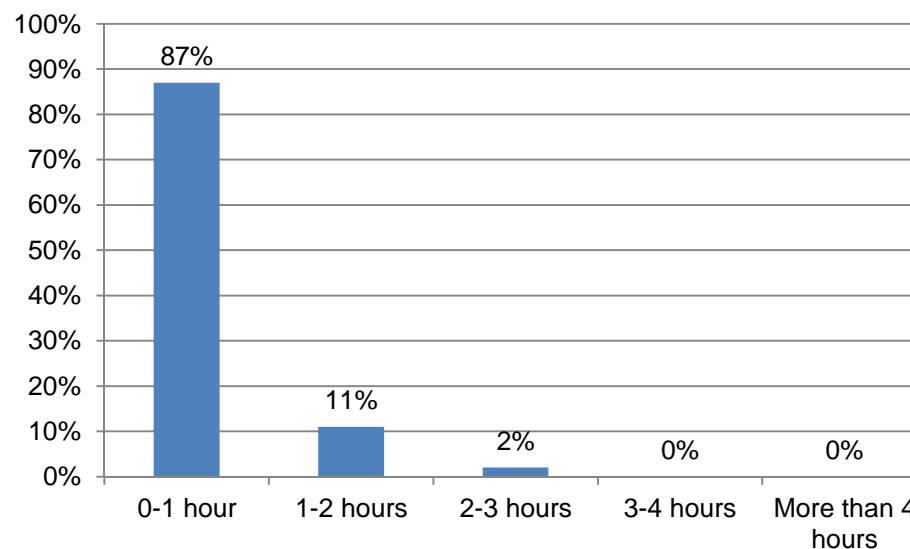

Employees / Students

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Eighteen percent of employees spend over an hour a day dedicated to scheduling meetings and managing calendars.

On a typical day, how many hours of your time is dedicated to scheduling meetings and managing calendar(s)?

Employees

|	0-1 hour	1-2 hours	2-3 hours	3-4 hours	More than 4 hours
	82%	14%	2%	1%	1%

Students

	0-1 hour	1-2 hours	2-3 hours	3-4 hours	More than 4 hours
	87%	11%	2%	0%	0%

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Source: AE Email & Calendaring Use Case Survey, March 2012; Employees n = 2,159, Students n = 1,191

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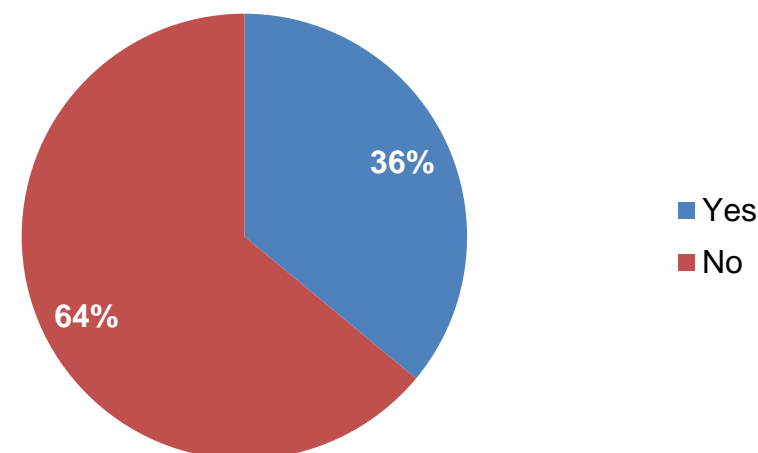UNIVERSITY OF WISCONSIN–MADISON

Approximately 40 percent of employees and students are synchronizing their work calendar to remote devices. Of those that do, 85-90% are syncing to smart phones.

Do you synchronize your work calendar to remote devices?

Employees



40%
60%

■ Yes
■ No

Students

36%
64%

■ Yes
■ No
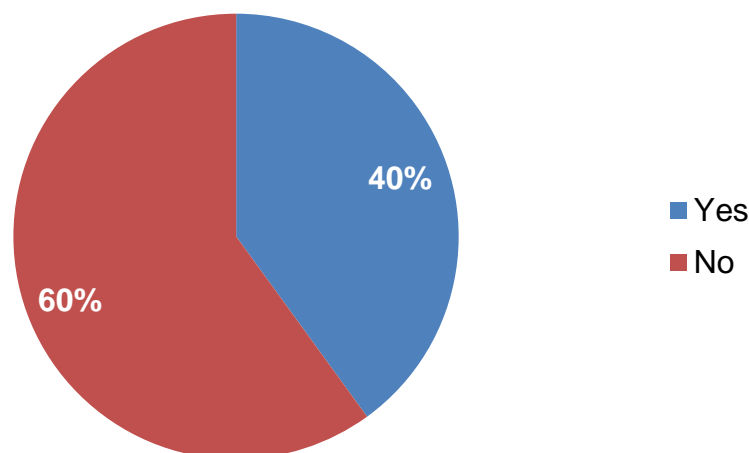
To which of the following devices do you synchronize your calendar? (select all that apply)	Smart phone	Laptop	Desktop/ workstation	Tablet	Other
Employees	85%	53%	44%	37%	8%
Students	90%	71%	26%	21%	5%

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Source: AE Email & Calendaring Use Case Survey, March 2012; Employees n = 2,159, Students n = 1,191

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AE – Email & Calendaring Consolidation – Use Case Survey

Sixty-seven percent of employees are using additional calendars beyond their "wisc.edu" account. A large majority of students are also doing so.

In addition to your "wisc.edu" calendar account, how many other calendars do you use?

