How You Handle Everyday Emails

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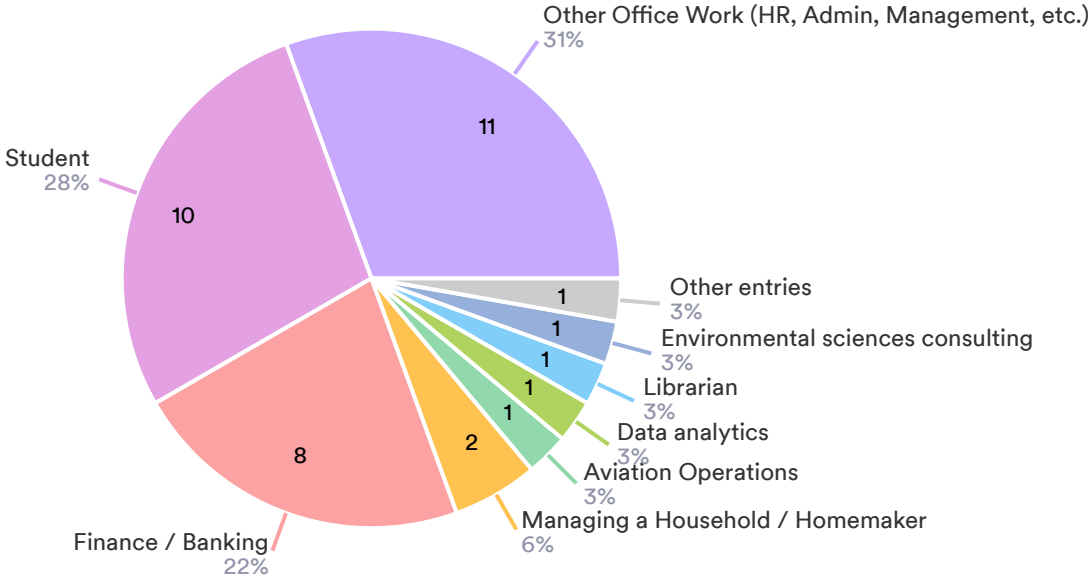
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1. Which best describes what you do right now?

36 Answers



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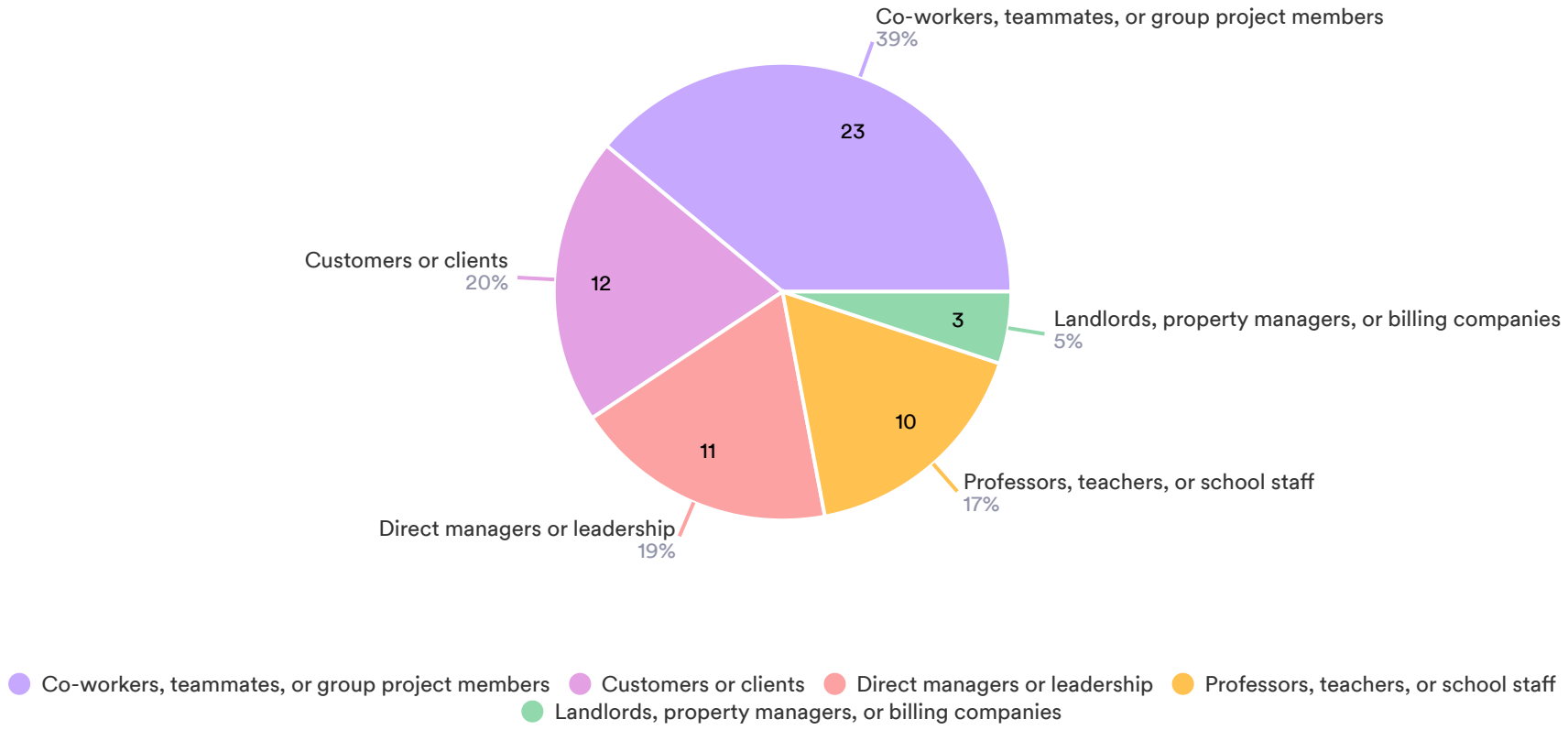
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2. When you send important or formal emails, who are you usually writing to? (Select up to two)

