

Joinup User Survey - January 2012



In December 2011, the European Commission's **ISA Programme** launched **Joinup**, a new online platform integrating SEMIC and OSOR. **Joinup** provides better integration and improved collaboration and communication tools for the communities, software, and semantic assets previously hosted on SEMIC and OSOR.

This survey aims at evaluating the overall satisfaction and getting input about new features for the next development iterations. The European Commission wants to ensure that Joinup is a valuable tool for the many professionals who contribute to interoperability solutions for e-Government in the European Union. The results of the survey and the resulting actions will be published on Joinup. The survey should not take more than 15 minutes to complete.

Thank you in advance for your help.

The Joinup team

Questions marked with an asterisk * require an answer to be given.

1. Personal Information

Please provide the following personal information. The Joinup team may use your contact information to seek further clarification on the improvements and new features you request.

Legal notice: As this survey collects and further processes personal data, Regulation (EC) 45/2001 of the European Parliament and the Council of 18 December 2000, on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data, is applicable. The following personal data is collected: last name, first name, e-mail address, organisation, country, and your answers to the questions with regard to the new Joinup platform. This information will be made available to the Joinup team on behalf of the DG for Informatics (ISA programme). No personal data will be published or shared with others without your permission.

1.1. Last Name

*

1.2. First Name



1.3. E-mail address



1.4. Organisation



1.5. Country



1.6. I am willing to participate in future surveys and tests of Joinup

*

- ☐ Yes
- ☐ No

2. Evaluate the migration

2.1. How did you find out about the new Joinup collaborative platform?

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- ☐ Colleagues / personal network
- ☐ EUROPA website (the website of the European Union)
- ☐ Notices posted on OSOR.eu / SEMIC.eu
- ☐ Regular newsletters
- ☐ Special news alerts delivered by email
- ☐ National public sector websites / forums
- ☐ Press release sent by the European Commission
- ☐ Event / conference
- ☐ Not sure / Don't know
- ☐ Other (please specify)



2.2. If other, please specify:

2.3. How often have you visited the Joinup platform since it was launched?

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- ☐ Regularly every day
- ☐ A couple / few times per week
- ☐ A couple / few times per month
- ☐ I have only visited it once or twice
- ☐ Not sure / Don't know
- ☐ Other (please specify)



2.4. If other, please specify:

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2.5. Were you a registered OSOR / SEMIC user?

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- ☐ Registered OSOR user
- ☐ Registered SEMIC user
- ☐ Registered OSOR and SEMIC user
- ☐ Not registered to any of the two
- ☐ Don't know/No answer



2.6. If yes, to what extent were you aware of the following before the migration took place?

- a: To a great extent
- b: To some extent
- c: Very little
- d: Not at all
- e: Don't know

	a	b	c	d	e
The SEMIC and OSOR services would be merged	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Joinup would replace SEMIC and OSOR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SEMIC and OSOR would cease to exist as separate platforms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2.7. Please confirm your level of agreement with the following statements about the effectiveness of communication about the new platform Joinup

- a: I strongly agree
- b: I Agree
- c: Neither agree nor disagree
- d: I Disagree
- e: I strongly disagree

	a	b	c	d	e
Information about Joinup was clearly posted on the SEMIC web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information about Joinup was clearly posted on the OSOR web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The survey of SEMIC and OSOR users clearly indicated that Joinup would replace SEMIC and OSOR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information about Joinup is clearly posted on the <u>ISA web site</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Understand usage/Add new features

3.1. How are you using Joinup? (Max. 3 answers)



(at most 3 answers)







- ☐ (GATHERER) I am looking for content (news, events, documents, people) about interoperability solutions for public administrations
- ☐ (GATHERER) I am looking for software to reuse.
- ☐ (GATHERER) I am looking for semantic assets to reuse.
- ☐ (DISSEMINATOR) I want to raise the visibility of my news items, events, and documents.
- ☐ (DISSEMINATOR) I want to raise the visibility of my software project(s).
- ☐ (DISSEMINATOR) I want to raise the visibility of my semantic asset(s).
- ☐ (DEVELOPER) I am building or actively participating in a community on Joinup.
- ☐ (DEVELOPER) I am developing a software project on Joinup.
- ☐ (DEVELOPER) I am developing a semantic asset on Joinup.

















3.2. Please explain a bit more in detail how you use Joinup (e.g. for what project are you looking for a useful semantic asset? What projects are you involved with?)

