

European Union's FP7 Programme
DG Connect
Directorate C: Excellence in Science
Unit C1: e-Infrastructure



ELCIRA Quality of Services Survey Report



A project of the Seventh Framework
Programme (FP7)



This project is funded by the European
Commission



A project implemented by RedCLARA

Periodical Progress Report

ELCIRA Report: D5.5 Report on Report on beta version user's feedback

Document Full Name	D5.5 Report on beta version user's feedback
Date	16-04-2014
Activity	WP5 : Extending and Strengthening the Collaboration Platform
Lead Partner	RedCLARA
Document status	Final
Classification Attribute	Public
Document link	

Abstract: The following report delivers the descriptive analysis results of the Quality of Service Survey for the services included in the Work Package No.5 of the ELCIRA Project. This survey was conducted on March 2014 as 4 individual surveys, each one of them was associated with the following services: Community Tool Pack, Web Conference, Collaborative Document Edition (Wiki) and the File Transfer (FileSender).

COPYRIGHT NOTICE

Copyright © Members of the ELCIRA Project, April 2014.

ELCIRA (Europe Latin America Collaborative e-Infrastructure for Research Activities – Call (part) identifier: FP7-INFRASTRUCTURES-2012-1 – Project number: 313180) is a project co-funded by the European Commission within the Seventh Framework Programme (FP7), Infrastructures (DG Connect, Directorate C: Excellence in Science, Unit C1: e-Infrastructure). ELCIRA began on 1st June 2012 and will run for 24 months.

For more information on ELCIRA, its partners and contributors please see <http://elcira.redclara.net>

You are permitted to copy and distribute, for non-profit purposes, verbatim copies of this document containing this copyright notice. This includes the right to copy this document in whole or in part, but without modification, into other documents if you attach the following reference to the copied elements: “Copyright © Members of the ELCIRA Project, 2013”.

Using this document in a way and/or for purposes not foreseen in the paragraph above, requires the prior written permission of the copyright holders.

The information contained in this document represents the views of the copyright holders as of the date such views were published.

THE INFORMATION CONTAINED IN THIS DOCUMENT IS PROVIDED BY THE COPYRIGHT HOLDERS “AS IT IS” AND ANY EXPRESSED OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE MEMBERS OF THE ELCIRA COLLABORATION, INCLUDING THE COPYRIGHT HOLDERS, OR THE EUROPEAN COMMISSION BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THE INFORMATION CONTAINED IN THIS DOCUMENT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission



A project implemented by RedCLARA

DELIVERABLE ROUTE

	Name	Member/Activity	Date	Responsible
From	Rodrigo L. Soto Marifil	Product Manager	April 15, 2014	RedCLARA
Revised by	Emilia Serafin	CM/RedCLARA	April 18, 2014	RedCLARA
Revised by	Rodrigo L. Soto Marifil	Product Manager	April 25, 2014	RedCLARA
Revised by	Florencio Utreras	CEO/RedCLARA	April 28, 2014	RedCLARA
Revised by	Rodrigo L. Soto Marifil	Product Manager	April 30, 2014	RedCLARA
Approved by	Florencio Utreras	CEO/RedCLARA	May 8, 2014	RedCLARA



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission



A project implemented by RedCLARA

TABLE OF CONTENTS

COPYRIGHT NOTICE.....	3
DELIVERABLE ROUTE.....	4
1. Introduction.....	7
1.1. Purpose of the Document.....	7
2. Document Amendment Procedure.....	7
3. Glossary.....	7
4. Executive Summary.....	8
5. Metodology.....	8
6. Results.....	9
6.1. First Section: Service utilization.....	9
6.1.1. Do you use our Community Tool Pack/ Web Conference/ Collaborative Document Edition/ File Transfer Service?.....	9
6.1.1.1. In case of a negative answer, would you please indicate why do you not use our service?..	10
6.1.2. What is the main reason for you to use our Community Tool Pack/ Web Conference/ Collaborative Document Edition (WIKI)/ File Transfer (FILESENDER) service?.....	12
6.1.3. How frequently do you use our Community Tool Pack/ Web Conference/ Collaborative Document Edition/ File Transfer service?.....	13
6.1.4. How frequently do you use our Community Tool Pack/ Web Conference/ Collaborative Document Edition (WIKI)/ File Transfer service?.....	13
6.1.5. Do you know or use other community tool pack/ Web Conference/ Collaborative Document Edition (WIKI)/ File Transfer (FileSender) service that provide similar features?	14
6.2. Second Section: use convenience.....	16
6.2.1. Were you able to have access to our Community tool pack/ web conference/ Collaborative document edition (WIKI)/ File Transfer (FileSender) service?.....	16
6.2.2. How many steps do you consider proper to start using our community tool pack service/ Web conference/?.....	17
6.2.3. For using our community tool pack service/ Web Conference/ Collaborative document edition (WIKI)/ File Transfer (Filesender) service, how many steps did it take you to start using it?.....	17
6.2.4. In a scale from 1 to 5, where 1 is “too hard to GAIN access” and 5 “too easy to gain access”, according to your opinion, how hard was it to gain access to our Community tool pack/ web conference/ collaborative document edition (WIKI)/ file transfer (filesender) services?.....	18
6.3. Third Section: Availables toos in the services.....	20
6.3.1. Regarding to our WP5 services, do you know that the following features are available the following services?.....	20
Community Tool Pack Service:.....	20



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission



A project implemented by RedCLARA

web conference Service:.....	21
Collaborative document edition Service (WIKI):.....	22
File transfer Service (filesender):.....	23
6.3.2. In a scale from 1 to 5, where 1 is “not useful at all” and 5 “really useful” to the services, according to your opinion, how useful are/is the following list(s) of features available in our WP5 ELCIRA Project services?.....	24
Community Tool Pack Service:.....	24
Web conference Service:.....	25
COLLABORATIVE DOCUMENT EDITION Service (WIKI):.....	26
FILE TRANSFER Service (FILESENDER):.....	27
6.4. fourth Section: ease de use.....	28
6.4.1. ¿In a scale from 1 to 5, where 1 is “Really hard” and 5 is “Really easy”, in your opinion how hard was it to use our services?.....	28
6.5. Fifth Section: Service Stability.....	29
Community Tool Pack Service:.....	29
6.5.1. While using the Community Tool Pack service, have you suffered from saved information loss?.....	29
Web Conference Service:.....	30
6.5.1. While using the web conferencing service, have you suffered audio loss of any kind?	30
6.5.2. While using the web conferencing service, have you suffered video loss of any kind?.....	30
6.5.3. While using our web conferencing service, have you suffered from unsynchronized video and audio playback of any kind?.....	31
Collaborative document edition Service (WIKI):.....	32
6.5.1 While using our collaborative document edition service (WIKI), have you suffered from loss of saved information of any kind?.....	32
File Transfer Service (FileSender):.....	33
6.5.1 While using our file transfer service, have you suffered from data loss of any kind that prevented the utilization of the file that you transferred?	33
6.5.1. While using our file transfer service, have you suffered from file transfer interruption of any kind?	34
6.5.2. While using our file transfer service, have you suffered from transfer progress information loss of any kind?.....	34
6.6. Sixth Section: Problems while using the service.....	36
6.6.1. Were you able to use services without any troubles?.....	36
6.7. Seventh Section: Final perception of the provided service.....	37
6.7.1. According to your experience, what strengths and weaknesses can you mention about our community tool pack/ Web Conference/ collaborative document edition (WIKI)/ file transfer (filesender) service?.....	37
6.7.2. In a scale from 1 to 5, how likely are you to recommend the use of our community tool pack/ Web Conference/ Collaborative Document Edition (WIKI)/ File Transfer service to a colleague? Where 1 is “not at all likely” and 5 “extremely likely”?.....	38
7. Conclusions.....	39



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission



A project implemented by RedCLARA

1. INTRODUCTION

1.1. PURPOSE OF THE DOCUMENT

This document details the results for the first attempt to measure the quality of service, perception and experience of the end user while using the ELCIRA WP5 Project services. The survey was conceived as a 7 section document with multi-option, perceptions and free-form questions. 4 surveys were developed for each of the services included in the WP5: Community Tool Pack, Web Conference (MCONF), Collaborative Document Edition (Wiki) and File Transfer (FileSender).

2. DOCUMENT AMENDMENT PROCEDURE

Requests for amendments to this document must be made to the author, Rodrigo L. Soto Marifil, WP5 - Extending and Strengthening the Collaboration Platform (RedCLARA), rodrigo.soto@redclara.net, and copied to the Management of the ELCIRA project.

3. GLOSSARY

CLARA	<i>Cooperación Latino Americana de Redes Avanzadas</i> – Institution in charge of the implementation of the ALICE2 project.
CUDI	<i>Corporación Universitaria para el Desarrollo de Internet</i> – Mexican NREN
EC	European Commission
EU	European Union
EU-LAC	Europe, Latin America and the Caribbean
FP7	Seventh Framework Programme
GÉANT	Pan-European research and education network
ICT2013	ICT 2103 conference
LA	Latin America
M01	First month of the ELCIRA project (M15 = fifteenth month of the project)
NRENs	National Research and Education Networks
PR	Public Relations
RENATA	Corporación Red Nacional Académica de Tecnología Avanzada, Colombian NREN
TERENA	Trans-European Research and Education Networking Association



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission



A project implemented by RedCLARA

WP7 ELCIRA's Work Package 7: Dissemination

WP5 ELCIRA's Work Package 5: Extending and Strengthening the Collaboration Platform

4. EXECUTIVE SUMMARY

The results were mainly positive; we have good opinions, evaluations and important considerations about several key features, characteristics and ideas from each service.

Two main lessons develop from the study and results:

- The first lesson is that we need to increase the sample of beta test users in order to obtain the more significant measurement of these perceptions . This will be achieved in a second version of the survey by increasing the involvement of the NREN's that have already incorporated the services as their official Collaboration Package: CEDIA from Ecuador, RedIris from SPAIN, CUDI from Mexico and probably Innovared from Argentina that has already begun considering the adoption of the WP5 Services.
- And finally, the second lesson is that the support of promotion and communication is of the utmost importance. Educate the end user in terms of the lesser-known services has to be strengthened within WP5 tasks.

5. METODOLOGY

The study was conducted as an individual survey for each of the services. The surveys were conceived as a Quality of Service and as End User's Experience measurement tool. The questions included on the surveys were free-form, Likert and multiple choice type. The survey considered 7 sections, with the more general questions in the first 2 sections and more specific questions in the following sections and in the final section, a recommendation type question was added as a way to measure the possibility for a service to be recommended by a beta test user to use by another user. To complete each survey the user would have to spend at least 15 minutes and it would have to answer a first discriminatory question revealing if the polled beta tester did or did not use of the services make him a proper subject for the study only if he had used the WP5 services.