59 Answers



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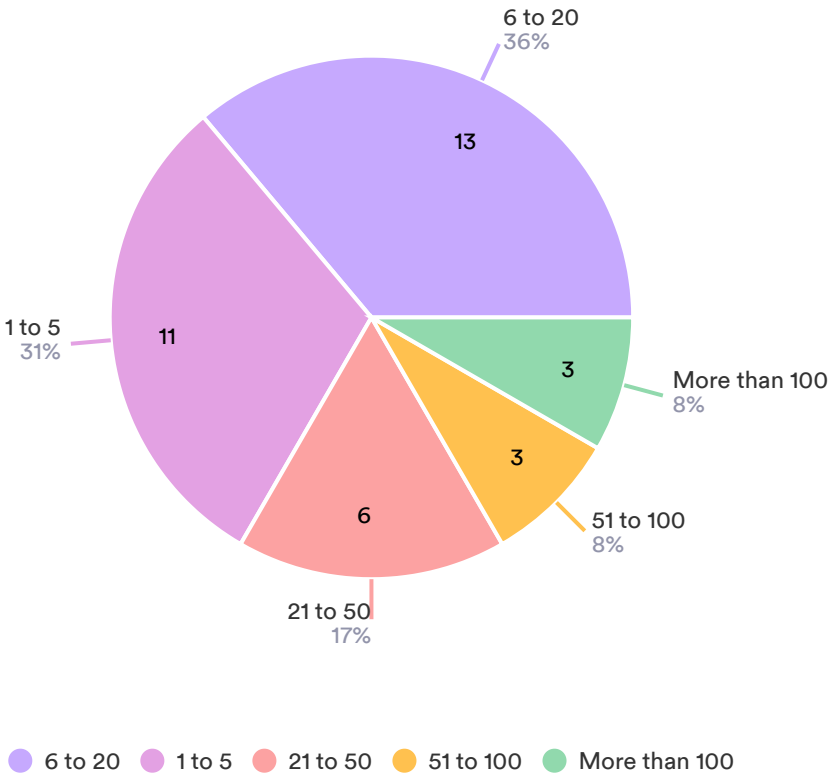
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3. Think about the emails you write completely from scratch. Roughly how many of these do you write in an average week?

36 Answers

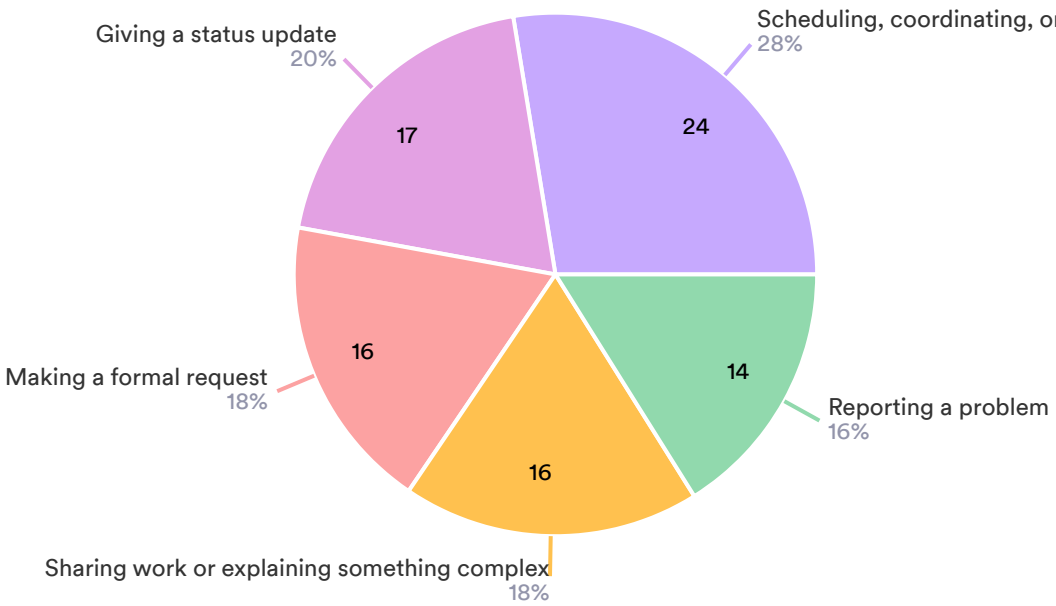


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4. Think about the more important or tricky emails you send. What are you usually trying to achieve? (Select your top three)

