Goals

• Identify where scan and print fit in common workflows

• Understand differences between electronic and paper-borne documents

• Understand user preferences and habits in note-taking
Assumptions

• Office workers are most likely to take part in common business workflows

• Signing documents is a simple and common workflow that could potentially leverage both print and scan
Methods

- Used SurveyMonkey Audience to field the survey

- We surveyed 1,377 individuals between the ages of 25-65 that work in an office setting
People sign documents at work

- 86.9% have signed documents at work
- We asked questions based on two workflows: documents that require single and multiple signatures

(n = 1362)
Signing Documents

- 55.02% individuals reported signing documents that required multiple signatures
- 44.98% were the sole signers
- This breakdown is roughly the same for both digital and paper-borne flows

(n = 1176)
Origins of Document

- We also took into consideration the start of each of those workflows
- 53.8% start as a paper document
- 46.2% start as an electronic file

$n=1182$
Multiple signers: workflows

The most common workflow (with multiple signers) at 43.06%

Receive Paper → Sign Paper → Send Paper

The second most common at 26.13%

Receive Electronic → Print → Sign Paper → Scan → Send Electronic

A close third 20.97% is returning an electronic file with a signed hardcopy

Least common at 9.84% is receiving a hardcopy but sending electronically (n = 620)
Hardcopies stay that way

64.03% returned the document non-electronically

35.97% delivered it electronically

(n = 620)

When returning electronically, 72.52% used the office scanner

(n = 222)
All submissions

How a document is received, dictates how it will be treated.

(n = 1011)
Nature of Notes

84.47% take notes on paper  
\[ n = 1314 \]

- 73.33% take notes in a notebook

- 26.67% take notes on a paper with related content printed on it  
\[ n = 1110 \]
Notes are primarily personal

76.74% did NOT share notes that were taken on paper
\[ n = 1100 \]

59.43% did NOT share notes that were taken electronically
\[ n = 880 \]
Preferences

80.5% enjoy the feel of pen and paper

60.91% choose to take notes with pen and paper

71.13% believe they are more likely to remember their notes later, if they take it on paper

n=1292
Notes stay in format created

When taking notes on an electronic device:

- 56.89% keep them digital
- 43.11% print them out to review

When taking notes on paper:

- 57.51% keep them as paper
- 42.49% digitize their notes

\[ n=1292 \]
67.35% have taken electronic notes

32.65% do not take electronic notes at work, preferring pen and paper for notes

67.2% of electronic notes made on a laptop

n = 1308

n = 881
Purpose of digital

- 63.93% do NOT prefer a digital device for SHARING
- 36.07% prefer to take notes on a digital device to share them

HOWEVER this shifts when it comes to SEARCHING:

- 57.2% prefer to take notes on a digital device to search at a later date
- 42.80% do NOT prefer to take notes on a digital device

\[ n=1292 \]
Direct Relationship to Age

- Younger are more split on sharing, older are more polarized
- Younger prefer searching notes, older care less

Share your thoughts on sharing and searching notes.

### Sharing

- I prefer to take notes on a laptop or digital device because sharing the notes is important to me.

### Searching

- I prefer to take notes on a laptop or digital device because being able to search the contents of my notes is valuable

(\(n = 1011\))
Electronic notes are shared more

23.46% people shared their paper notes
\[ n=1110 \]

The majority (67.83%) shared it electronically
\[ n=258 \]

In total 15.77% shared their paper notes electronically
\[ n=1110 \text{ total} \]

Of those that shared their notes electronically:
- 36.78% scanned the document,
- 32.76% typed their notes,
- 19.54% took a photo of the document,
- 10.34% sent a fax.
\[ n=174 \]

Whereas: 40.57% shared their electronic-borne notes
\[ n=880 \]
Potential Future Research

More complex document workflows

• Hypothesis: Form documents such as invoices need to be organized (into folders) and information needs to be extracted; it may or may not need to be printed afterwards for filing purposes.

• Hypothesis: A paper invoice needs to have the information extracted either manually or digitally. It may either need to be scanned/digitized followed by manual or automatic organization or stored physically in a folder.
thank you