There were 2 attempts for obtaining the proper amount of beta tester users. The first, by means of the Community Coordinator direct contact with the communities "Latin American Community on Learning Objects – LACLO", "Large Aperture Gamma Ray Burst Observatory – LAGO"



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission



A project implemented by RedCLARA

and “Open Latin American Community of Social and Educational Regional Research – CLARISE”. The sample was meant to be obtained by asking different users to test our services and after a trial period of 6 weeks the researchers and other types of user’s members of this 3 communities were supposed to answer the Quality of Service and Experience of Service survey. At the beginning of the third week of tests the communities, unfortunately, had a very low response and services use rate, so it was decided by the leader of the survey, RedCLARA’s Product Manager and it’s Academic Community Manager that it would be necessary a new approach in terms of achieving the survey’s sample goal of at least 25 complete valid answers for survey.

The second instance, was based on using and developing the close relationship between RedCLARA’s and it’s NREN’s academic communities contacting them by RedCLARA’s Academic Community Manager and it’s counterparts in the NREN’s CUDI (Mexico), INNOVARED (Argentina), RAGIE (Guatemala), RAICES (El Salvador), CONARE (Costa Rica), and CEDIA (Ecuador). This approach met different new test users that, after trying the services during the last 3 weeks of the original 6 weeks of the study duration, would answer the surveys. Also, it was decided by agreement with the WP5 team, that the users should have an incentive for motivating the proper survey’s sample goal of completed answers. The incentive was the raffle of a 10 inch Tablet for the user who had answered all of the surveys completely. This action successfully provided with a final sample of almost 200 beta testers, with an average of 50 answers for survey. Of those almost 200 surveys, just 108 were completely answered and finally of those 108 completed surveys almost a third positively declared to have used the services, resulting in that just this affirmative declaration of use the valid answers considered in the descriptive analysis results shown in this report.

6. RESULTS

6.1. FIRST SECTION: SERVICE UTILIZATION.

6.1.1. DO YOU USE OUR COMMUNITY TOOL PACK/ WEB CONFERENCE/ COLLABORATIVE DOCUMENT EDITION/ FILE TRANSFER SERVICE?

After a brief introductory question, in which the polled beta tester provides his or hers contact information, the survey begins asking if the respondent does or does not use the services available in the ELCIRA Project Work Package No.5.

The first survey, the Community Tool Pack Service, has 35 answers. 25 of those declare to not have used the service and 10 give a positive answer achieving 29% of positive responses. This might indicate that people simply do not know or have never heard of the existence of this service,



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission



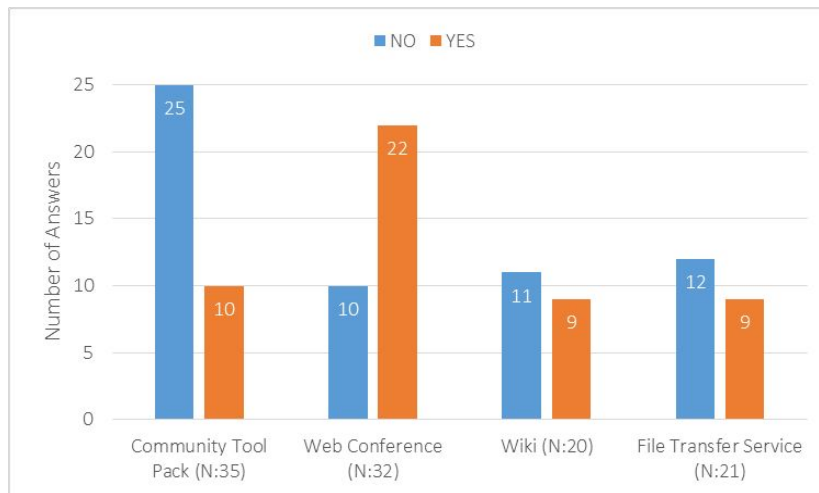
A project implemented by RedCLARA

which does not necessarily mean that they have not used the tools or the features this services provides.

The Web Conference service survey has 32 answers, 22 of those are positive and 10 negative. According to the survey's answers throughout the 4 services, this one is the most acknowledge by the respondents.

In the case of the Collaborative Document Edition Service (WIKI) survey, we have similar answers with 20 responses from the polled users. In this survey we have 11 negative and 9 positive answers. Finally, the File Transfer Service (FileSender) has 21 responses, of those 12 are negative and 9 positive.

Figure 1: WP5 Service utilization response ELCIRA project.



6.1.1.1. IN CASE OF A NEGATIVE ANSWER, WOULD YOU PLEASE INDICATE WHY DO YOU NOT USE OUR SERVICE?

The follow-up question considered just the respondents who answered negatively. They were asked to write in a few words the reason of why have they not used the services. The answers were categorized in terms of the respondents who declare to have not known of the services from the ones that, in a way, knew about it. Quite clearly, most of the negative answers reason is that in their majority, the polled users haven't heard or known of the existence of the WP5 services.



A project of the Seventh Framework Programme (FP7)

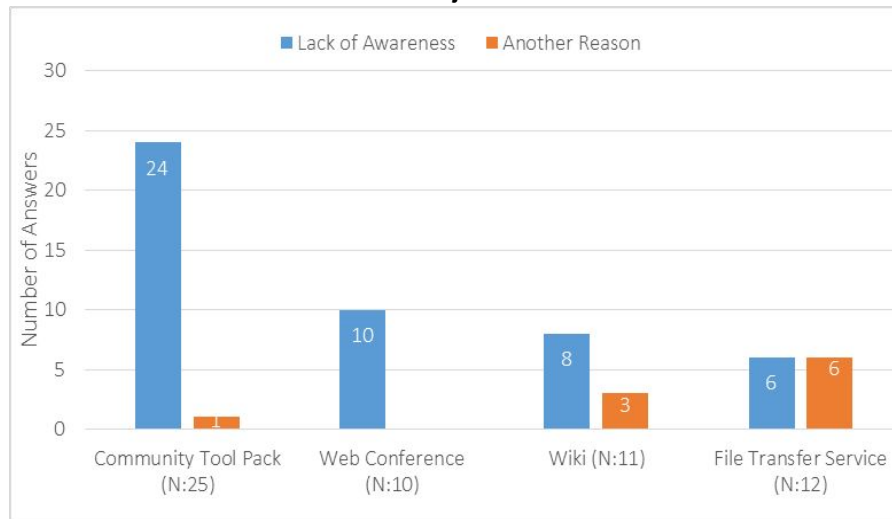


This project is funded by the European Commission



A project implemented by RedCLARA

Figure 2. Reason of the negative usage of the services included in the WP5 services from the ELCIRA Project.



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission

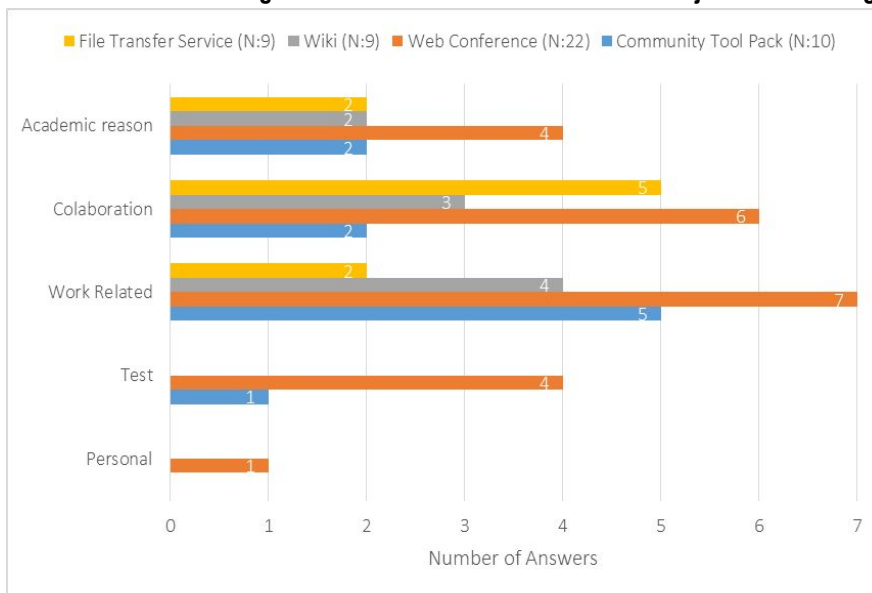


A project implemented by RedCLARA

6.1.2. WHAT IS THE MAIN REASON FOR YOU TO USE OUR COMMUNITY TOOL PACK/ WEB CONFERENCE/ COLLABORATIVE DOCUMENT EDITION (WIKI)/ FILE TRANSFER (FILESENDER) SERVICE?

This is free-form answer type of question, the statements given by the polled users were categorized in terms of their likeliness. The answers do not permit to assign a conclusive type of answer category, but the respondents declare that they mainly use the services for work related (18 statements), collaboration (16 statements) and academic reasons (10 statements), test (4 statements) and personal use (1 statement).

Figure 3. Main reason for using the services included in the ELCIRA Project Work Package No.5.



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission

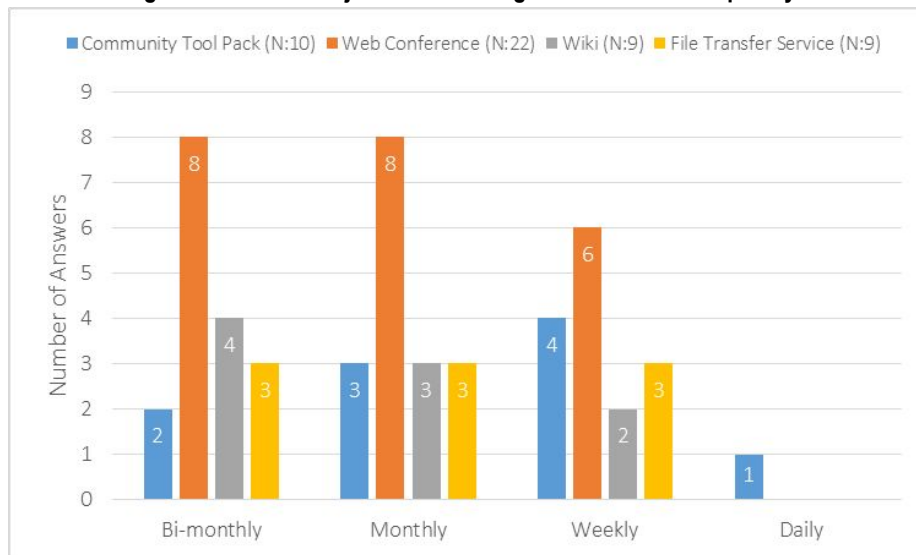


A project implemented by RedCLARA

6.1.3. HOW FREQUENTLY DO YOU USE OUR COMMUNITY TOOL PACK/ WEB CONFERENCE/ COLLABORATIVE DOCUMENT EDITION/ FILE TRANSFER SERVICE?

Each service has different levels of usage, the one with the highest frequency of use is Web Conference with 6 respondents declaring a weekly rate usage, 8 responses declares a monthly rate of use basis and finally, 8 respondents declare a bi-monthly rate of use.

Figure 4. ELCIRA Project Work Package No.5 services frequency of use.



6.1.4. HOW FREQUENTLY DO YOU USE OUR COMMUNITY TOOL PACK/ WEB CONFERENCE/ COLLABORATIVE DOCUMENT EDITION (WIKI)/ FILE TRANSFER SERVICE?