87 Answers



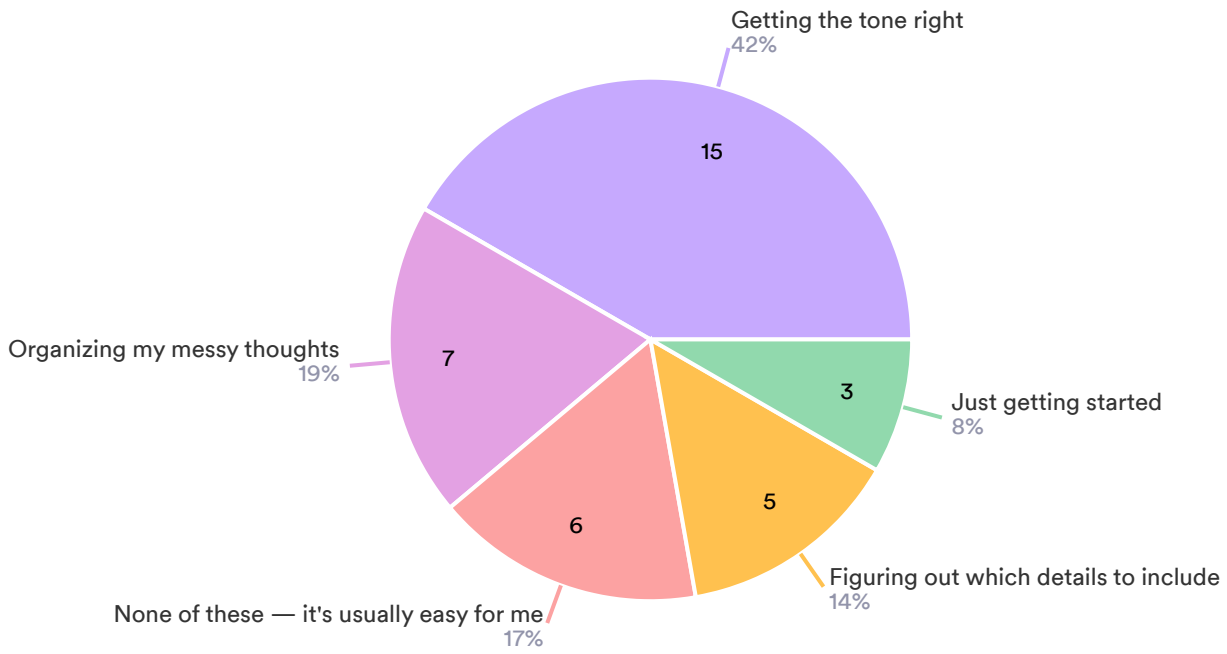
Scheduling, coordinating, or following up
Giving a status update
Making a formal request
Sharing work or explaining something complex
Reporting a problem

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5. When you are writing one of these important emails, what is usually the hardest part for you?

36 Answers



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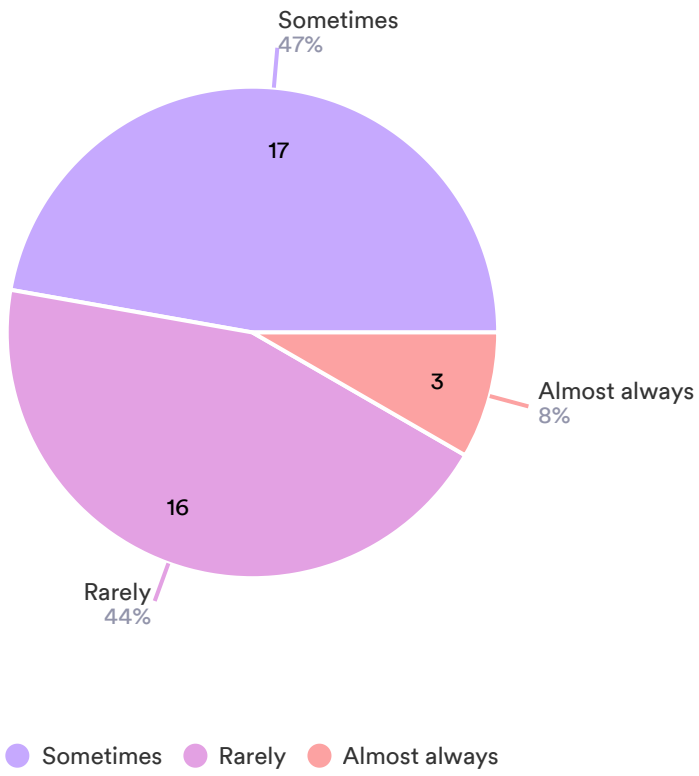
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6. When you send an email asking for something, how often do you have to send follow-up emails because the person didn't fully understand you the first time?

