I am an undergraduate student at UBC working on a technical writing project. The purpose of this survey is to gather primary data for analysis to aid my investigation of the current communication systems at ACC. The final formal report will be provided to Phillip Mathew and Harpal Singh. The information from this survey as well as other secondary and primary sources will be used to make a recommendation on improving the current communication system ACC Limited. The survey contains 21 multiple-choice questions and will likely take around 7-10 minutes. Your participation is voluntary and all responses will be anonymized, Your time and thoughts are greatly appreciated.

1. What department are you in?



1. What is your Role?



1. How often do you use WhatsApp for work related communication? (Highlight your Answer)

Less than a few times a month

Few times a month

Few times a week

Around once a way

More than once a Day

1. How efficient is WhatsApp to meeting your communication needs? (Highlight your Answer)

Extremely efficiently

Very efficiently

Somewhat efficiently

Not so efficiently

Not at all efficiently

1. Under what circumstances would you choose to use WhatsApp over other forms of communication (e.g. Zoom, Email and Phone Call)?



1. How often do you use Zoom for work related communication? (Highlight your Answer)

Less than a few times a month

Few times a month

Few times a week

Around once a way

More than once a Day

1. How efficient is Zoom in meeting your communication needs? (Highlight your Answer)

Extremely efficiently

Very efficiently

Somewhat efficiently

Not so efficiently

Not at all efficiently

1. How efficient is Zoom for the purpose you stated above?



1. Under what circumstances would you choose to use Zoom over other forms of communication (e.g. WhatsApp, Email and Phone Call)?



1. How often do you use Gmail for work related communication? (Highlight your Answer)

Less than a few times a month

Few times a month

Few times a week

Around once a way

More than once a Day

1. How efficient is Gmail in meeting your communication needs? (Highlight your Answer)

Extremely efficiently

Very efficiently

Somewhat efficiently

Not so efficiently

Not at all efficiently

1. How efficient is Gmail for the purpose you stated above?



1. Under what circumstances would you choose to use Gmail over other forms of communication (e.g. Zoom, WhatsApp and Phone Call)?



1. How often do you use Cisco for work related communication? (Highlight your Answer)

Less than a few times a month

Few times a month

Few times a week

Around once a way

More than once a Day

1. How efficient is Cisco in meeting your communication needs? (Highlight your Answer)

Extremely efficiently

Very efficiently

Somewhat efficiently

Not so efficiently

Not at all efficiently

1. How efficient is Cisco for the purpose you stated above?



1. Under what circumstances would you choose to use Cisco over other forms of communication (e.g. Zoom, Email and Phone Call)?



1. How often do you use Phone/Conference calls for work related communication? (Highlight your Answer)

Less than a few times a month

Few times a month

Few times a week

Around once a way

More than once a Day

1. How efficient is Phone/Conference calls in meeting your communication needs? (Highlight your Answer)

Extremely efficiently

Very efficiently

Somewhat efficiently

Not so efficiently

Not at all efficiently

1. How efficient is Phone/Conference calls for the purpose you stated above?



1. Under what circumstances would you choose to use Phone/Conference calls over other forms of communication (e.g. Zoom, Email and WhatsApp)?