3.3. Which EXISTING features on Joinup have you already used?

Please click on the help icon to test the fonctionnality



- ☐ (MY PAGE) Edit your profile.
 **Edit your profile** (Click here to test the fonctionnality)
- ☐ (MY PAGE) Manage your dashboard.
 **Manage your dashboard** (Click here to test the fonctionnality)
- ☐ (MY PAGE) Manage/Maintain your subscriptions.
 **Manage/Maintain your subscriptions** (Click here to test the fonctionnality)
- ☐ (PEOPLE) Invite people (Invite others to the Joinup platform).
 **Invite people** (Click here to test the fonctionnality)
- ☐ (PEOPLE) Send message (Send a personal message to a user).
 **Send message** (Click here to test the fonctionnality)
- ☐ (COMMUNITIES) Propose a community.
 **Propose a community** (Click here to test the fonctionnality)

- ☐ (COMMUNITIES) Join a community (Become a community member).
-  **Join a community** *(Click here to test the fonctionnality)*
- ☐ (COMMUNITIES) Subscribe to content of a community, semantic asset or software project.
-  **Subscribe** *to content of a community, semantic asset or software project (Click here to test the fonctionnality)*
- ☐ (COMMUNITIES) Create a wiki
-  **Create a wiki** *(Click here to test the fonctionnality)*
- ☐ (COMMUNITIES) Subscribe to mailing list.
-  **Subscribe to mailing list** *(Click here to test the fonctionnality)*
- ☐ (NEWS) Create a blog post.
-  **Create a blog post** *(Click here to test the fonctionnality)*
- ☐ (NEWS) Propose a news item.
-  **Propose a news item** *(Click here to test the fonctionnality)*
- ☐ (SEMANTIC ASSETS AND SOFTWARE) Search for software and / or semantic assets.
-  Search for **software** and / or **semantic assets** *(Click here to test the fonctionnalities)*
- ☐ (SEMANTIC ASSETS AND SOFTWARE) Propose your software and / or your semantic asset
-  **Propose your software** and / or **your semantic asset** *(Click here to test the fonctionnalities)*
- ☐ (SEMANTIC ASSETS AND SOFTWARE) Check-out the source of a project using SVN.
-  **Check-out the source of a project using SVN** *(Click here to test the fonctionnality)*
- ☐ (SEMANTIC ASSETS AND SOFTWARE) Retrieve software from the Maven Nexus repository.
-  **Retrieve software from the Maven Nexus repository** *(Click here to test the fonctionnality)*
- ☐ (SEMANTIC ASSETS AND SOFTWARE) Use the issue tracker to report an issue or to search for an issue.
-  **Use the issue tracker to report an issue or to search for an issue** *(Click here to test the fonctionnality)*
- ☐ (SEMANTIC ASSETS AND SOFTWARE) Setup and access the file sharing service (WebDAV)
-  **Setup and access the file sharing service (WebDAV)** *(Click here to test the fonctionnality)*
- ☐ (SEMANTIC ASSETS AND SOFTWARE) Create or download a new release
-  **Create or download a new release** *(Click here to test the fonctionnality)*
- ☐ (E-LIBRARY) Browse the e-Library.
-  **Browse the e-Library** *(Click here to test the fonctionnality)*
- ☐ (E-LIBRARY) Propose a document and / or Propose a case.
-  **Propose a document** and / or **Propose a case** *(Click here to test the fonctionnalities)*
- ☐ (OTHER) Highlight content in your community and / or project.
-  **Highlight content** *in your community and / or project (Click here to test the fonctionnality)*

3.4. Do you see any areas for improvement of these features and / or bugs? Please list your suggestions for improvement here.

3.5. Please select your top-ten of most valuable NEW features to add to Joinup

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(at most 10 answers)

- ☐ (USER ACCOUNT) Better control over privacy settings
- ☐ (USER ACCOUNT) Better control over content/group subscriptions
- ☐ (USER ACCOUNT) Richer user profile
- ☐ (CONTENT MANAGEMENT) Better taxonomies (e.g. domain, country, language, licence, etc)
- ☐ (CONTENT MANAGEMENT) Rich HTML editor (inclusion of pictures, etc)
- ☐ (CONTENT MANAGEMENT) Ability to attach files to wiki pages
- ☐ (CONTENT MANAGEMENT) Ability to comment on documents and wiki pages
- ☐ (CONTENT MANAGEMENT) Bring more structure in the project e-Library (project documents and project wiki pages)
- ☐ (CONTENT MANAGEMENT) Ability to propose videos
- ☐ (CONTENT MANAGEMENT) Improved content recommendation features
- ☐ (CONTENT MANAGEMENT) Improved faceted search (advanced search)
- ☐ (CONTENT MANAGEMENT) Multilingual support and assisted translation of content (automatic translation of any content, translation of project documentation to other languages, etc.)
- ☐ (PROJECT MANAGEMENT) Inclusion of abstract (short project description) on the home page
- ☐ (PROJECT MANAGEMENT) Project-specific roles
- ☐ (PROJECT MANAGEMENT) Hosting of static HTML pages for project web pages
- ☐ (PROJECT MANAGEMENT) Better project metrics (number of commits, lines of code, number of downloads per release, number of members, number of asset users, etc.)
- ☐ (SOURCE CODE MANAGEMENT) Source code viewers (compare revisions, commit statements, etc.).
- ☐ (SOURCE CODE MANAGEMENT) Notifications for source code commit (mailing list)
- ☐ (SOURCE CODE MANAGEMENT) Commit hooks (to link a commit to an issue and close it automatically)
- ☐ (SOURCE CODE MANAGEMENT) Source code metrics (e.g. SLOcount)
- ☐ (SOURCE CODE MANAGEMENT) Validation rules on commit messages
- ☐ (ISSUE MANAGEMENT) Custom fields on issues
- ☐ (ISSUE MANAGEMENT) Support for other version control systems (Git, Mercurial, Bazaar, etc.).