36 Answers

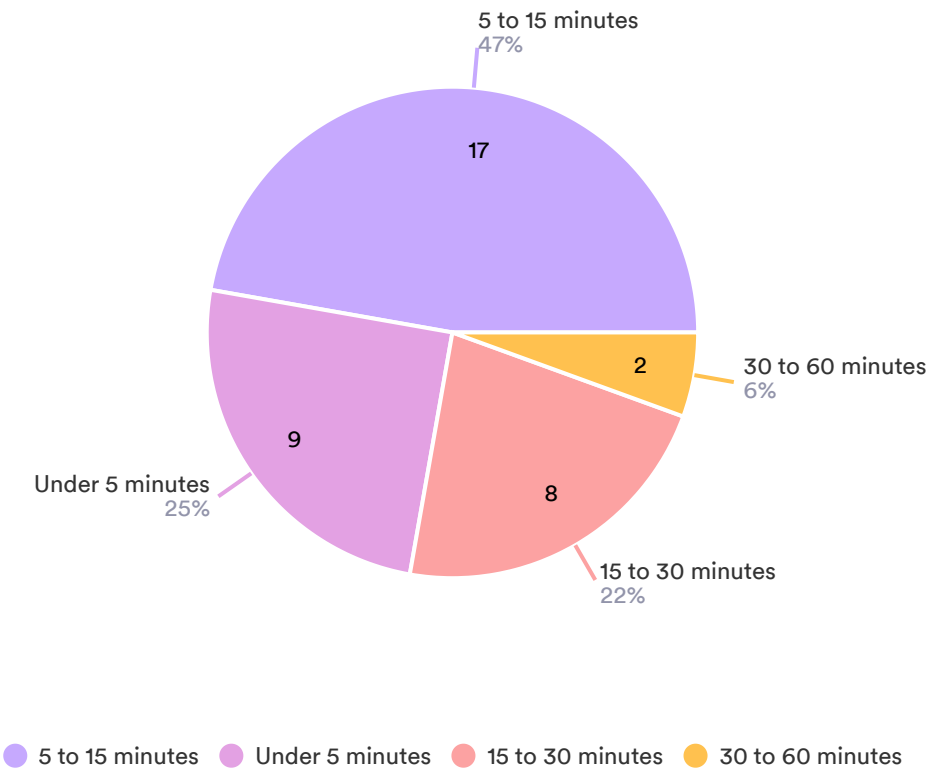


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7. Think about the last important email you had to get right. From opening the blank draft to hitting send, including re-reading and editing, roughly how long did it take?

36 Answers

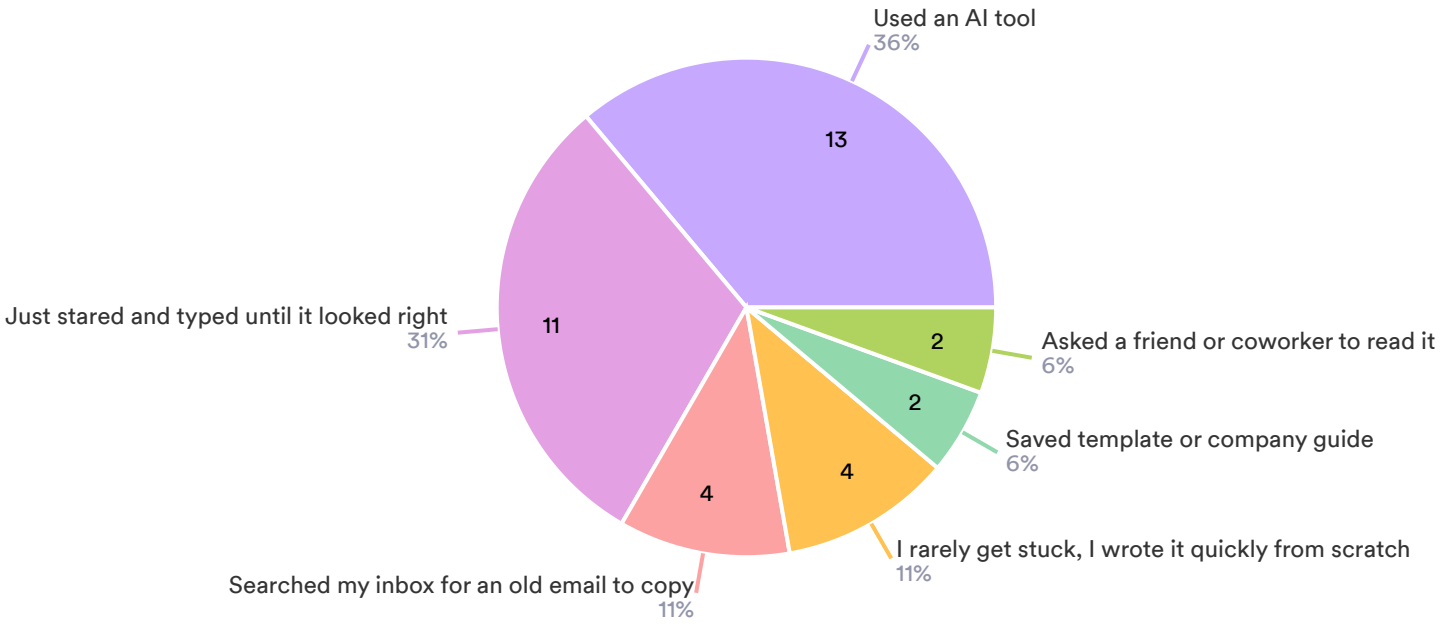


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8. Think of the last time you had to draft a tricky or important email. How did you actually get it done?