Employees

Students

Source: AE Email & Calendaring Use Case Survey, March 2012; Employees n = 2,159, Students n = 1,191
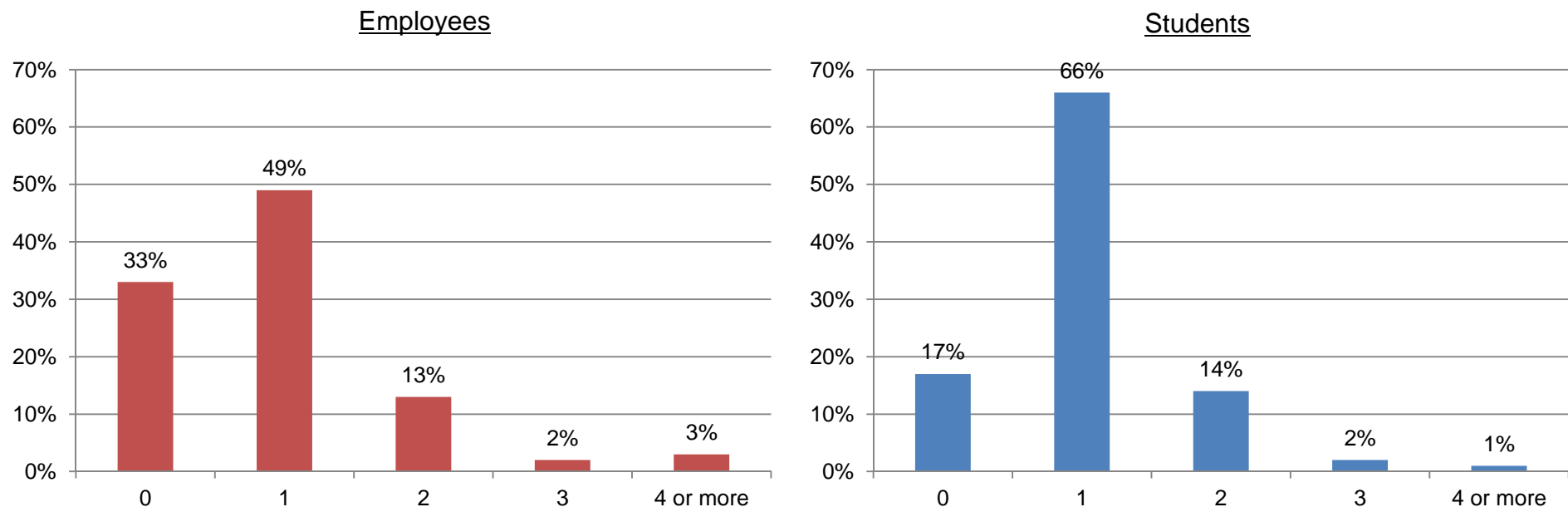
Fifty-eight percent of employees are using their UW calendar for personal appointments. Students are less likely to be using their UW calendar in this manner.

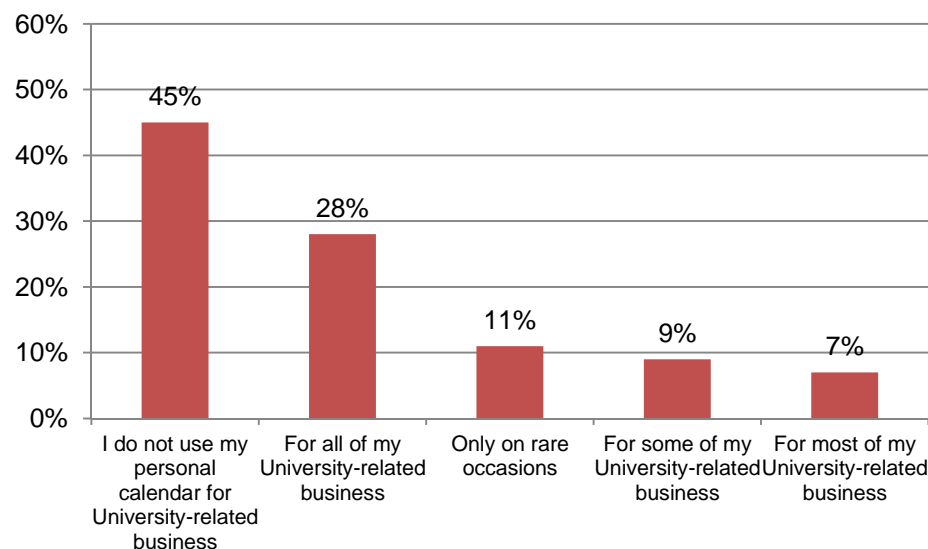**Do you use your UW calendar for personal appointments, and if so, to what extent?**
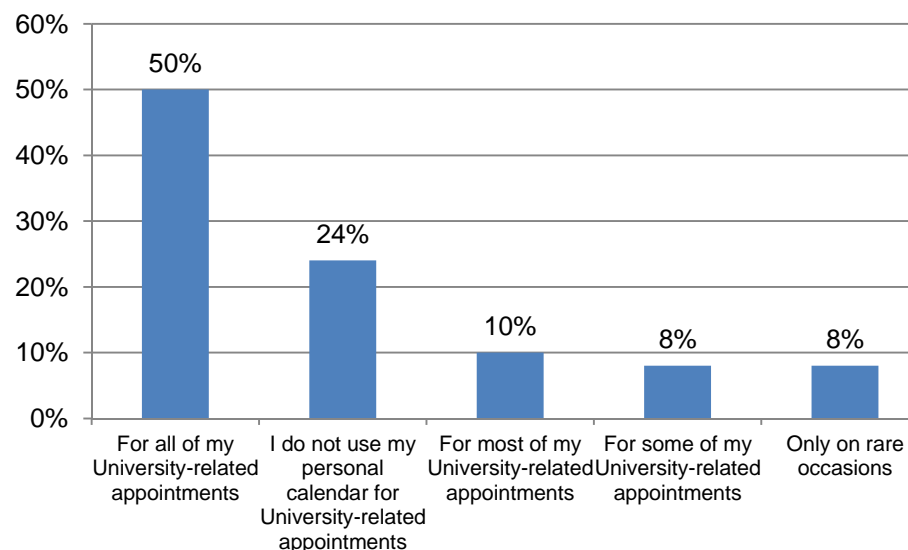
Employees