With 12 responses, for all the services, “30 or more minutes” is the option with the most choices. The majority of those were declared for the Web Conference service, probably thanks to the duration of the conferences that might have being held by the users. In the case of the option “Between 25 and 30 minutes”, yet again Web Conference has the most number of answers with 7 and in the third place comes the option “5 or less minutes” with 9 answers composed by 4 answers for the File Transfer Service (FileSender), Collaborative Document Edition (WIKI) service with 3 and Community Tool Pack service with 2. Finally in the case of “Between 10 and 15 minutes” with 7 responses in total composed by 4 mentions for the Community Tool Pack service, 2 for the Web Conference and 1 for the Collaborative Document Edition service.



A project of the Seventh Framework Programme (FP7)

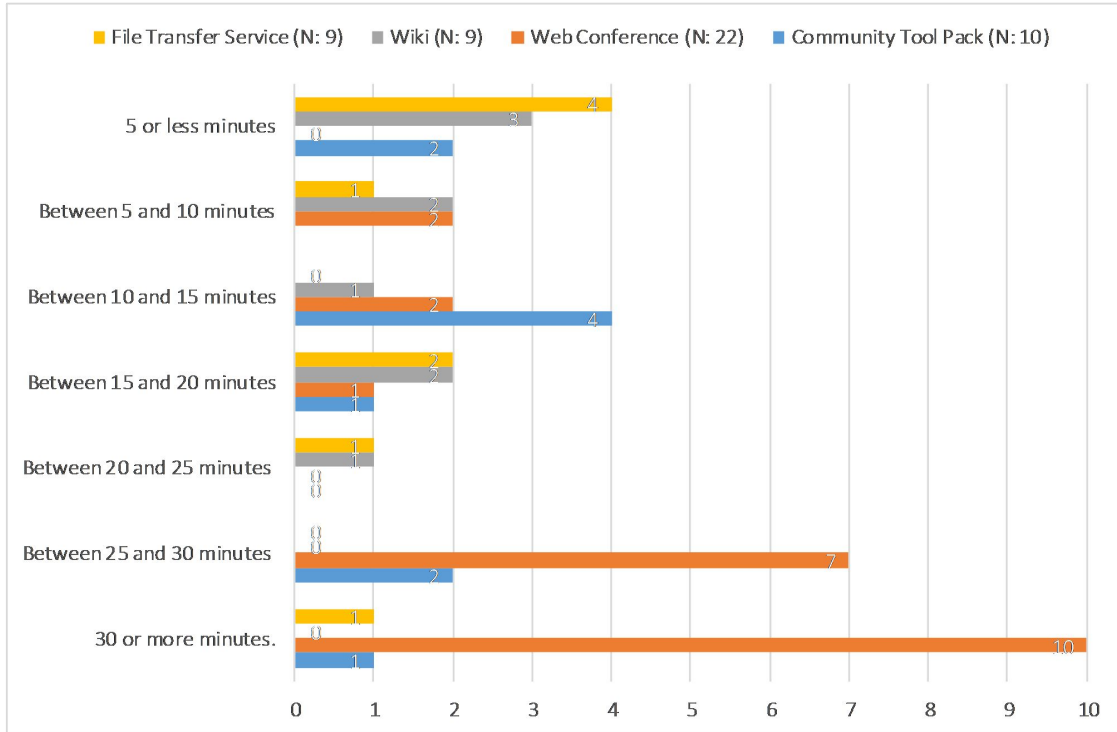


This project is funded by the European Commission



A project implemented by RedCLARA

Figure 5: Spent time during last session while using the Elcira Project Work Package No.5 services.



6.1.5. DO YOU KNOW OR USE OTHER COMMUNITY TOOL PACK/ WEB CONFERENCE/ COLLABORATIVE DOCUMENT EDITION (WIKI)/ FILE TRANSFER (FILESENDER) SERVICE THAT PROVIDE SIMILAR FEATURES?

For the service, Community Tool Pack the survey respondents do not recognise other services that deliver the same or similar functions. Both, Collaborative Document Edition (WIKI) and the File Transfer Service (FileSender) have 2 positive responses. A completely different case is the one for the Web Conference service that has 10 positive answers.



A project of the Seventh Framework Programme (FP7)

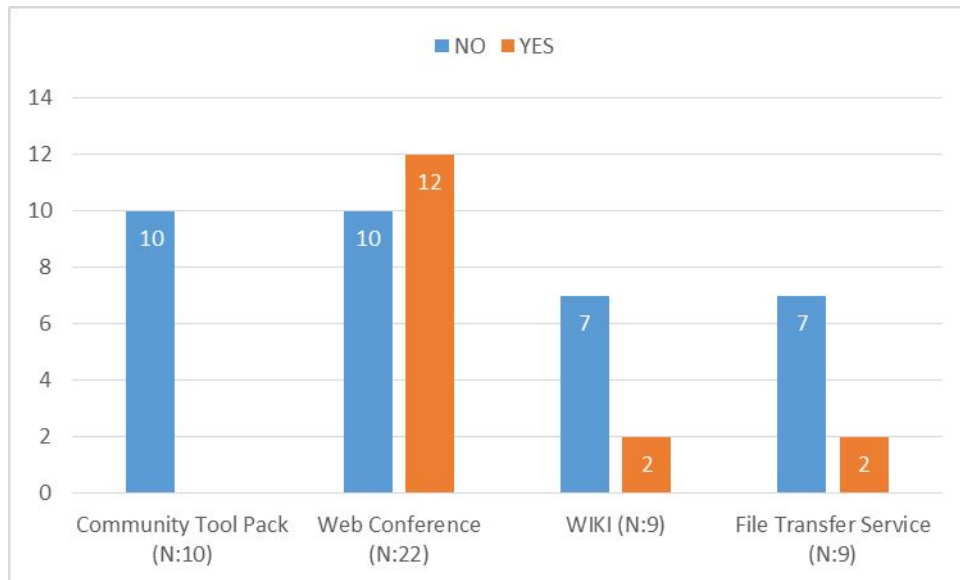


This project is funded by the European Commission



A project implemented by RedCLARA

Figure 6: Acknowledgement of other services that deliver the same or similar capabilities than the ELCIRA WP5 services.



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission



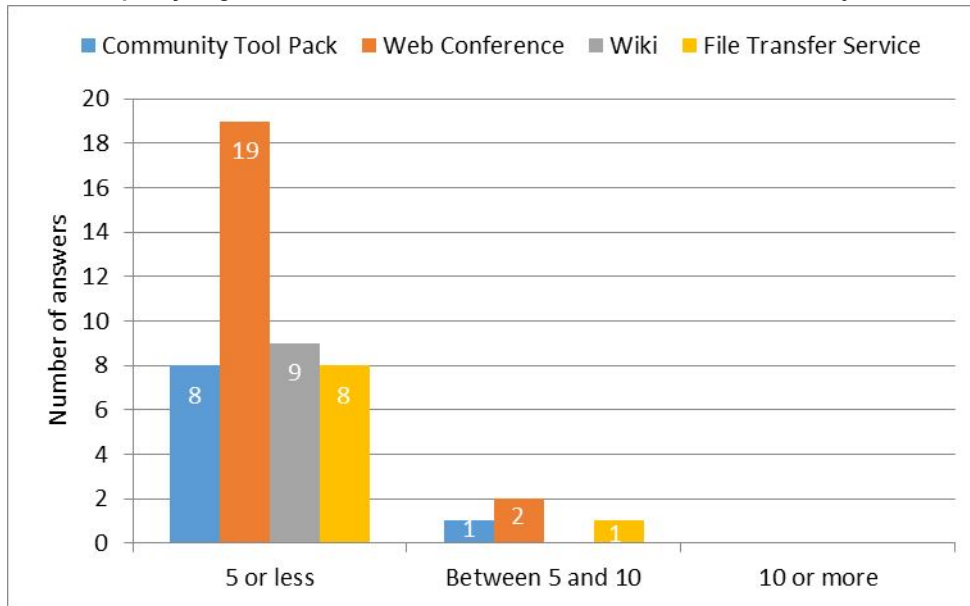
A project implemented by RedCLARA

6.2. SECOND SECTION: USE CONVENIENCE.

6.2.1. WERE YOU ABLE TO HAVE ACCESS TO OUR COMMUNITY TOOL PACK/ WEB CONFERENCE/ COLLABORATIVE DOCUMENT EDITION (WIKI)/ FILE TRANSFER (FILESENDER) SERVICE?

The respondents in their majority declare to have gain access to the services. Community Tool Pack, Web Conference and Collaborative Document Edition (WIKI) have just 1 negative answer regarding the capacity of the polled user's access to the service.

Figure 7: User capacity to gain access to the services of the WP5 from the ELCIRA Project.



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission

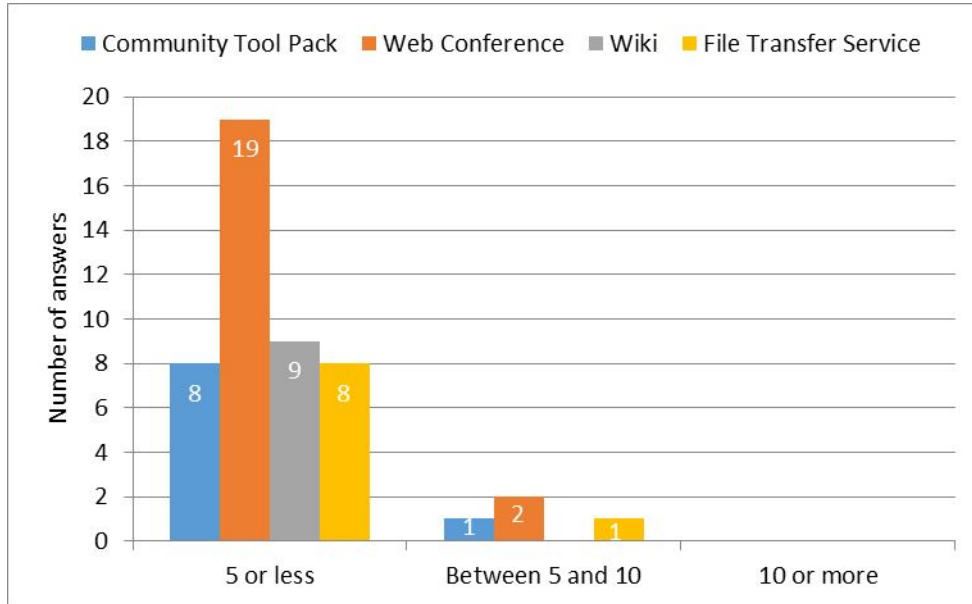


A project implemented by RedCLARA

6.2.2. HOW MANY STEPS DO YOU CONSIDER PROPER TO START USING OUR COMMUNITY TOOL PACK SERVICE/ WEB CONFERENCE/?

The respondents, mostly, declare that for them the proper number of steps to gain access would be “5 or less”, only 4 respondents consider that the proper number of steps should be “Between 5 and 10” and finally, for the option of “10 or more” steps there were no answers.

Figure 8: Proper steps perception for gaining access to the services from the WP5 ELCIRA Project.



