UAA Email and Calendaring Survey - Who Responded?
706 responses out of 3261 surveys sent (21.6% response rate)

Roles:
- All Others
- No Response
- Staff/Adjunct Faculty
- Adjunct Faculty
- Staff/Student
- Faculty
- Staff

Campus Response Rate:
- PWSC
- MAT
- KPC
- KOC
- ANC

Campus Employee Response
UAA Email and Calendaring Survey
Email – better or worse?

Quality of Email Experience After

- Worse
- Same
- Better

Overall Satisfaction with Email

- Extremely dissatisfied
- Moderately dissatisfied
- Slightly dissatisfied
- Neither satisfied nor dissatisfied
- Slightly satisfied
- Moderately satisfied
- Extremely satisfied
UAA Email and Calendaring Survey

Calendar – better or worse?

Quality of Calendar Experience After

- Worse: 60.00%
- Same: 20.00%
- Better: 10.00%

Overall Satisfaction with Google Calendar

- Extremely dissatisfied: 0.00%
- Moderately dissatisfied: 5.00%
- Slightly dissatisfied: 10.00%
- Neither satisfied nor dissatisfied: 15.00%
- Slightly satisfied: 20.00%
- Moderately satisfied: 25.00%
- Extremely satisfied: 30.00%

1/10/2017
UAA Email and Calendaring Survey
Voicemail

Rating: Inability to Access Voicemail via eMail Inbox

- Unhappy: 70.00%
- Neutral: 20.00%
- Happy: 10.00%

UAA Email and Calendaring Survey
Call Center Support of Email/Calendaring

Satisfaction: Support Received

- Extremely dissatisfied: 0.00%
- Moderately dissatisfied: 5.00%
- Slightly dissatisfied: 10.00%
- Neither satisfied nor dissatisfied: 20.00%
- Slightly satisfied: 15.00%
- Moderately satisfied: 25.00%
- Extremely satisfied: 30.00%

UAA Email and Calendaring Survey
Training

Anticipated Need For Training/Coaching

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.00%</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

Type of Additional Training

<table>
<thead>
<tr>
<th>Quick reference guide</th>
<th>Other tutorial</th>
<th>A customized, personal demo</th>
<th>On-site college-wide or department-wide workshop</th>
</tr>
</thead>
<tbody>
<tr>
<td>35.00%</td>
<td>20.00%</td>
<td>15.00%</td>
<td>10.00%</td>
</tr>
</tbody>
</table>
UAA Email and Calendaring Survey
Did you look at the currently available documentation/training?

Yes

No