36 Answers



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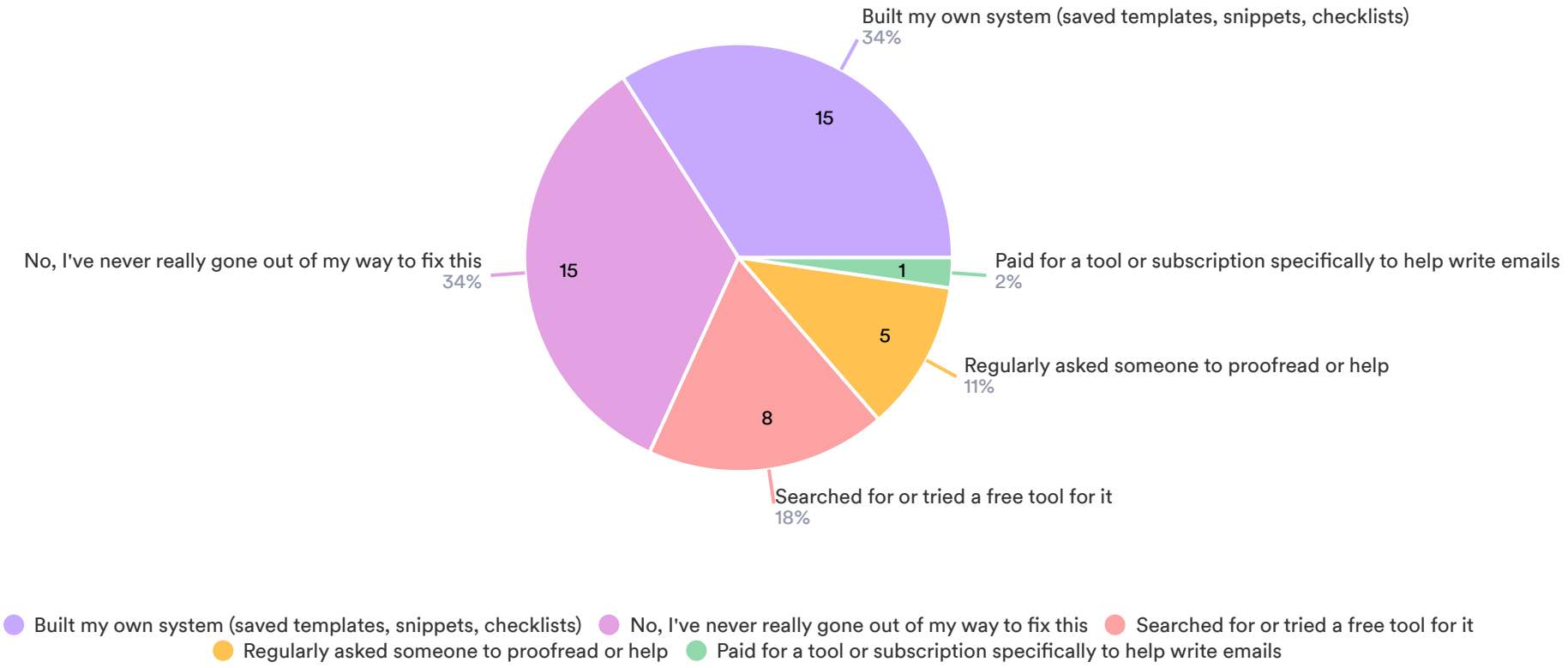
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9. Have you ever done any of these to make writing emails easier? (Select all that apply)