Students

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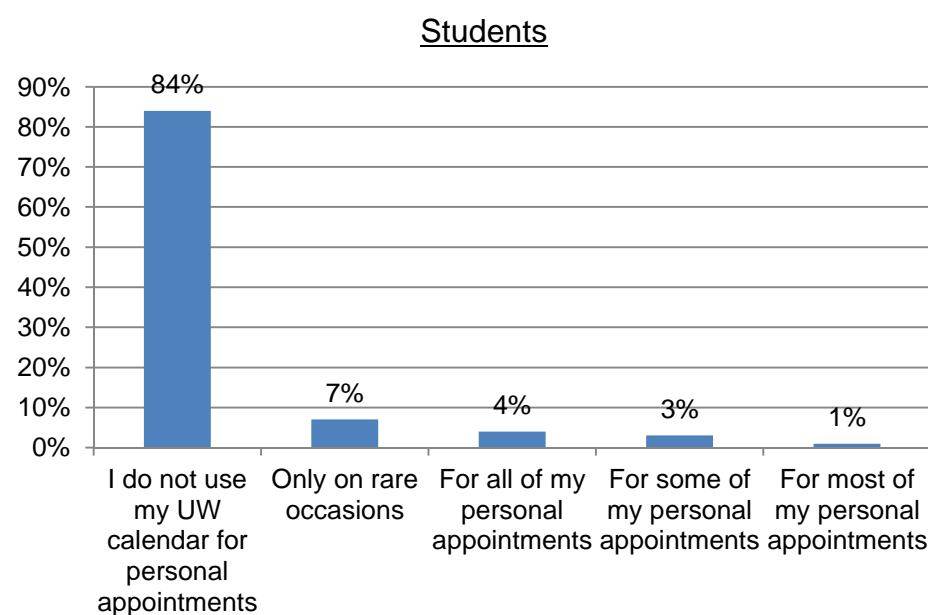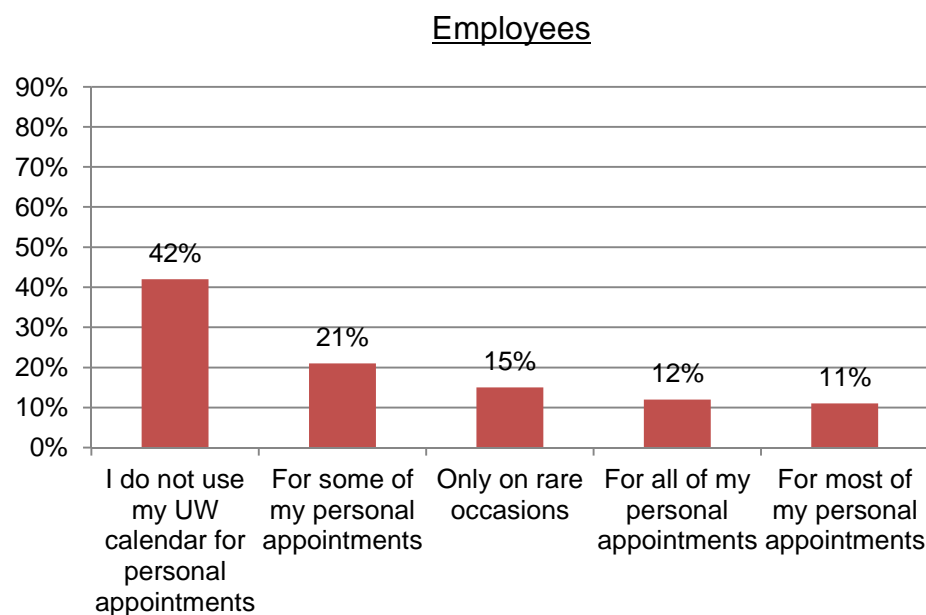
Fifty-five percent of employees are using a personal calendar to schedule university-related business. A majority of students are also doing so.

To what extent do you use a personal calendar to schedule University-related business/appointments?
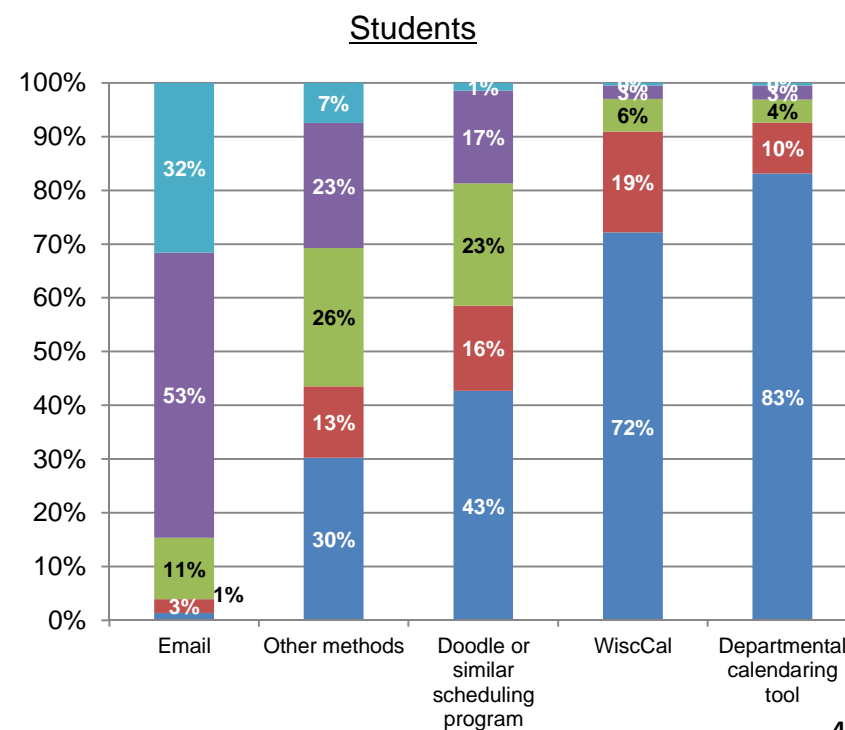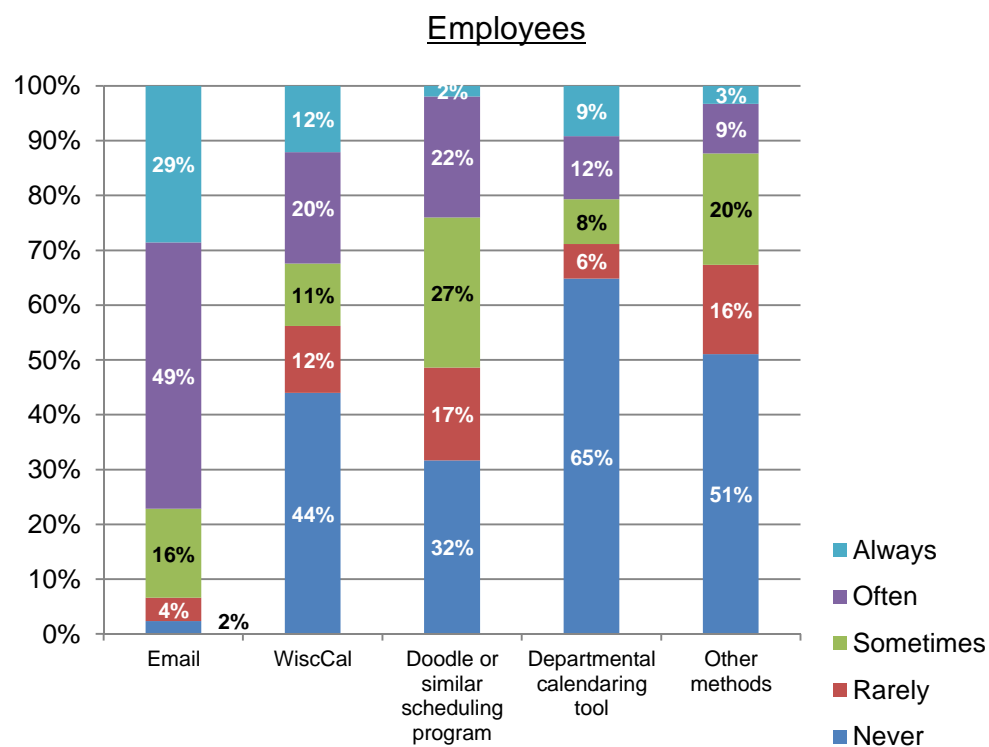
Employees

Students

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Source: AE Email & Calendaring Use Case Survey, March 2012; Employees n = 2,159, Students n = 1,191

Seventy percent of employees and 85 percent of students are using email to schedule meetings on a frequent basis.

