1. User education about scam emails is often used as a security tool by large organizations. Currently, there is no work comparing this user education to the genuine scam emails that users in such an organization face.

2. We collected a dataset of reported scam emails from Penn State and compared it to user education at 16 Big Ten Conference Universities to answer three questions:
   
   - Which scam types does the user education address?
   - Does it differentiate between scam, spam, and legitimate emails?
   - Does it address university-targeted scam emails?

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**Discussion**

1. There is a divide between the types of scam emails in the OIS dataset and universities' user education. Gift card scam emails are underrepresented in scam education; job offer scam emails are overrepresented.

2. This work observes a gap between the types of scam emails represented in scam education resources and those in user's inboxes.

3. This gap suggests that changes to these resources may provide a more accurate representation of email users’ experiences with email scams.