44 Answers



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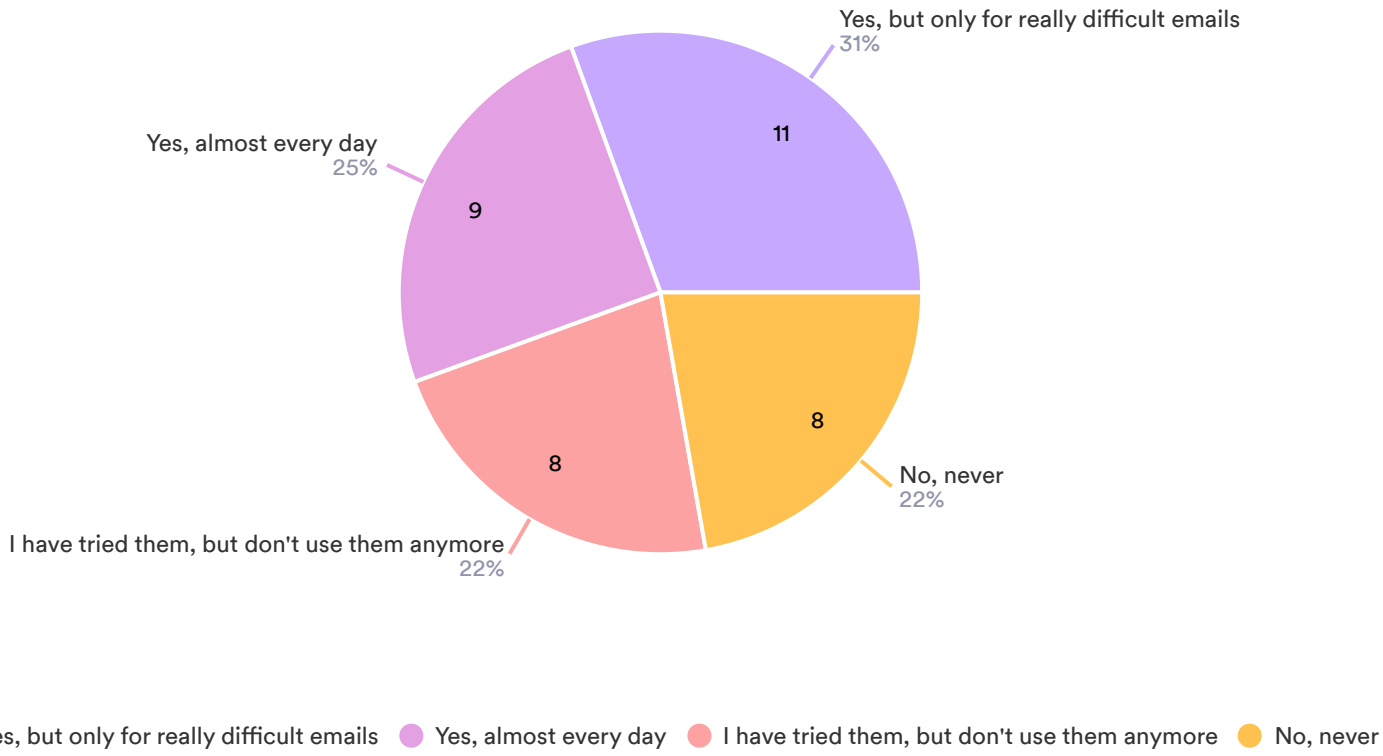
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10. Do you currently use any AI tools (like ChatGPT, Grammarly, or built-in smart replies) to help write your daily emails?

36 Answers



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11. What is the single best thing about the AI tool you currently use?

20 Answers- 16 Empty

Data	Answers
It can get the tonality right and my point across is fluent English.	1
It is able to write formally and include all the details effectively without it being cluttered.	1
Na	1
Its easy and faster	1
It makes life easier.	1
Chatgpt	1
Speed	1
Time saving	1
It’s simple and easy to use	1

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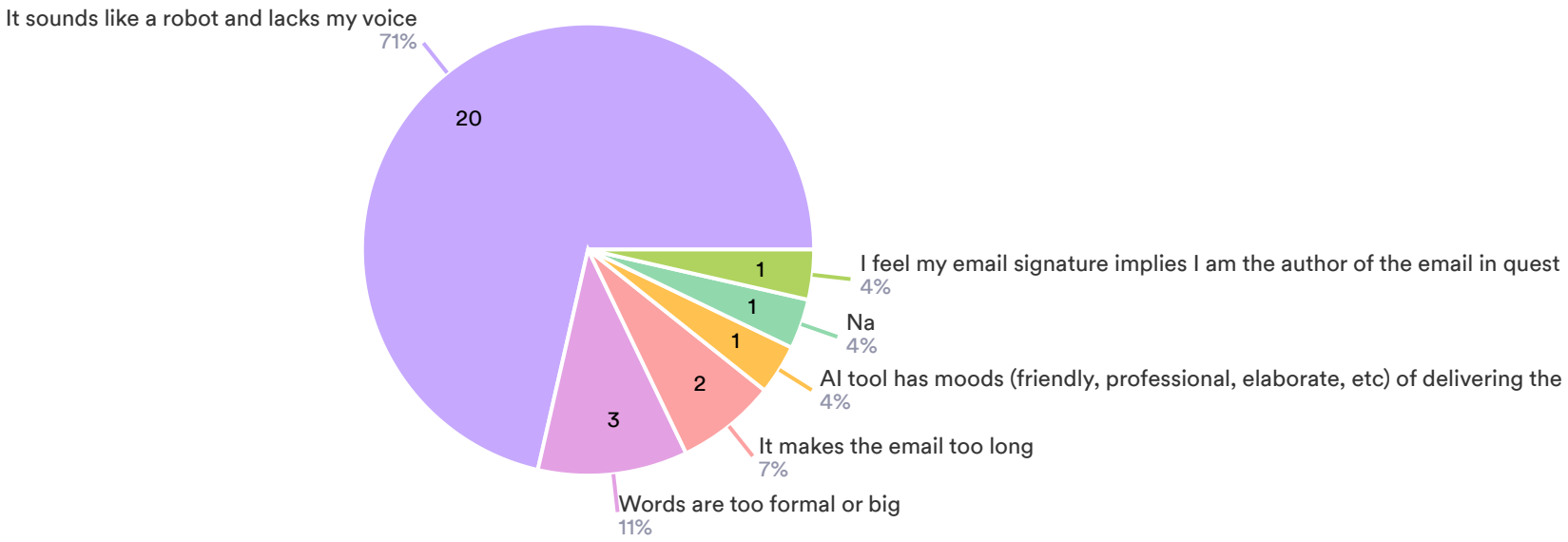
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12. When you use AI to help draft an email, what is the main reason you cannot just copy and paste exactly what it gives you?