When scheduling a meeting or event, how often do you use the following means to schedule a meeting? (*Rating scale never to very frequently*)
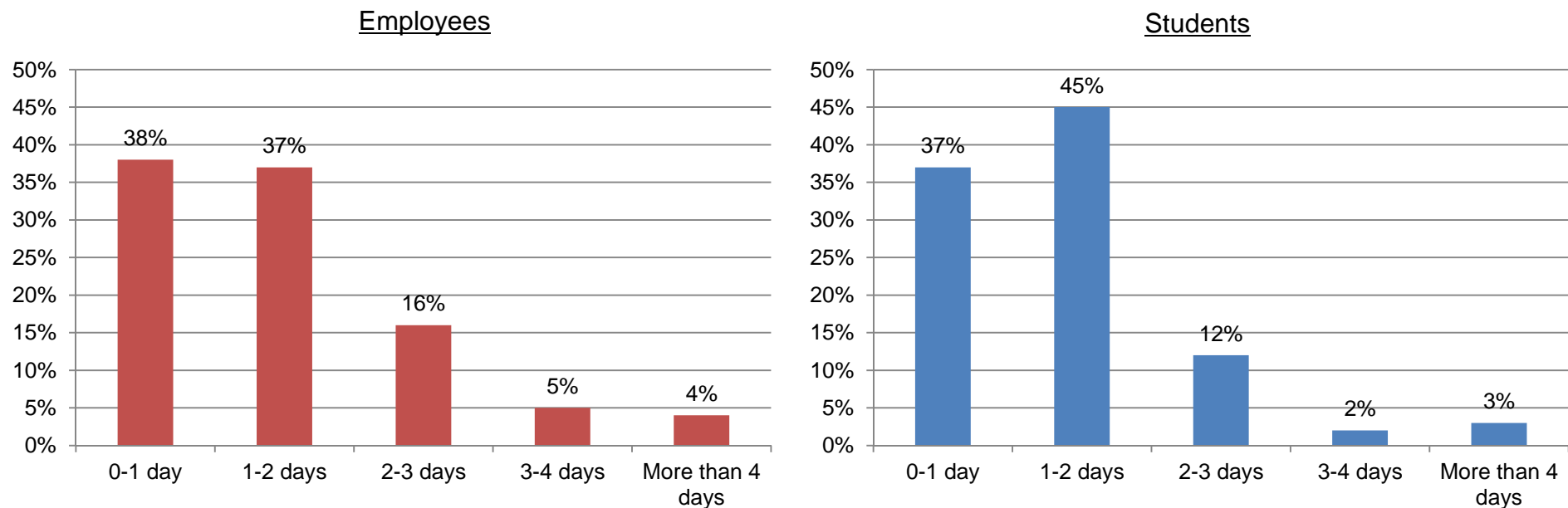

Employees / Students

40

AE – Email & Calendaring Consolidation – Use Case Survey

Twenty-five percent of employees and 17 percent of students report that it takes over two days to schedule and confirm a meeting or event.

How many days (including holidays/weekends) does it typically take to schedule and confirm a meeting or event?

Employees

Students

Source: AE Email & Calendaring Use Case Survey, March 2012; Employees n = 2,159, Students n = 1,191

AE – Email & Calendaring Consolidation – Use Case Survey

Forty percent of faculty indicate that it take over two days to schedule a meeting or event compared to 23 percent for all other employees.
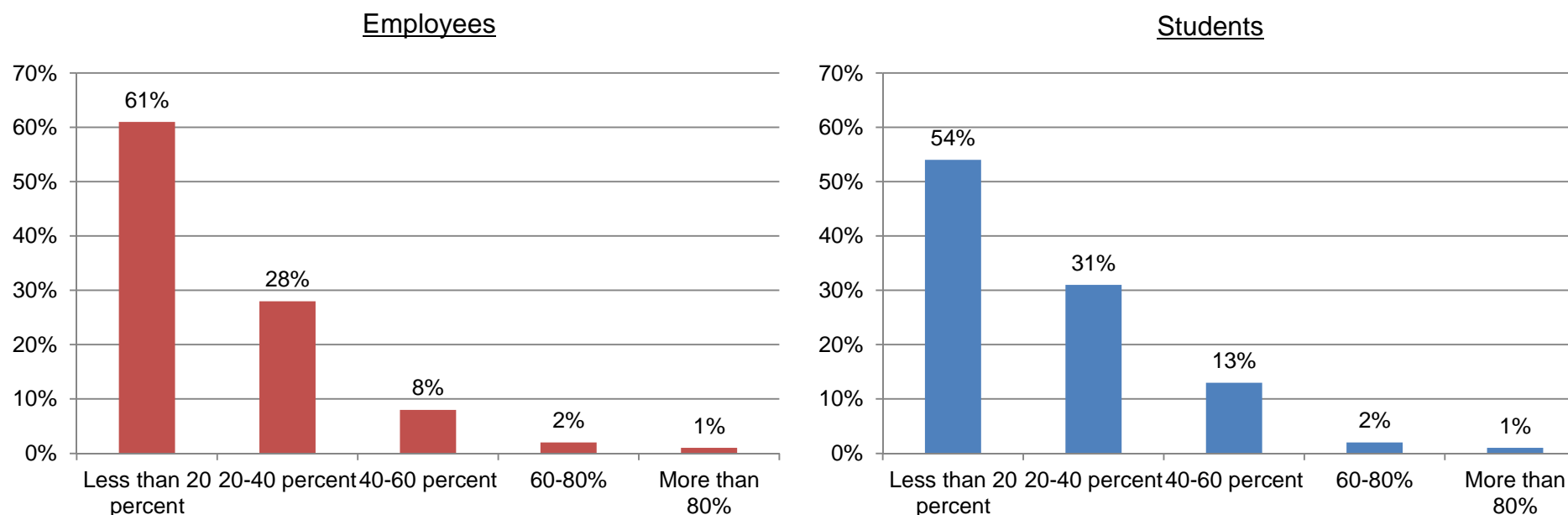
How many days (including holidays/weekends) does it typically take to schedule and confirm a meeting or event?