6.2.3. FOR USING OUR COMMUNITY TOOL PACK SERVICE/ WEB CONFERENCE/ COLLABORATIVE DOCUMENT EDITION (WIKI)/ FILE TRANSFER (FILESENDER) SERVICE, HOW MANY STEPS DID IT TAKE YOU TO START USING IT?

For the perception of the number of steps for gaining access to the services, with 43 answers the most frequent choice was “5 or less” which means that the respondents in their majority perceive that at least 5 steps are needed for accessing the service. In the case of the option “Between 5 and 10” there were just 5 answers and for the “10 or more” option, just like in the previous question, the number of answers were null.



A project of the Seventh Framework Programme (FP7)

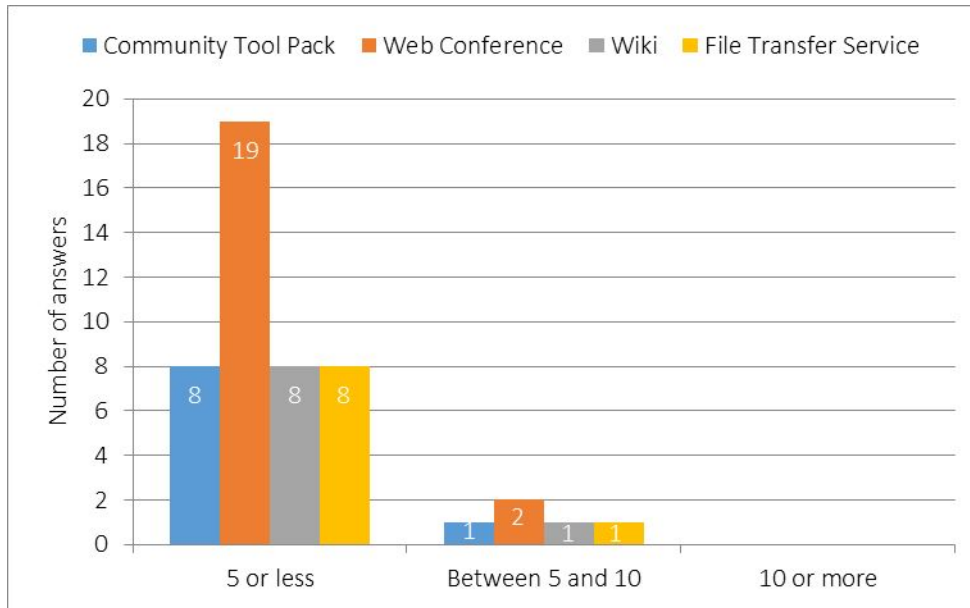


This project is funded by the European Commission



A project implemented by RedCLARA

Figure 9: Number of steps for gaining access to the services included in the WP5 from the ELCIRA Project.



6.2.4. IN A SCALE FROM 1 TO 5, WHERE 1 IS “TOO HARD TO GAIN ACCESS” AND 5 “TOO EASY TO GAIN ACCESS”, ACCORDING TO YOUR OPINION, HOW HARD WAS IT TO GAIN ACCESS TO OUR COMMUNITY TOOL PACK/ WEB CONFERENCE/ COLLABORATIVE DOCUMENT EDITION (WIKI)/ FILE TRANSFER (FILESENDER) SERVICES?

The Community Tool Pack Service with 9 respondents, is considered as, at least, a hard to gain access kind of service considering the sum between the options “Really hard to gain access to” and “Hard to gain access to”, this response is not that farfetched considering the results in the question about the acknowledgement of the service. The Web Conference service has similar answers, just a 5% of the 21 answers consider it as an “easy to gain access to” service. Also, Collaborative Document Edition (WIKI) and the File Transfer Service (FileSender) are considered as hard to gain access kind of services.



A project of the Seventh Framework Programme (FP7)

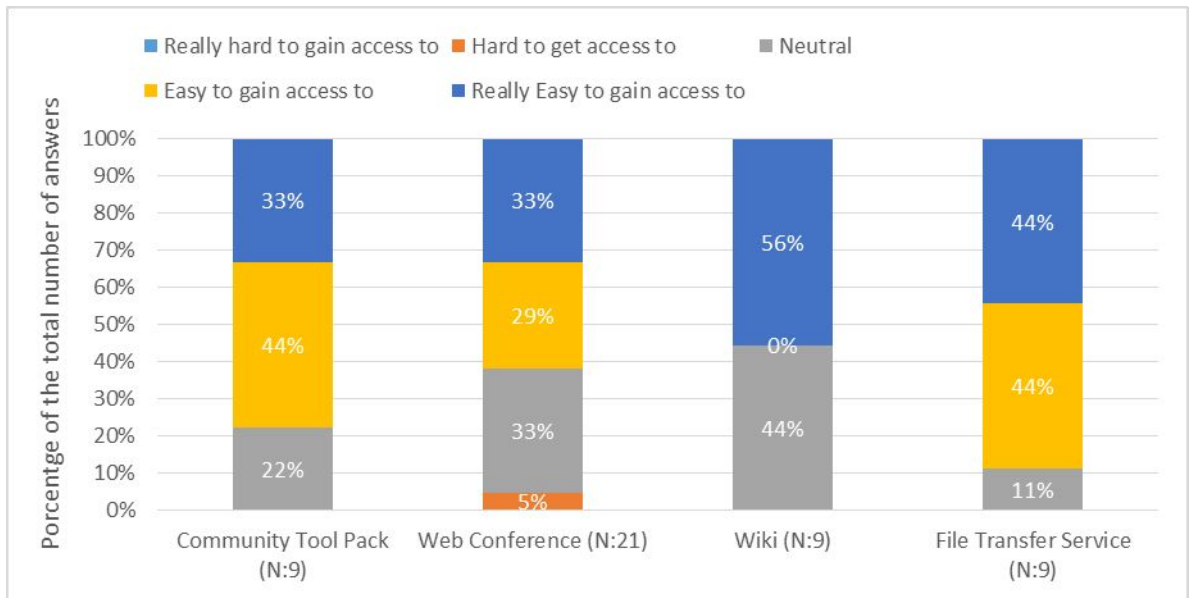


This project is funded by the European Commission



A project implemented by RedCLARA

Figure 10: Perception of easiness of access gain perception for the WP5 from the ELCIRA Project.



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission



A project implemented by RedCLARA

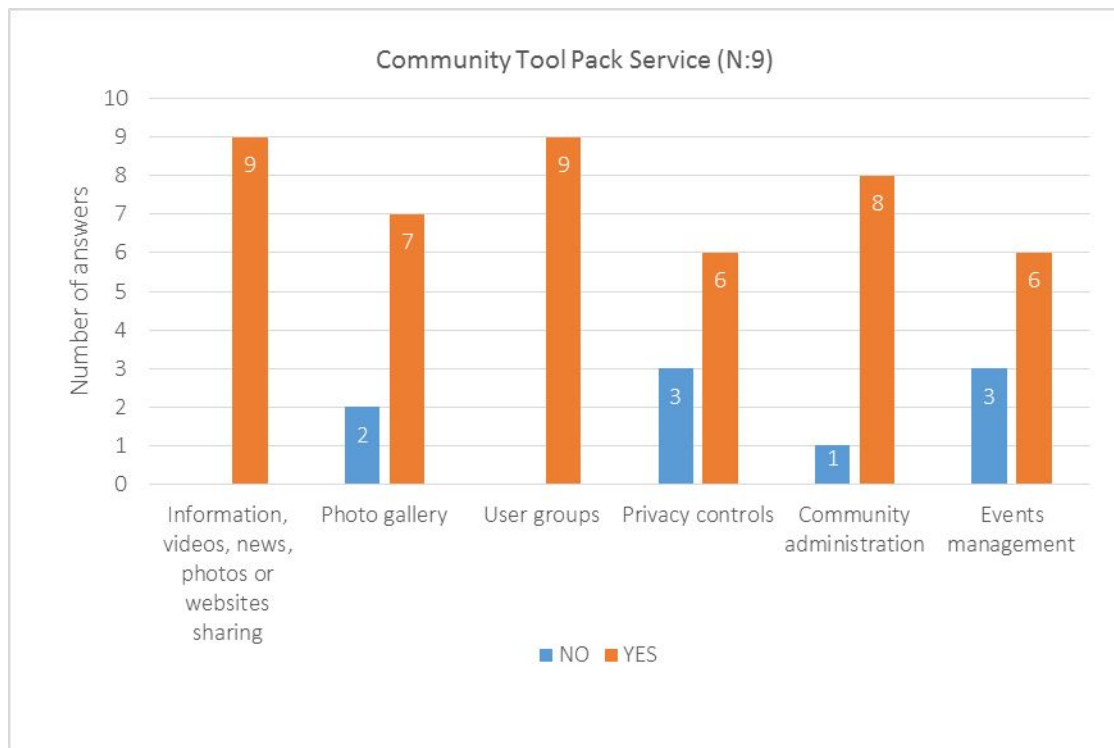
6.3. THIRD SECTION: AVAILABLES TOOS IN THE SERVICES.

6.3.1. REGARDING TO OUR WP5 SERVICES, DO YOU KNOW THAT THE FOLLOWING FEATURES ARE AVAILABLE THE FOLLOWING SERVICES?

COMMUNITY TOOL PACK SERVICE:

In this service, with 9 answers, the majority of features listed in the survey, were declared as known of.

Figure 11.a: WP5 ELCIRA Project services feature acknowledgement, Community Tool Pack service.



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission



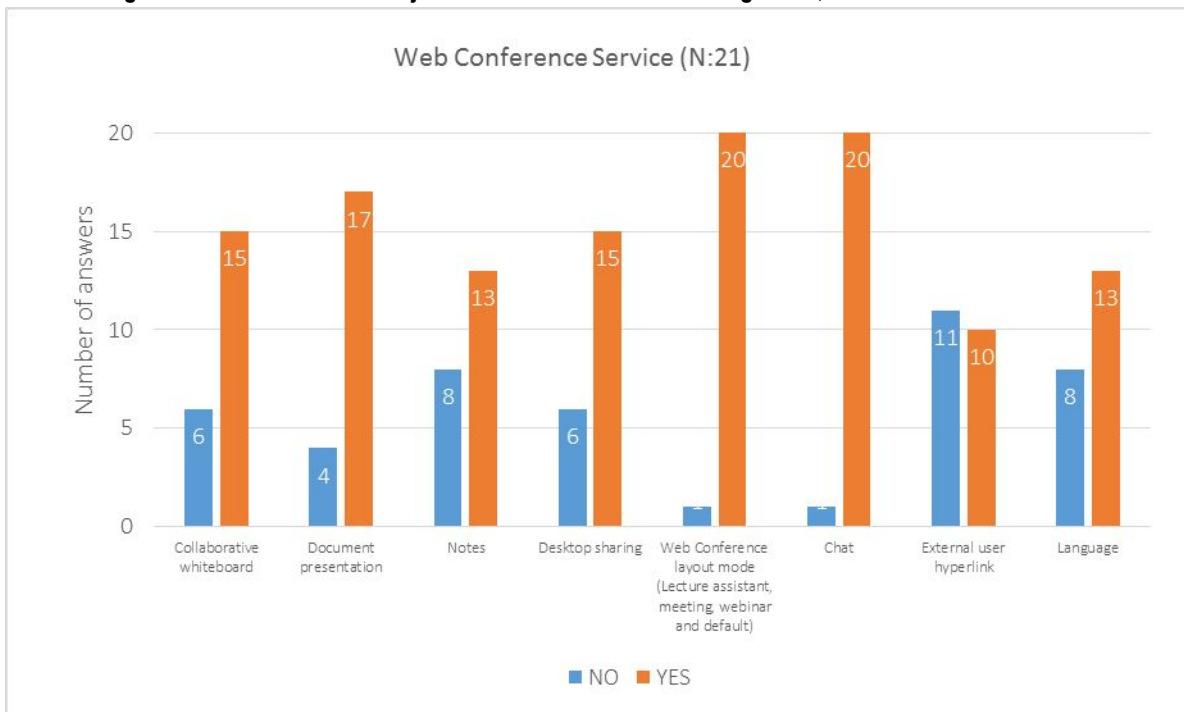
A project implemented by RedCLARA

WEB CONFERENCE SERVICE:

The Web Conference service has 21 answers, of those the features with the least number of answers are the “External user hyperlink” with 11 negative responses, the “Language” and the “Notes” feature with 8 negative responses and “Desktop Sharing” and “Collaborative Whiteboard” with 6 negative answers.