28 Answers- 8 Empty



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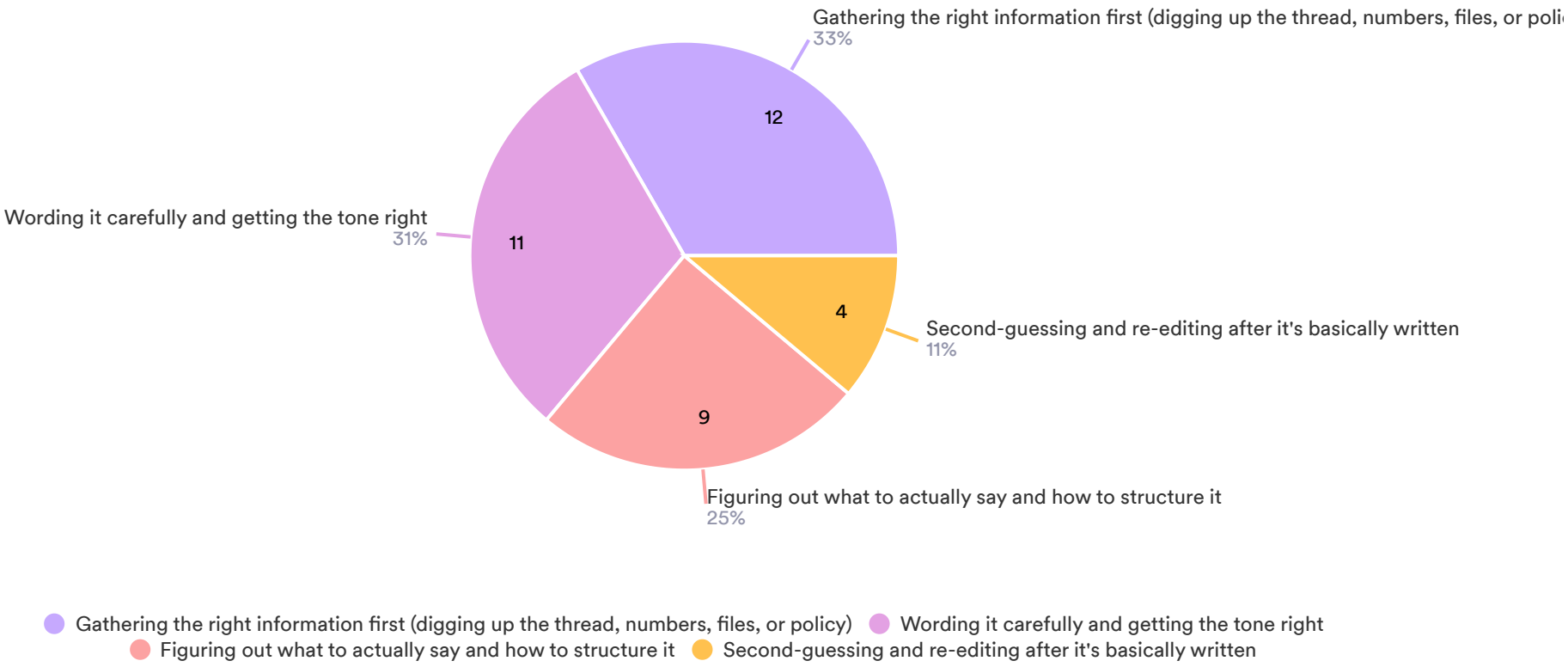
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13. When an important email takes a while, where does the time actually go? (Pick the closest)

36 Answers



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14. Think of the last time an email took you way too long to write. Briefly describe what you were trying to do and why it was so hard.

36 Answers

Data	Answers
Asking for a refund or exchange of a faulty product. It was difficult as there was no refund or exchange policy, but I felt I had the rights to ask for it.	1
I was reporting a professor to the head of my department for being a creep, while knowing I would be in his classes for the next entire year or more, and there was no other options. I wanted to bring awareness, without expecting anything specific. The email was to broach the subject, and to schedule a 1:1 meeting about it.	1
I was trying to reschedule an exam with a teacher and it was hard since I didn't want to give a bad impression on the teacher so I tried to be as formal and smart as possible within my email.	1
Na	1
As it's something important and confidential so you can't copy paste the important details and Names. Editing cutting and pasting	1
Trying to gather all the information from various stakeholders and updating the same to my managers /other stakeholders. It was hard since these conversations over email were long and unstructured.	1
Setting the tone right	1
I dont remember.	1

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15. If you had a magic wand to fix one single thing about how you write emails every day, what would it be?