Faculty

All Other Employees

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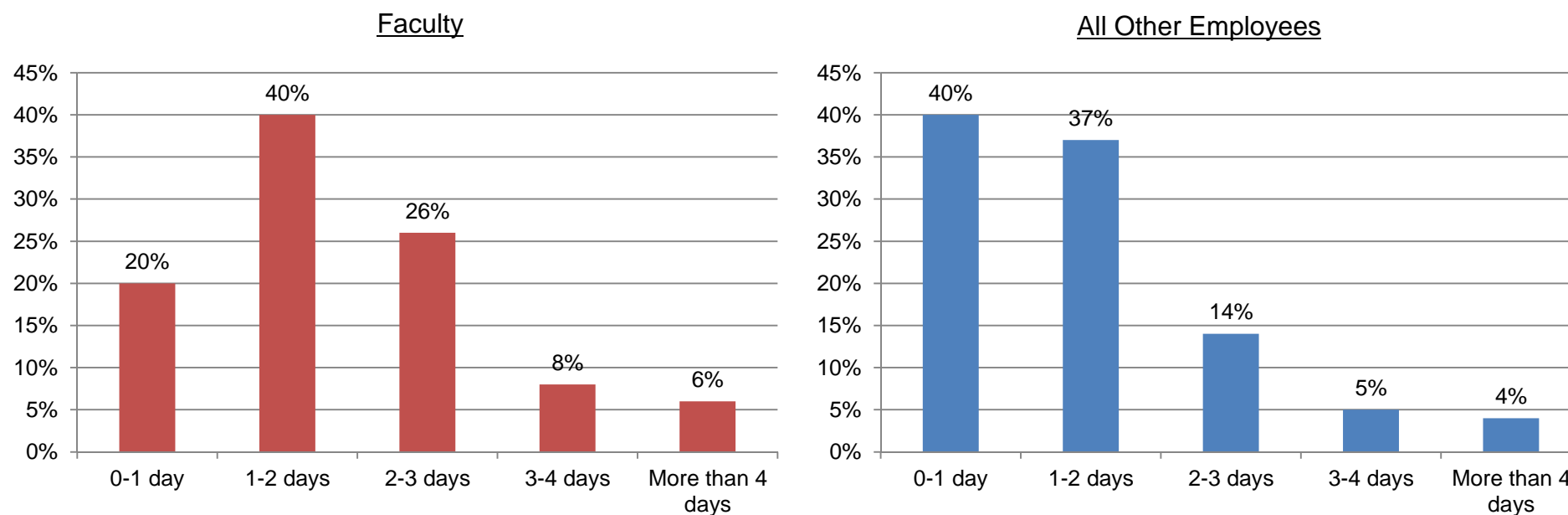
AE – Email & Calendaring Consolidation – Use Case Survey

Approximately 40 percent of employees and 55 percent of students report that they have to start a meeting or event request over upwards of 20 percent of the time.

For a typical meeting or event request, what percentage of the time do you have to start over to find a meeting acceptable to all?
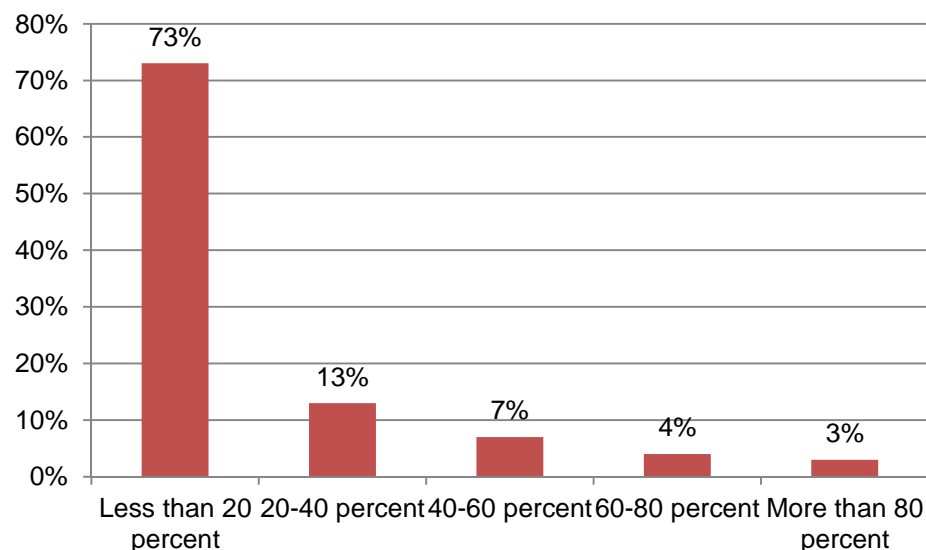
Employees

Students

Source: AE Email & Calendaring Use Case Survey, March 2012; Employees n = 2,159, Students n = 1,191

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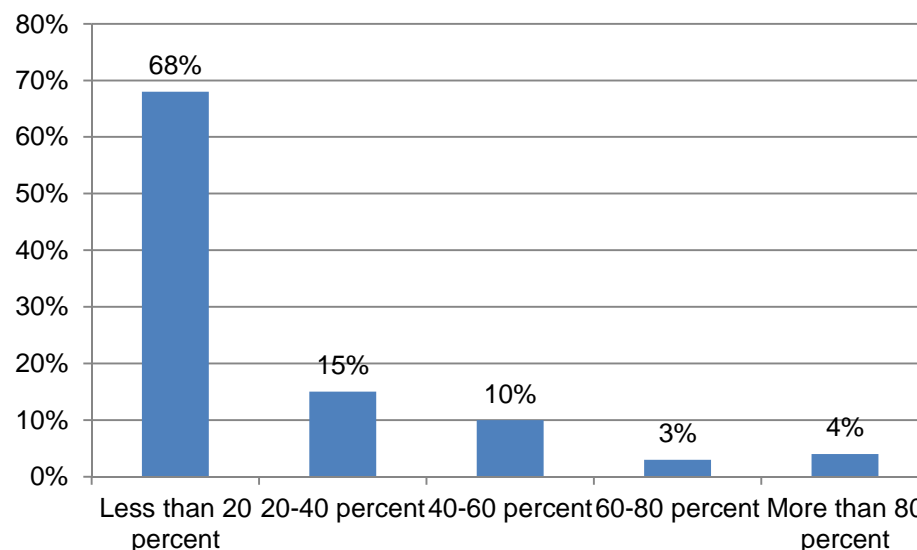# AE – Email & Calendaring Consolidation – Use Case Survey

Over a quarter of employees and a third or students report that upwards of 20 percent of their meetings involve non-UW participants.

What percentage of your meetings involves non-UW participants?

