### Background
The purpose of this study was to benchmark Texas A&M students’ use of e-mail. Contact was attempted with a total of 1,443 students. Of those, 76% were wrong numbers or had no contact information listed. For the remaining 351 students, 62% (217 students) agreed to participate.

### Results

#### Do you own a personal computer?
- 97% said yes

#### What types of devices do you use for e-mail?
- 51% used a home desktop
- 45% used a laptop

#### How many e-mail accounts do you check (Neo, Yahoo, Hotmail, AOL, etc.)?
- 88% had two or more e-mail accounts

#### During the academic year, on average, how often do you check e-mail using any account?
- 96% checked e-mail once a day or more

#### Is your Neo account set up to forward to a non-university account?
- 31% had Neo e-mail forwarded to a non-university account

#### How frequently do you check messages addressed to your NEO account through any means?
- 77% checked NEO messages once a day or more.

#### What form of communication would you prefer the most for FRIENDS?
- 45% said face-to-face

#### What form of communication would you prefer the most for FAMILY?
- 62% said telephone

#### What form of communication would you prefer the most for CLASSMATES?
- 43% said e-mail

#### What form of communication would you prefer the most for INSTRUCTORS/FACULTY?
- 70% said e-mail

#### What form of communication would you prefer the most for ACADEMIC ADVISORS?
- 64% said face-to-face

#### During the academic year, estimate the number of hours per week you spend on e-mail doing the following:
- 74% spent 1-5 hrs/wk communicating with classmates about academic work
- 68% spent 1-5 hrs/wk communicating with instructors
- 56% spent 1-5 hrs/wk communicating socially with friends
- 51% spent 1-5 hrs/wk communicating with family members

#### Please rate your level of agreement with the following statements:
- 99% agreed that they were comfortable using e-mail as a communication tool
- 94% agreed that e-mail has had a positive impact on their college academic experiences in general
- 71% agreed that e-mail allows them to more freely express ideas to professors

#### When communicating with professors, do you:
- 45% said they use e-mail and face-to-face meetings about the same

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For a complete report, please visit the Student Life Studies web page.