36 Answers

Data	Answers
Just write out what is in my head, instead of me trying to type it in proper English, somehow or someway.	1
I'd be confident when hitting send	1
Be able to improve my clarity within emails since they're all cluttered.	1
Na	1
More handy would be nice but I don't have to write much formal emails and usage is minimal for any kind of tool.	1
More context would be better. Connected system would be better.	1
To structure better	1
Don't know	1
Nothing I can think of.	1

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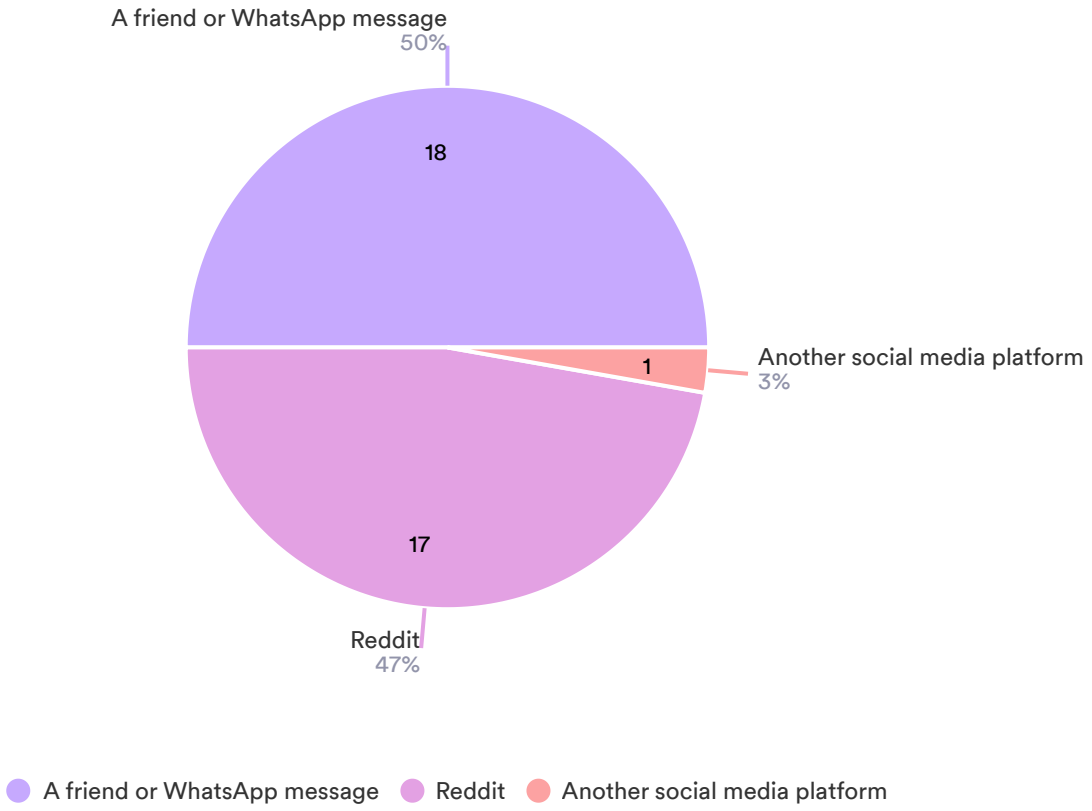
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16. How did you hear about this survey?

36 Answers



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17. Email (optional)

5 Answers- 31 Empty

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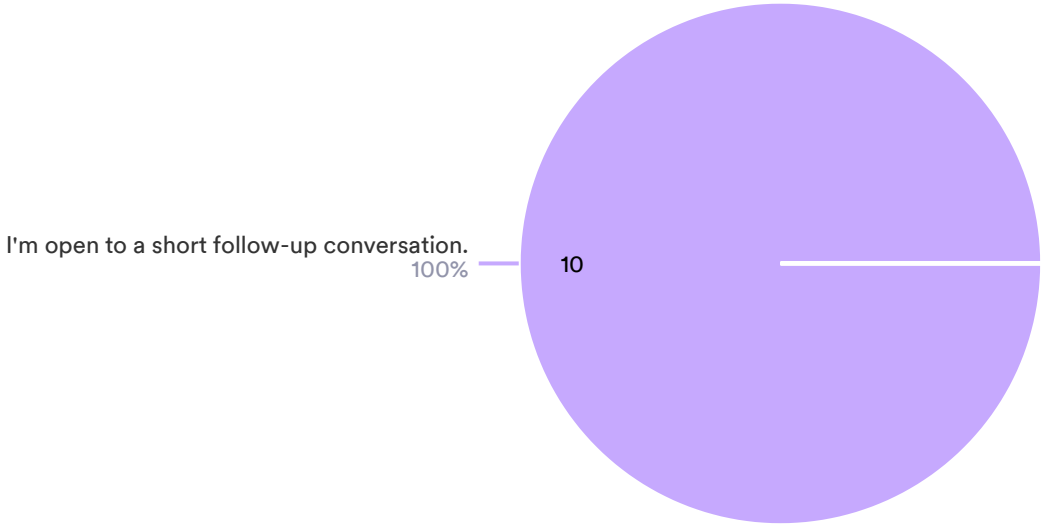
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I'm open to a short follow-up conversation.

10 Answers- 26 Empty



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Thank You!

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