Employees

Students

Source: AE Email & Calendaring Use Case Survey, March 2012; Employees n = 2,159, Students n = 1,191
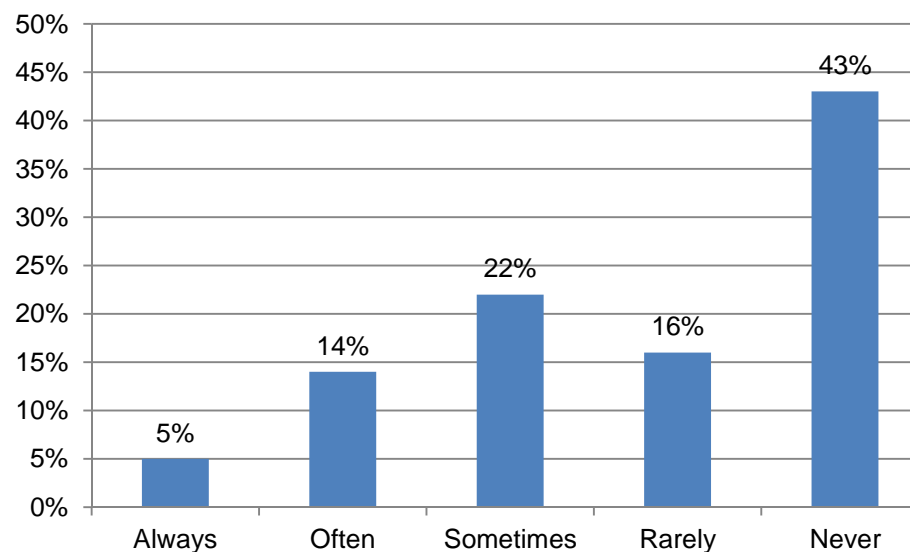
A majority of employees and students attach email messages to meeting requests at least some of the time. Twenty-six percent of employees are doing so on a frequent basis.

When you are scheduling calendar events, how often do you attach email messages to meeting requests?
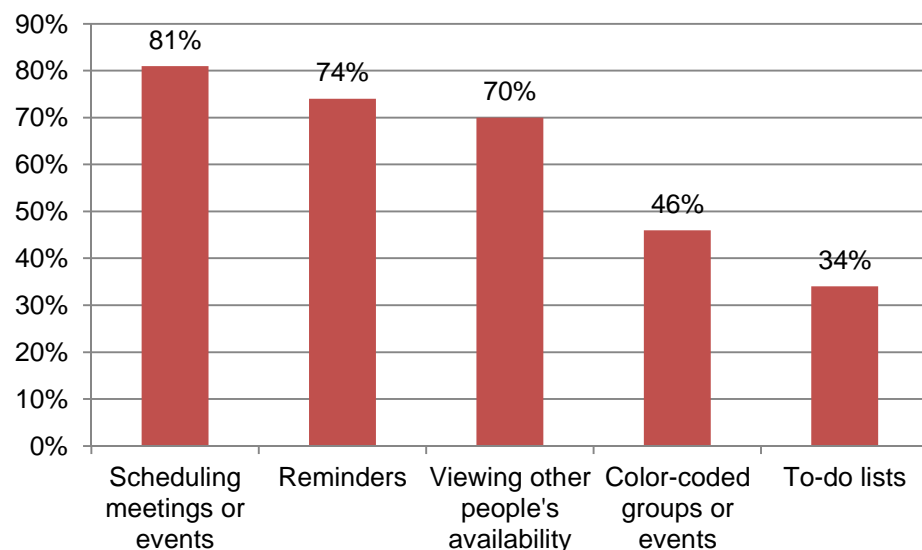
Employees

Students

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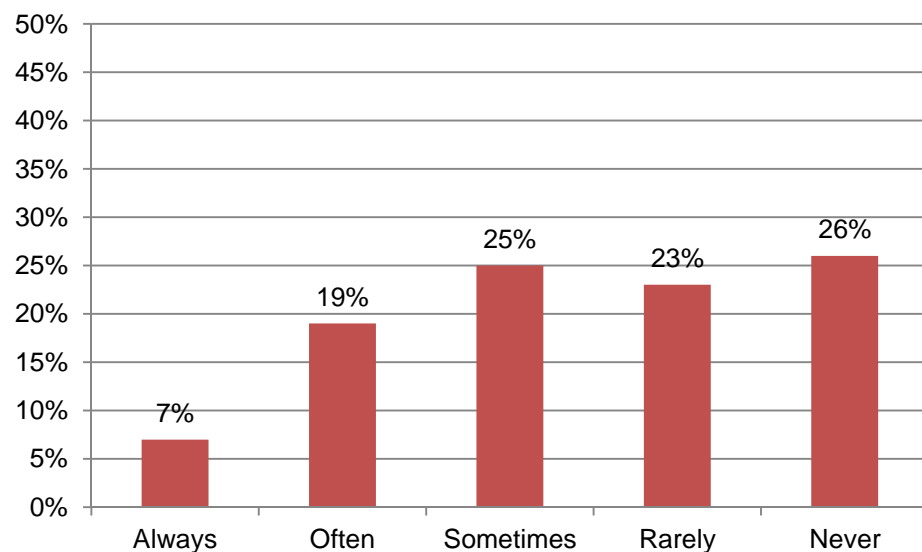
A majority of employees use their calendaring system for scheduling, reminders, and availability checking. Color-coded groups or events are particularly popular with students.

**Which of the following features do you routinely use
in your calendaring system? (select all that apply)**

Employees

Feature	%
Scheduling meetings or events	81%
Reminders	74%
Viewing other people's availability	70%
Color-coded groups or events	46%
To-do lists	34%

Students

Feature	%
Reminders	71%
Scheduling meetings or events	67%
Color-coded groups or events	66%
To-do lists	59%
Viewing other people's availability	28%

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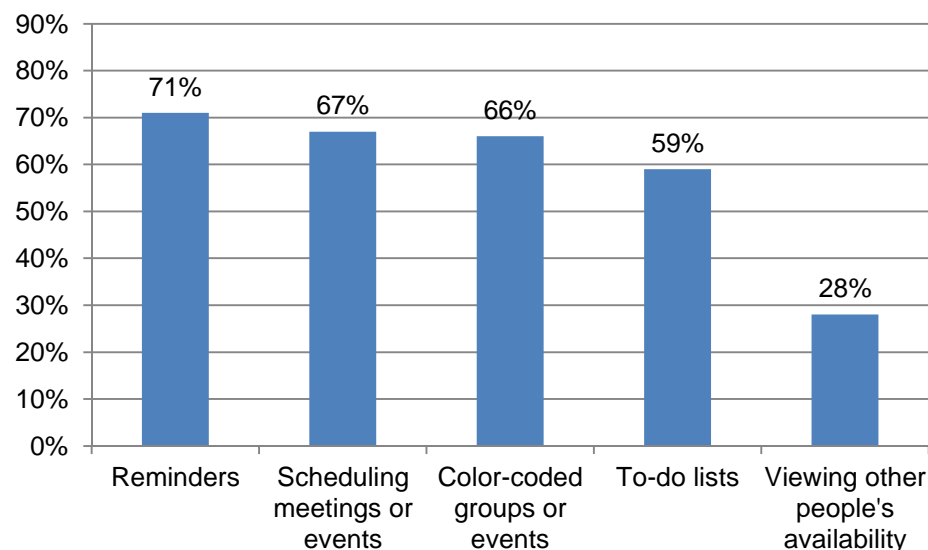
Employees (53%) and students (40%) note that an insufficient feature set would be the primary barrier to adopting a new central UW calendaring system. Approximately a third of respondents want to maintain close control over their schedule/don't want others to block off their time.