On the other hand and considering the positive answers, the features “Chat” and “Web Conference Layout”, both with 20 answers, closely followed up by the “Document Presentation” feature with 17 responses.

Figure 11.b: WP5 ELCIRA Project services feature acknowledgement, Web Conference service.



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission

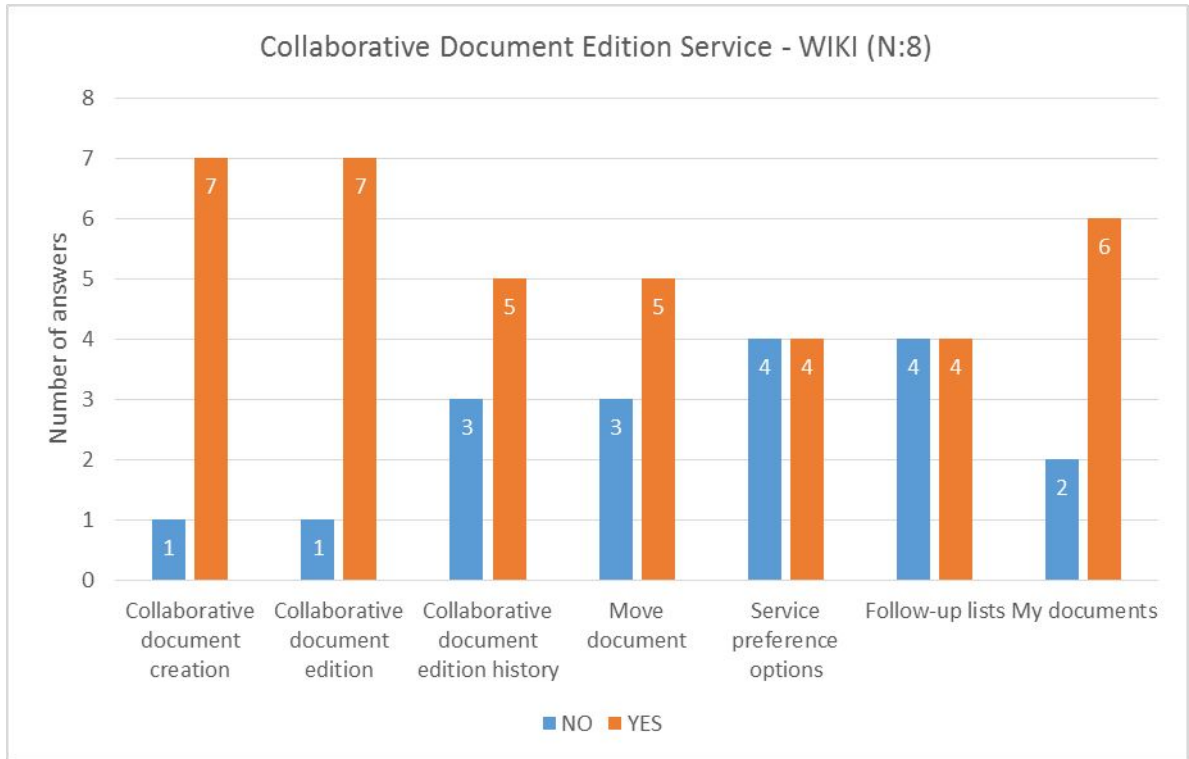


A project implemented by RedCLARA

COLLABORATIVE DOCUMENT EDITION SERVICE (WIKI):

For the Collaborative Document Edition Service (WIKI), there were 8 responses which reflect similar levels of acknowledgment for both the positive and the negative options for the features “Follow-up lists”, “Service preference options”, “Move documents” and “Document edition chronology”.

Figure 11.c: WP5 ELCIRA Project services feature acknowledgement, Collaborative Document Edition service.



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission

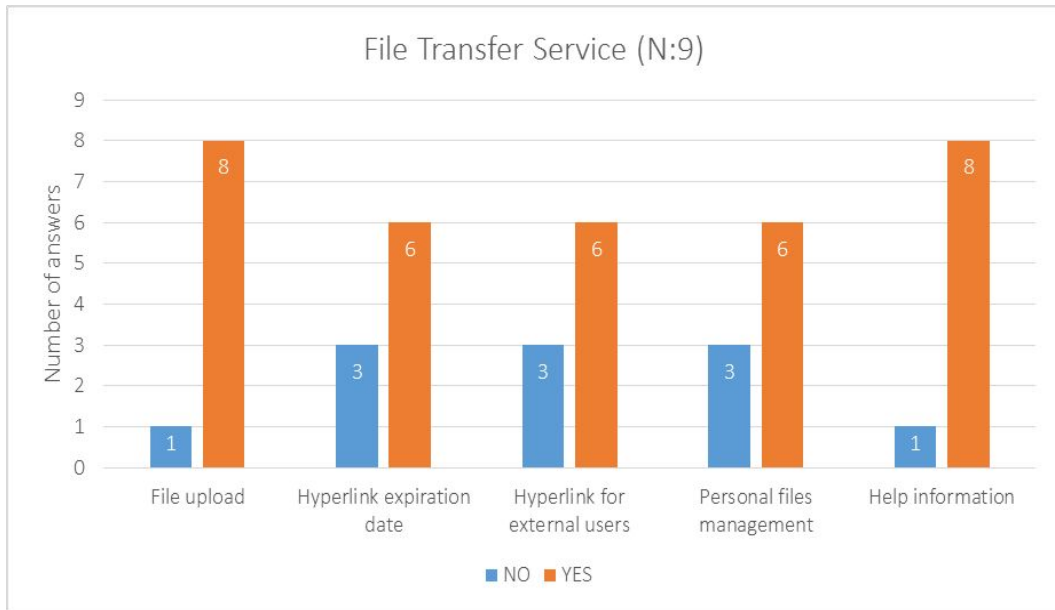


A project implemented by RedCLARA

FILE TRANSFER SERVICE (FILESENDER):

Considering this service, with 9 answers, from which it can be inferred that the acknowledgement for the features “Hyperlink expiration date”, “Hyperlink for external users” and “Personal files management” have 6 positive answers and 3 negatives are the least known of features for this service. “File upload” and “Help section” are the most known of with 8 positive and just 1 negative answers.

Figure 11.d: WP5 ELCIRA Project services feature acknowledgement, File Transfer (FileSender) service.



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission



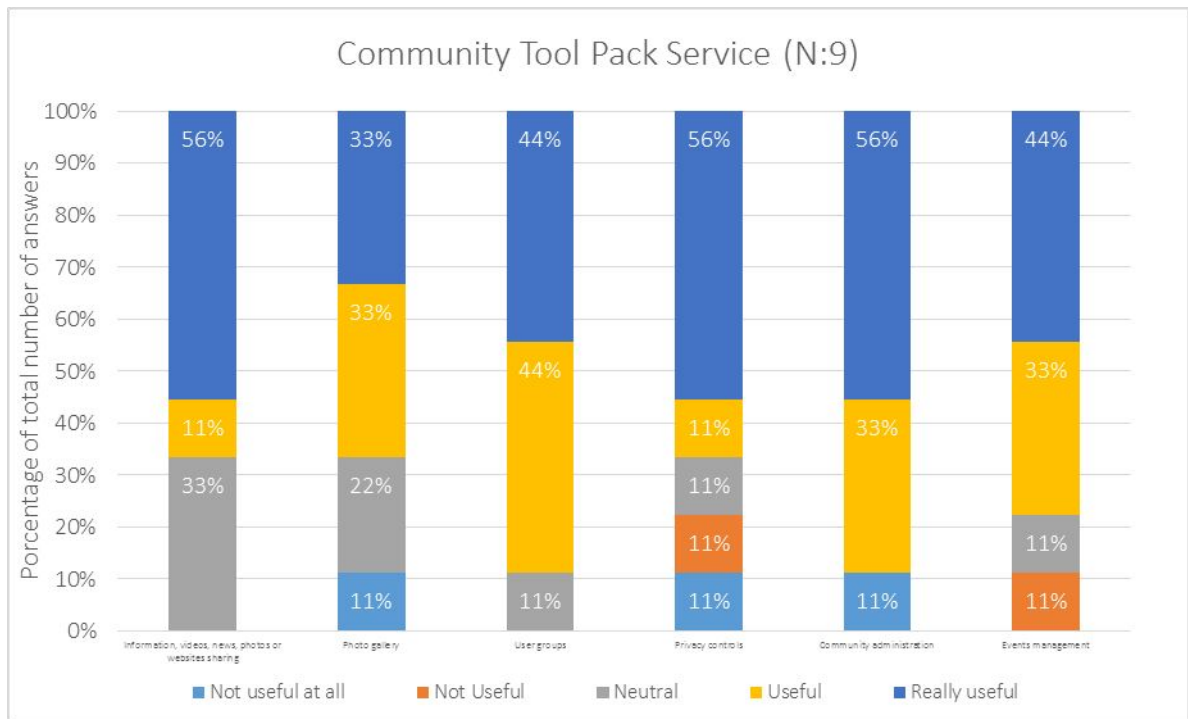
A project implemented by RedCLARA

6.3.2. IN A SCALE FROM 1 TO 5, WHERE 1 IS “NOT USEFUL AT ALL” AND 5 “REALLY USEFUL” TO THE SERVICES, ACCORDING TO YOUR OPINION, HOW USEFUL ARE/IS THE FOLLOWING LIST(S) OF FEATURES AVAILABLE IN OUR WP5 ELCIRA PROJECT SERVICES?

COMMUNITY TOOL PACK SERVICE:

The answers for the Community Tool Pack service, mostly show that there is positive perception of usefulness for the considered features that in almost all the cases, as the sum of the “Useful” and “Really Useful” options, reach at least 65% of positive feedback.

Figure 12.a: Usefulness perception for the features in the WP5 ELCIRA Project, Community Tool Pack Service.



