

**EMAIL QUESTIONNAIRE for
LISTSERV MANAGERS of NONPROFIT ORGANIZATIONS**

Thank you for taking the time to talk with us earlier by phone about your group and its listserv that you manage. As agreed, I am sending you some follow up questions that will help us understand the use and impact of the listserv for small group communication. All your responses will remain anonymous. It takes about 10 minutes to complete the short answer questions below.

Please just hit the reply button, and write your answers into the questionnaire. Hit send, and the completed questionnaire will come to me. Thank you again for your participation.

BACKGROUND

- 1) What is the name of your organization or group? _____
- 2) Who subscribes to the group's list? _____
- 3) How long ago was the list established? ___years ___months
- 4) How long have you been managing the list? ___years ___months
- 5) How many group members subscribe to this list? _____
- 6) What percent of the group's membership subscribes to this list? _____
- 7) Not counting this list, how many other on-line lists do you currently manage?

USE OF THIS LISTSERV

- 8) What is the primary purpose of the list for your group (please check only one)?
- posting announcements and keeping members informed on issues or activities of interest to the group
 - discussing issues of interest to members of the group
 - obtaining feedback from members on issues, activities, etc, of the group
 - coordinating or organizing group activities or action
 - Other (please specify): _____

9) How frequently do you post messages to this list? (please put an X by the best answer)

- Almost never
- Less than once a week
- About once a week
- More than once a week
- Almost daily
- Daily

10) How frequently on average do subscribers post messages to this list?

- Almost never
- Less than once a week
- About once a week
- More than once a week
- Almost daily
- Daily

11) On a scale of 1 to 5, how would you rate the helpfulness of this list (with 1= "not at all helpful," and 5 = " very helpful"):

for posting announcements and keeping members informed on issues or activities of interest to the group ?

for discussing issues of interest to members of the group

obtaining feedback from members on issues, activities, etc, of the group

for coordinating or organizing group activities or action

for meeting its primary purpose ("OTHER") IF SO STATED in question 8

12) Does your group have a web site? ____yes ____no

12a) If yes, who maintains it?

myself

a member of the group

other (please specify): _____

12b) How frequently on average does the webmaster work on the site?

- Almost never
- Less than once a week
- About once a week
- More than once a week
- Almost daily
- Daily

13) Do you use the Internet at work? ___yes ___no

14) Do you use the Internet at home? ___yes ___no

15) How long have you been using the Internet? ___ years ___ months

IMPACT OF THE LISTSERV

16) To what extent do you think that communication via the list effects the participation of group members in face-to-face activities or meetings?

___ a lot ___ somewhat ___ a little ___ not at all

17) Has the overall participation in face-to-face meetings of the group increased, decreased or stayed the same since establishing the mailing list?

___ decreased ___ stayed the same ___ increased

18) To what extent have you developed new friends or acquaintances due to the list?

___ a lot ___ somewhat ___ a little ___ not at all

19) To what extent do you think that communication via the list substitutes for the participation of group members in face-to-face activities or meetings?

___ a lot ___ somewhat ___ a little ___ not at all

20) To what extent is the list used instead of traditional media (phone, newsletter, etc.) to communicate with group members?

___ a lot ___ somewhat ___ a little ___ not at all

21) Has the availability of the list for communicating with members reduced the overall costs of communication for the group? ___yes ___no

22) To what extent does the establishment of the list increase information or communication that is sent from 'managers' or group leaders to members?

a lot somewhat a little not at all

23) To what extent does the establishment of the list increase communication among members?

a lot somewhat a little not at all

Thank you again for your participation. Your help in providing this information is very valuable. Please refer to the project web site for a summary of aggregated findings to be posted in the next few weeks (<http://www.bev.net/project/research>).