What are your barriers to adopting a new central UW calendaring system? (select all that apply)

Chart legend: ■ Employees (blue), ■ Students (red)

Barrier	Employees	Students
Features may not align with my needs	53%	40%
I want to maintain close control over my schedule/don't want others to block off my time	35%	33%
Having to learn a new system/time required for training	33%	33%
I don't have any barriers	32%	38%
Privacy concerns/confidentiality	27%	20%
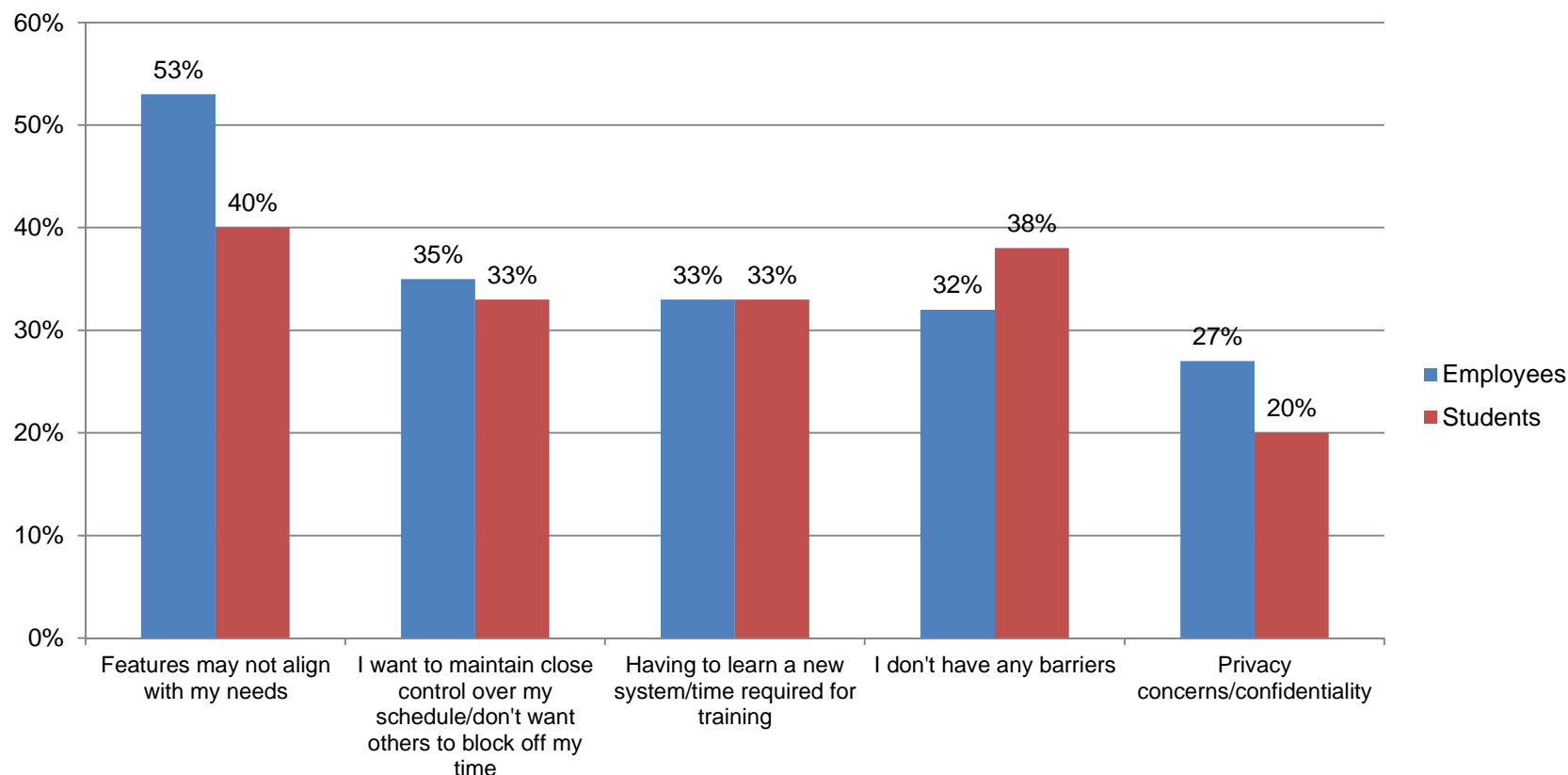
Only 4 percent of employees selected all four barriers

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Faculty are particularly concerned with calendaring features and maintaining close control over their schedule compared to all other employees. Faculty are also more likely to have barriers to adoption compared to all other employees.

What are your barriers to adopting a new central UW calendaring system? (select all that apply)