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission

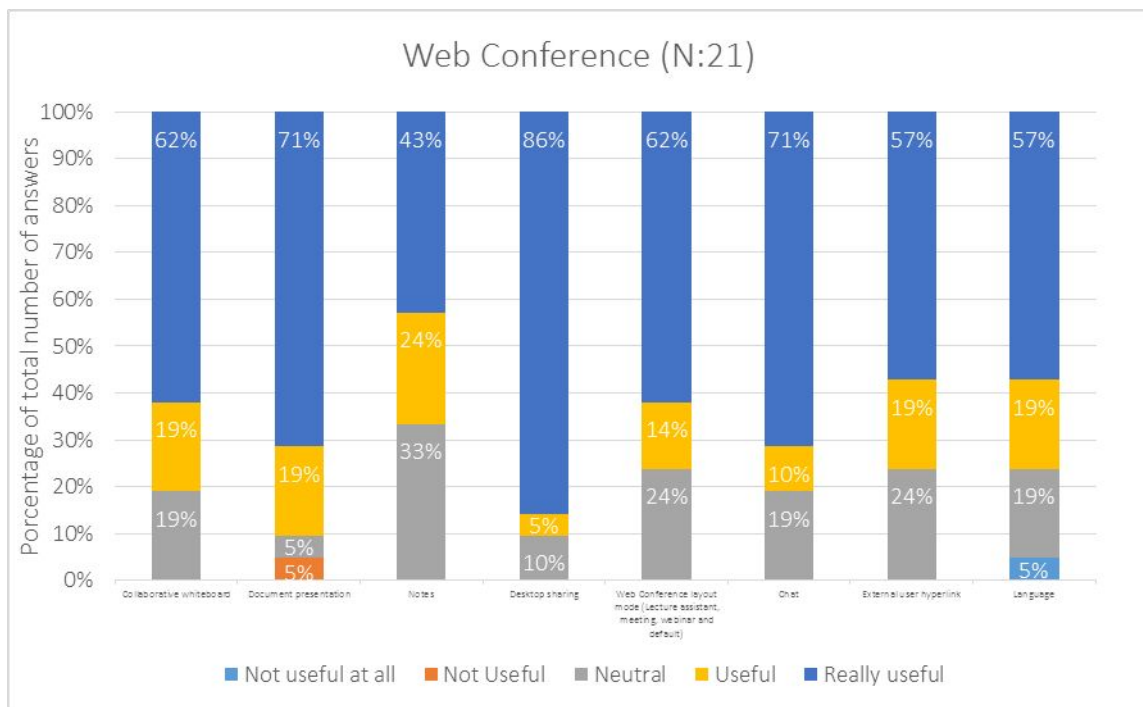


A project implemented by RedCLARA

WEB CONFERENCE SERVICE:

The perception of the usefulness of the features included in the Web Conference service are highly positive with a percentage of “Useful” and “Very Useful” of at least 65% in all cases. In terms of neutral evaluations, regarding the feature that has a highest percentage is “Notes” with 33%, directly followed by “Web Conference Layout” and “” with 24%. As for the “Document sharing, Desktop sharing and Languages” feature, are considered “Not very useful” and “Not useful” with just 5% of the cases.

Figure 12.b: Utility perception for the features in the WP5 ELCIRA Project, Web Conference service.



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission

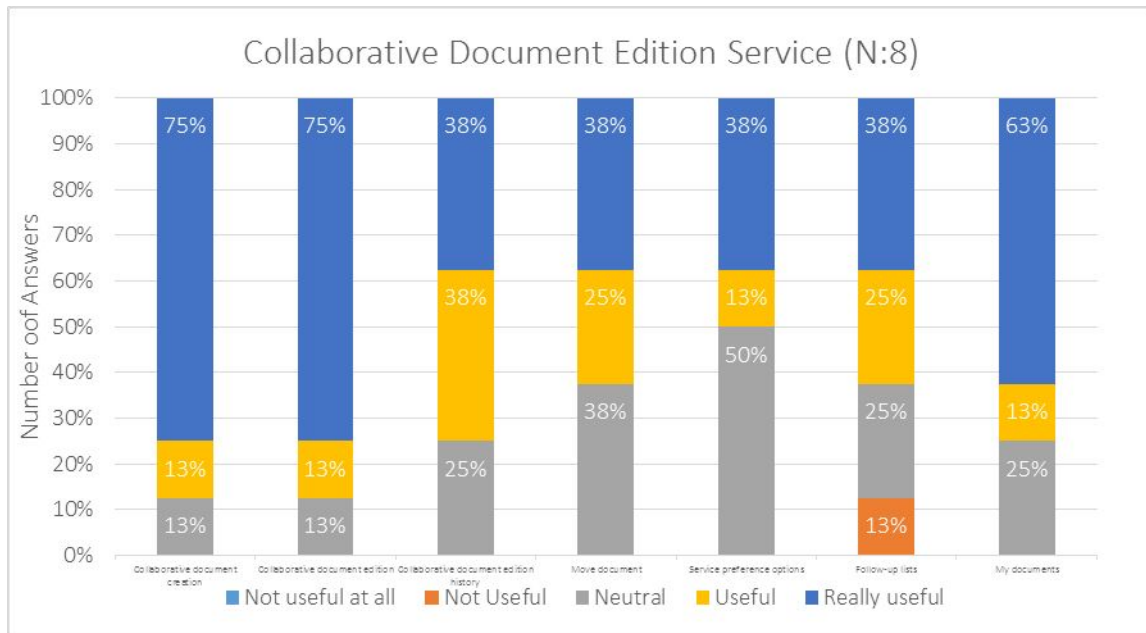


A project implemented by RedCLARA

COLLABORATIVE DOCUMENT EDITION SERVICE (WIKI):

The Collaborative Document Edition service presents positive responses in the following features Collaborative Document Creation, Collaborative Document Edition and My Documents. Features such as Collaborative Document Edition, Collaborative Document Edition Chronology and Service Preferences Options, present an increased number of neutral answers according to the respondents, the feature Follow-up Lists presents 13% of not useful answers and 25% neutrally.

Figure 12.c: Utility perception for the features in the WP5 ELCIRA Project, Collaborative Document Edition (WIKI) service.



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission

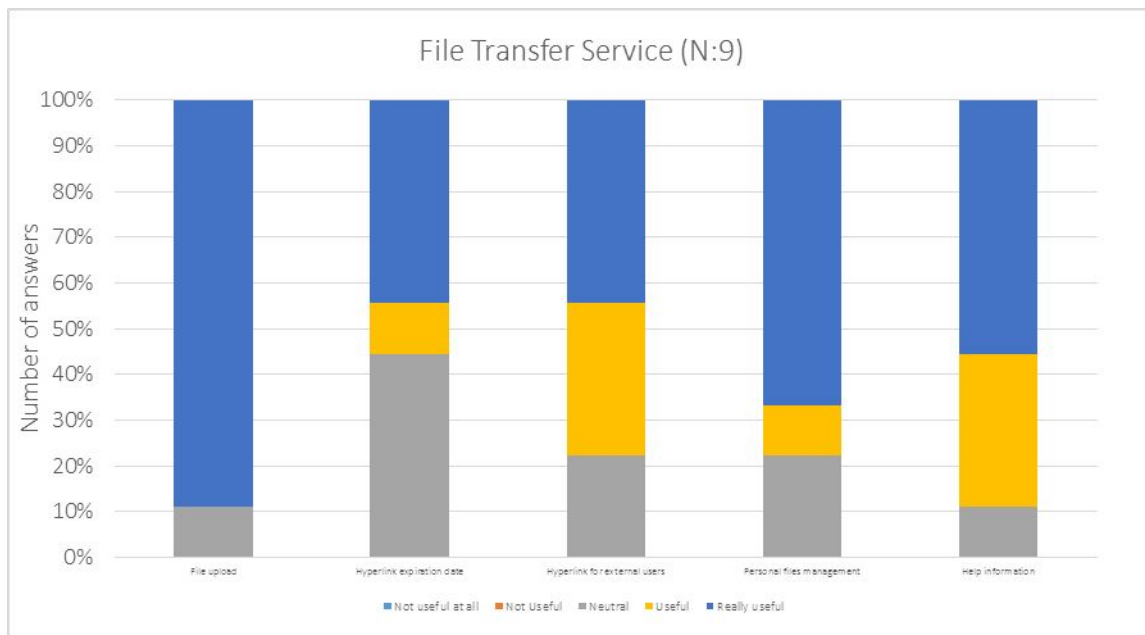


A project implemented by RedCLARA

FILE TRANSFER SERVICE (FILESENDER):

The features belonging to the File Transfer service, are mostly evaluated as positive. For most of the answers, the feature with a higher neutrality towards its usefulness corresponds to Hyperlink Expiration Date and the best evaluated corresponds to the main features of the service File Upload and Personal Files Manager.

Figure 12.d: Utility perception for the features in the WP5 ELCIRA Project, File Transfer (FileSender) service.



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission



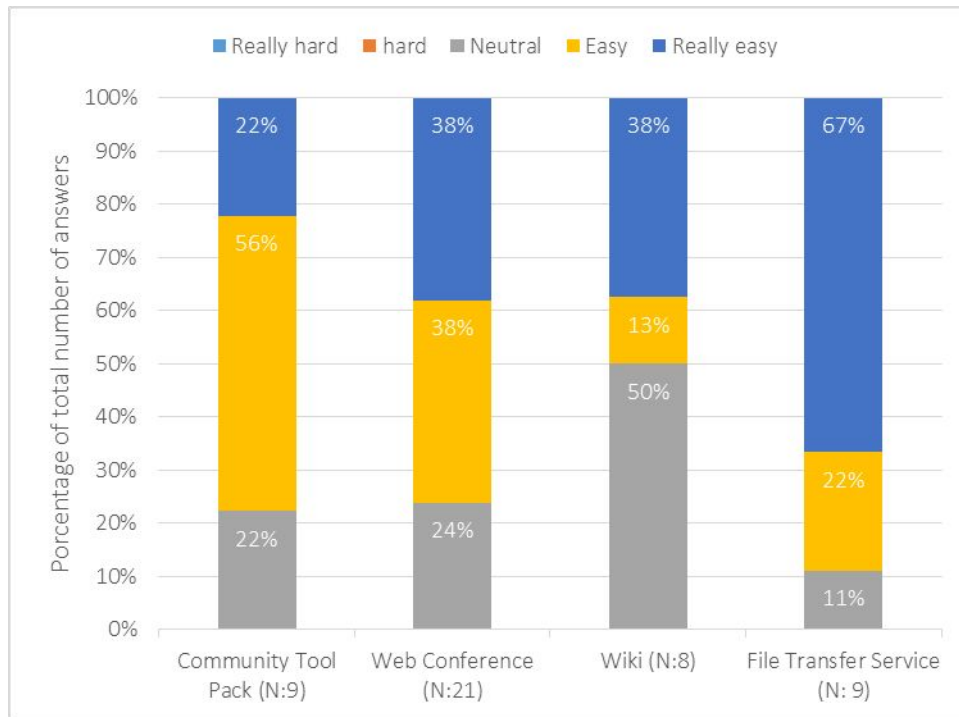
A project implemented by RedCLARA

6.4. FOURTH SECTION: EASE DE USE.

6.4.1. ¿IN A SCALE FROM 1 TO 5, WHERE 1 IS “REALLY HARD” AND 5 IS “REALLY EASY”, IN YOUR OPINION HOW HARD WAS IT TO USE OUR SERVICES?