- ☐ (ISSUE MANAGEMENT) Better file-management (using a web interface or shell-access).
- ☐ (ISSUE MANAGEMENT) Tools to interact with other users (instant messaging, friend-lists, etc.).
- ☐ (ISSUE MANAGEMENT) OSLC-CM API to connect issue tracker to Eclipse Mylyn
- ☐ (BUILD AND INTEGRATION MANAGEMENT) Server-side integration with Hudson continuous integration server
- ☐ (BUILD AND INTEGRATION MANAGEMENT) Server-side integration with Cruise control
- ☐ (RELEASE MANAGEMENT) Group by release components
- ☐ (SEMANTIC ASSET DEVELOPMENT) RDF vocabulary editing and publishing tools (e.g. Neologism)
- ☐ (SEMANTIC ASSET DEVELOPMENT) Semantic wikis (e.g. semantic mediawiki)
- ☐ (SEMANTIC ASSET DEVELOPMENT) SKOS editor
- ☐ (USER INTERFACE) More clear and consistent menu structures
- ☐ (USER INTERFACE) Ability to re-arrange or hide widgets on a project or community pages
- ☐ (USER INTERFACE) Ability to enable/disable communication and collaboration tools
- ☐ (USER INTERFACE) Better linkage between content (include explicit relationships between Cases, e-Library items and Software, Assets, and Communities)
- ☐ (USER INTERFACE) Automatic suggestion of content based on past activities and interest
- ☐ (USER INTERFACE) Overview of activity by domain, country, etc.
- ☐ (USER INTERFACE) Better statistics on usage or community activity
- ☐ (INTERACTION WITH OTHER SITES) Better integration with my LinkedIn profile
- ☐ (INTERACTION WITH OTHER SITES) Better integration with Twitter: twitter plugin
- ☐ (INTERACTION WITH OTHER SITES) Login with my OpenID provider (e.g. google account)
- ☐ (INTERACTION WITH OTHER SITES) API to retrieve structured and non-structured information from Joinup
- ☐ (INTERACTION WITH OTHER SITES) API to search for structured and non-structured content on Joinup
- ☐ (SEARCH ENGINE OPTIMIZATION) Web-based tool to configure project-level and community level redirects (from previous semic.eu and osor.eu links)
- ☐ (SEARCH ENGINE OPTIMIZATION) Consistently use HTTPS
- ☐ (PERFORMANCE) Better response times

3.6. Please motivate your choice

3.7. Do you know of any other feature or service that you would like to see on Joinup? Please explain why you think it would be useful.

4. User satisfaction

Personalisation

4.1. I can easily find information that is relevant to me.

- ☐ I fully disagree
- ☐ I tend to disagree
- ☐ Neither agree nor disagree
- ☐ I tend to agree
- ☐ I fully agree



4.2. If not, which difficulties do you encounter?

Usability and learnability

4.3. I can easily share content on Joinup.

- ☐ I fully disagree
- ☐ I tend to disagree
- ☐ Neither agree nor disagree
- ☐ I tend to agree
- ☐ I fully agree



4.4. If not, which difficulties do you encounter?

Communities: Community building on Joinup

4.5. I can easily propose, join communities or projects, invite users and create news, blogs, wiki pages, and forums topics.

- ☐ I fully disagree
- ☐ I tend to disagree
- ☐ Neither agree nor disagree
- ☐ I tend to agree
- ☐ I fully agree



4.6. If not, which difficulties do you encounter?

Software and Semantic Assets: Collaboration Tools

4.7. I can administer project access rights and update the project description without any difficulties.

- ☐ I fully disagree
- ☐ I tend to disagree
- ☐ Neither agree nor disagree
- ☐ I tend to agree
- ☐ I fully agree



4.8. If not, did you experience any difficulties to:

- Update the project description?
- Manage the access rights of project members?

4.9. The collaboration tools of Joinup allow me to effectively coordinate development.

- ☐ I fully disagree
- ☐ I tend to disagree
- ☐ Neither agree nor disagree
- ☐ I tend to agree
- ☐ I fully agree



4.10. If not, did you experience any difficulties to:

- Access the SVN repository?
- Create, edit, comment on or review documents, news items, events within your project?
- Access the file sharing service (WebDAV)?
- Create issues and assign them to other project members?
- Create or download a new release?