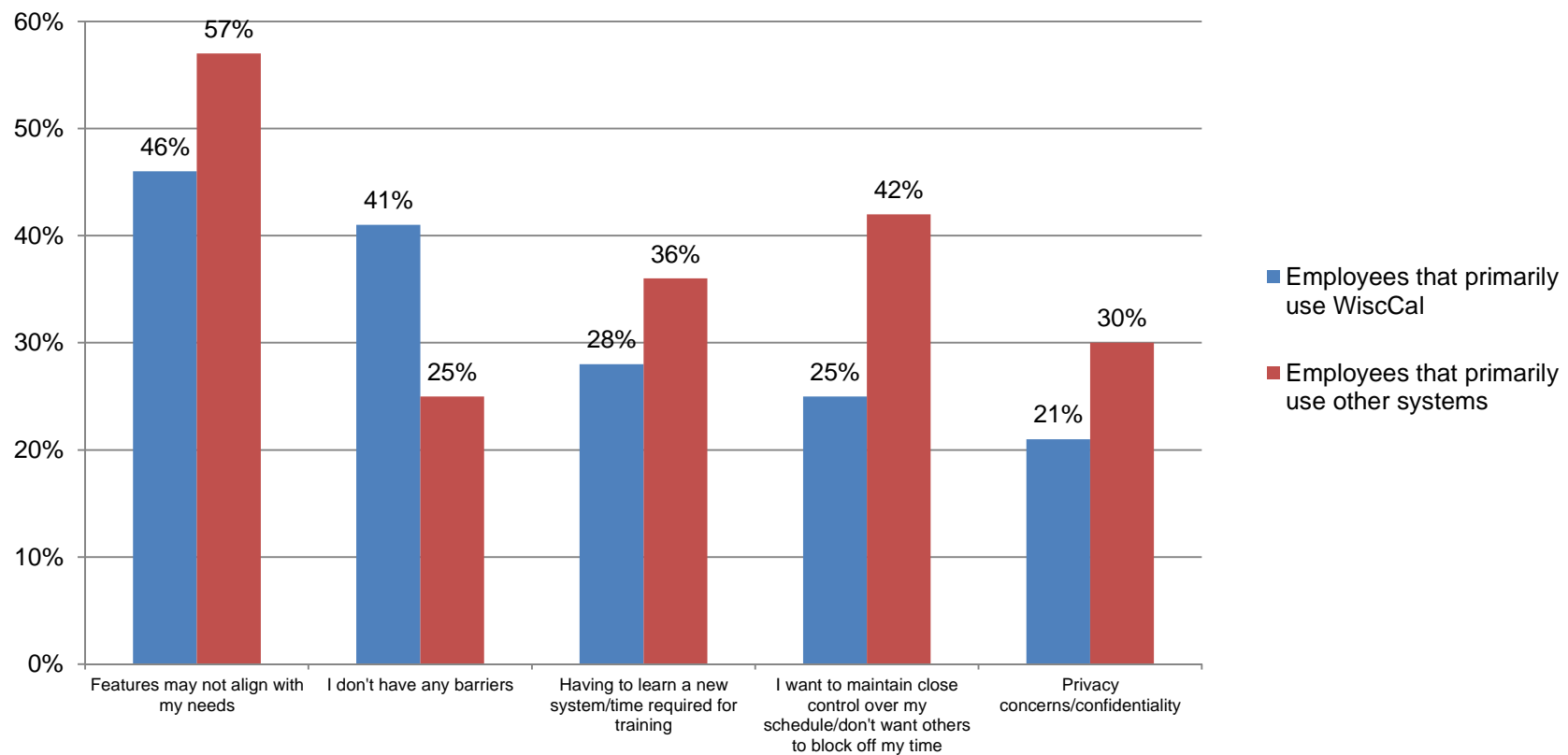Source: AE Email & Calendaring Use Case Survey, March 2012; Faculty n = 299, All Other Employees n = 1,860
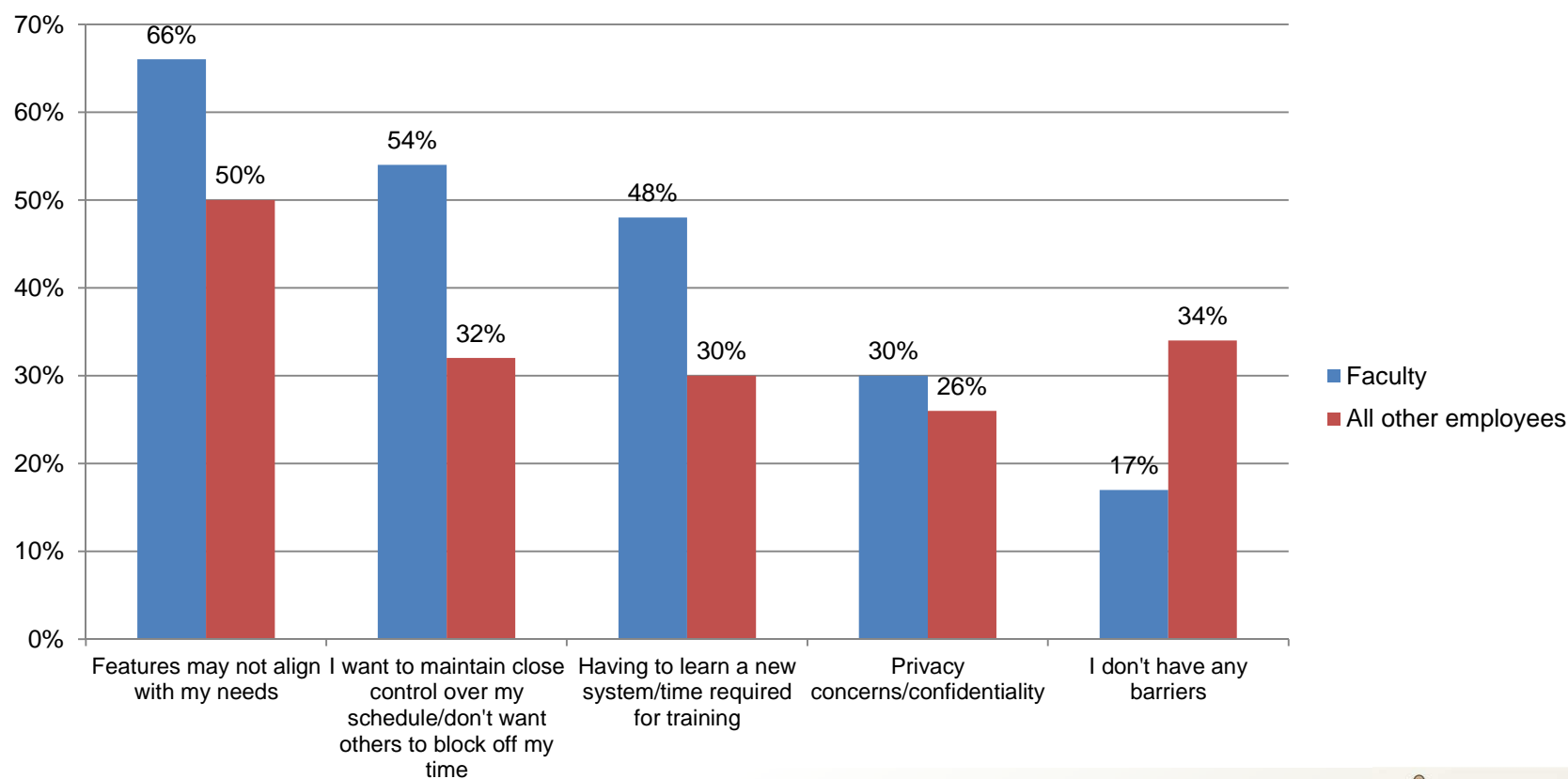
AE – Email & Calendaring Consolidation – Use Case Survey

Barrier to adopting a new central UW calendaring system are lower for employees primarily using the current WiscCal system.

What are your barriers to adopting a new central UW calendaring system? (select all that apply)

Legend:
- ■ Employees that primarily use WiscCal
- ■ Employees that primarily use other systems

Data:

Barrier	Employees that primarily use WiscCal	Employees that primarily use other systems
Features may not align with my needs	46%	57%
I don't have any barriers	41%	25%
Having to learn a new system/time required for training	28%	36%
I want to maintain close control over my schedule/don't want others to block off my time	25%	42%
Privacy concerns/confidentiality	21%	30%