In general our services are perceived as easy to use. The File Transfer Service, with 9 answers, considering the sum between the options “Easy” and “Really Easy” is the one with the most positive answers with 89%. The Web Conference (21 answers) and Community Tool Pack (9 answers) services both have over 75% of positive answers. The WIKI service, with 8 responses, has 50% rate of neutral answers.

Figure 13: Ease of use perception from WP5 ELCIRA Project services features.



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission



A project implemented by RedCLARA

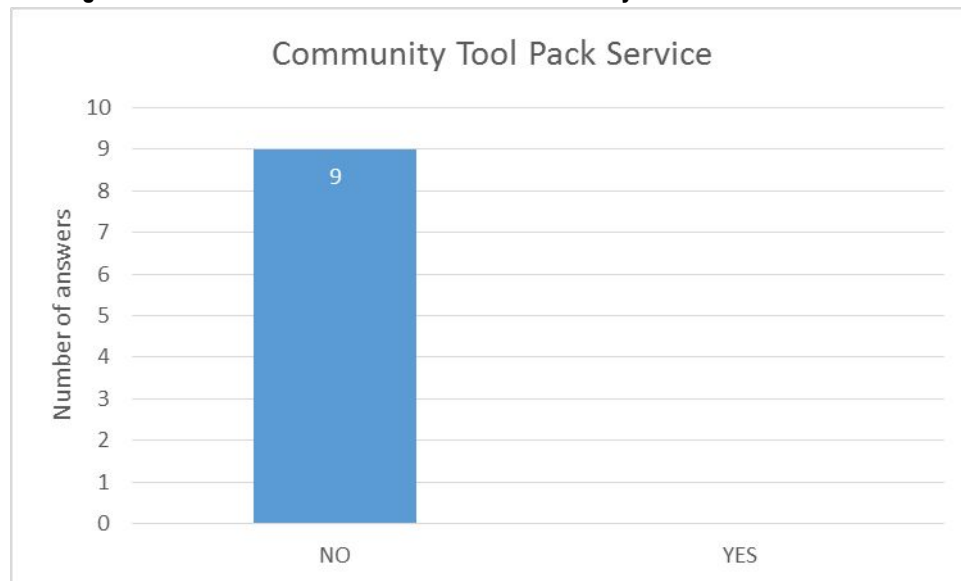
6.5. FIFTH SECTION: SERVICE STABILITY

COMMUNITY TOOL PACK SERVICE:

6.5.1. WHILE USING THE COMMUNITY TOOL PACK SERVICE, HAVE YOU SUFFERED FROM SAVED INFORMATION LOSS?

With 9 answers, the survey respondents declare to not have suffered from data or information loss while using the Community Tool Pack Service.

Figure 14.a: Data or information loss in the Community Tool Pack service.



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission



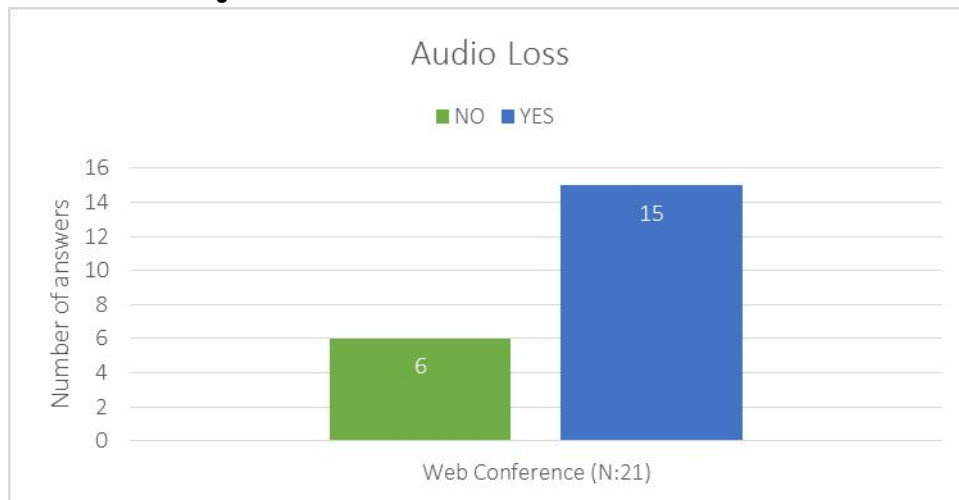
A project implemented by RedCLARA

WEB CONFERENCE SERVICE:

6.5.1. WHILE USING THE WEB CONFERENCING SERVICE, HAVE YOU SUFFERED AUDIO LOSS OF ANY KIND?

With 21 responses, 15 people declared that the service presented audio issues while using it.

Figure 14.b.1: Audio loss in the Web Conference service.



6.5.2. WHILE USING THE WEB CONFERENCING SERVICE, HAVE YOU SUFFERED VIDEO LOSS OF ANY KIND?

With 21 answers, 10 respondents declare to have not suffered from Video loss while using the Web Conference service while with just one more answer 11 users declare that they did have suffered from Video Loss.

Figure 14.b.2: Video loss in the Web Conference service.



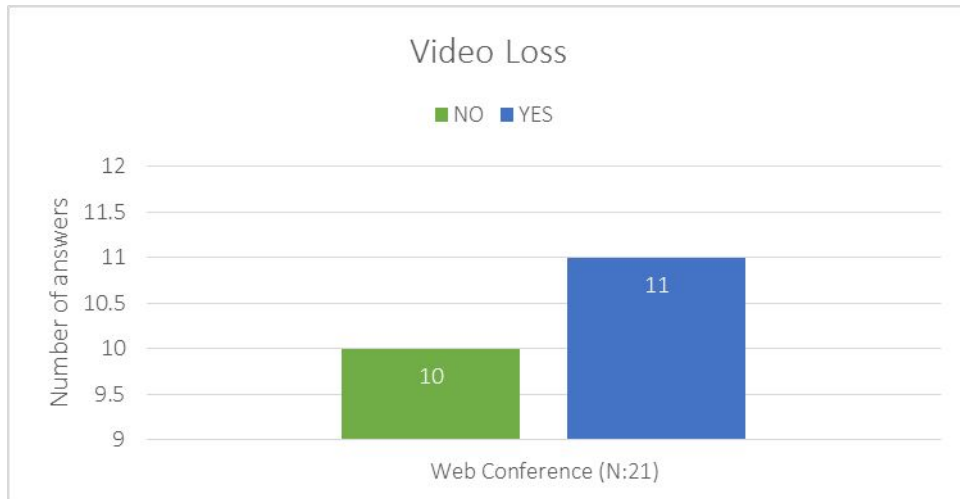
A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission



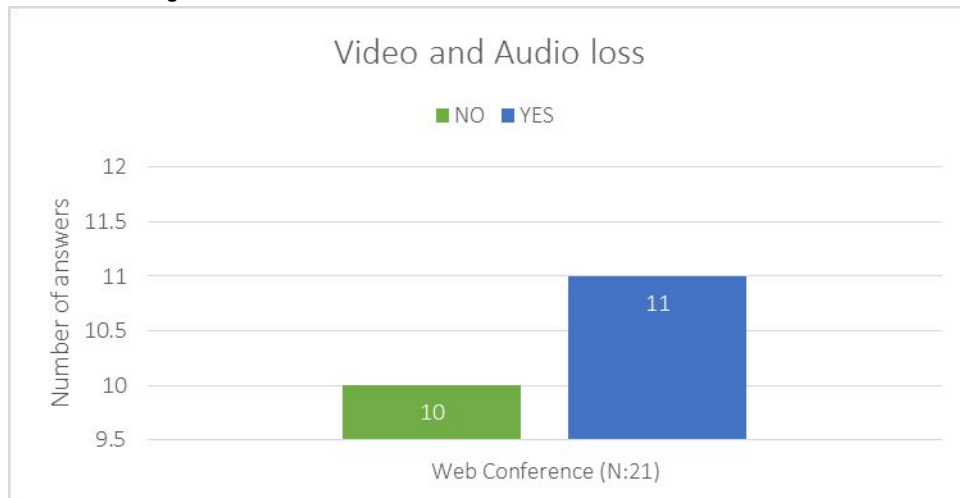
A project implemented by RedCLARA



6.5.3. WHILE USING OUR WEB CONFERENCING SERVICE, HAVE YOU SUFFERED FROM UNSYNCHRONIZED VIDEO AND AUDIO PLAYBACK OF ANY KIND?

With 21 answers, 11 survey respondents declare to have suffered from Video and Audio loss while using our Web Conference service. In the following question the respondents are asked for the time frame of this issue in a weighted average was 57 seconds.

Figure 14.b.3: Video and audio loss in the Web Conference service.



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission



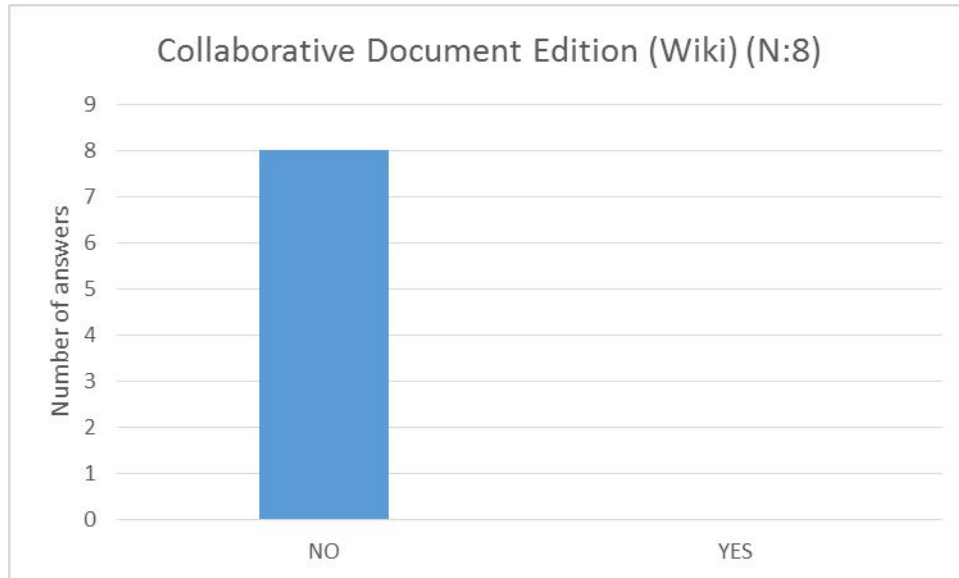
A project implemented by RedCLARA

COLLABORATIVE DOCUMENT EDITION SERVICE (WIKI):

6.5.1 WHILE USING OUR COLLABORATIVE DOCUMENT EDITION SERVICE (WIKI), HAVE YOU SUFFERED FROM LOSS OF SAVED INFORMATION OF ANY KIND?

With 8 answers there were no saved information loss declared by the respondents.

Figure 15.a: Loss of information in the collaborative document edition service (WIKI).



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission



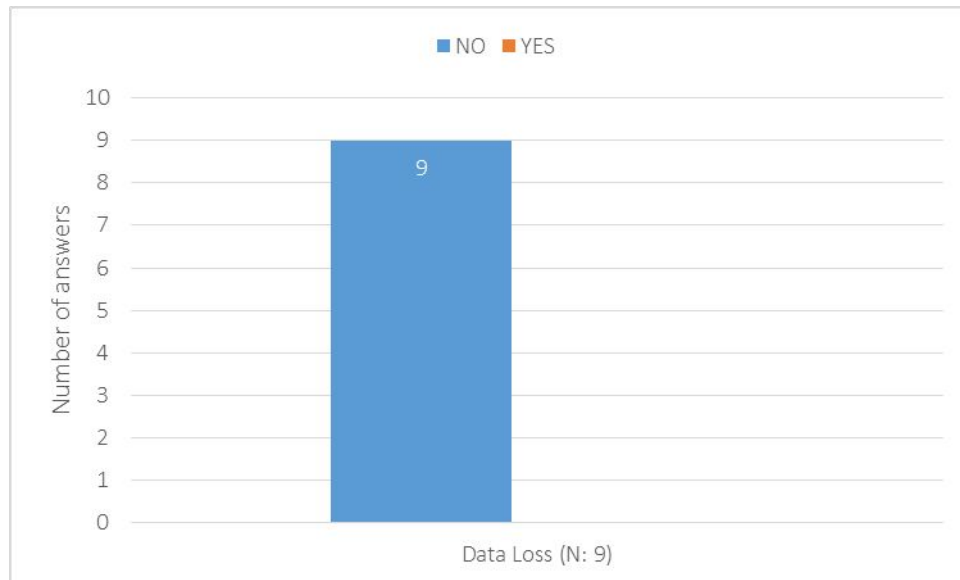
A project implemented by RedCLARA

FILE TRANSFER SERVICE (FILESENDER):

6.5.1 WHILE USING OUR FILE TRANSFER SERVICE, HAVE YOU SUFFERED FROM DATA LOSS OF ANY KIND THAT PREVENTED THE UTILIZATION OF THE FILE THAT YOU TRANSFERRED?

With 9 answers there was no data loss declared by the respondents.

Figure 15.b.1: Data Loss in the File Transfer Service (FileSender).



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission

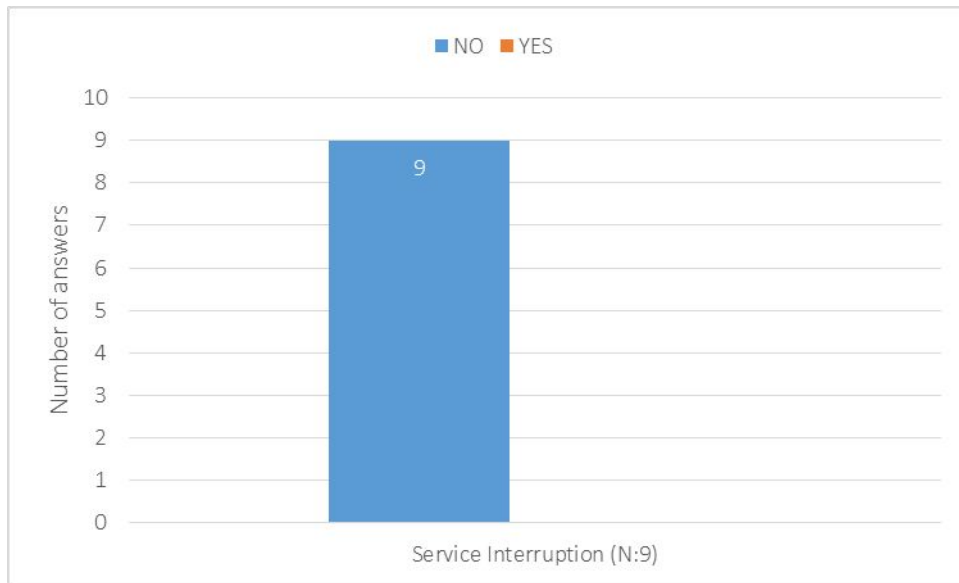


A project implemented by RedCLARA

6.5.1. WHILE USING OUR FILE TRANSFER SERVICE, HAVE YOU SUFFERED FROM FILE TRANSFER INTERRUPTION OF ANY KIND?

With 9 answers there was no data loss declared by the respondents.

Figure 15.b.2: Service Interruption in the File Transfer Service (FileSender).



6.5.2. WHILE USING OUR FILE TRANSFER SERVICE, HAVE YOU SUFFERED FROM TRANSFER PROGRESS INFORMATION LOSS OF ANY KIND?

With 9 answers there was no transfer progress information loss declared by the respondents.

Figure 15.b.3: Transfer progress interruption in the File Transfer Service (FileSender).



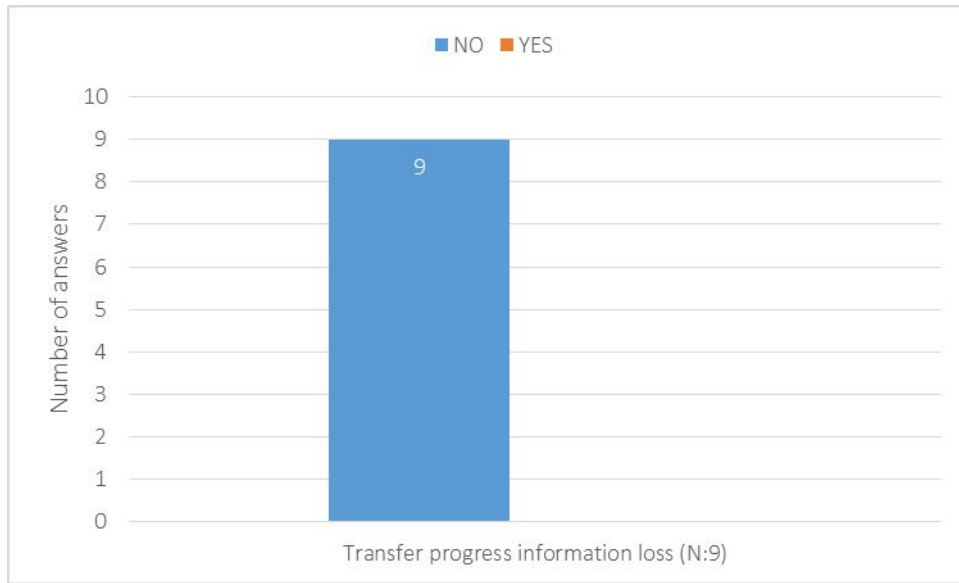
A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission



A project implemented by RedCLARA



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission



A project implemented by RedCLARA

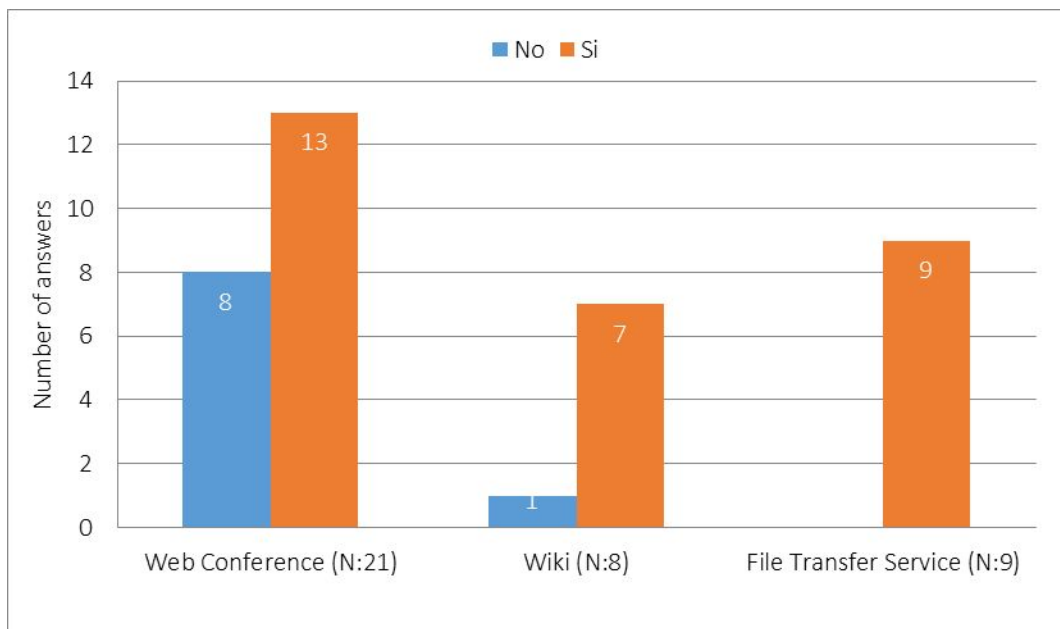
6.6. SIXTH SECTION: PROBLEMS WHILE USING THE SERVICE.

6.6.1. WERE YOU ABLE TO USE SERVICES WITHOUT ANY TROUBLES?

Mainly there were positive answers for the WP5 ELCIRA Project services. The File Transfer service had only positive answer with 9 responses. The Collaborative Document Edition (WIKI) service had 7 positive answers and, finally the Web Conference service was the one that presented more negative responses (Figure 14)

For the Community Tool Pack survey there was a different question (free-form response type), because the provided service might be affected by several issues that may or may not have to do with the WP5 implementation and the original idea was to be able to give a closer look. Unfortunately, the responses were null.

Figure 16: Trouble while using the WP5 ELCIRA Project services.



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission



A project implemented by RedCLARA

6.7. SEVENTH SECTION: FINAL PERCEPTION OF THE PROVIDED SERVICE.

6.7.1. ACCORDING TO YOUR EXPERIENCE, WHAT STRENGTHS AND WEAKNESSES CAN YOU MENTION ABOUT OUR COMMUNITY TOOL PACK/ WEB CONFERENCE/ COLLABORATIVE DOCUMENT EDITION (WIKI)/ FILE TRANSFER (FILESENDER) SERVICE?

This was a free-form type of question, the main idea was to be able to create response categories and chart them for visual understanding. But, the small amount of mentions or comments for each service did not make possible for a proper categorization.

For the Community Tool Pack service there were mostly positive answers, but the main answer (3 mentions) are its collaborative capabilities.

In the case for the Web Conference service the positive remarks were (in no order of importance): The quality of the service, the ease of use of it, the easy access, the desktop and document sharing feature, simple, friendly and the number of users capable of attending a conference at the same time. The negative remarks were: Audio and video are weak, academic network connection dependency and the dependency of the user's band width usage. So there's no conclusive category for this service, each of this remarks has 1 or 2 mentions.

The Collaborative Document Edition (WIKI) service has just one negative remark and it's related to the information permissions associated with the user's profile. The positive remarks were associated with the Academic motive of the service, the ease of document edition, the repository of information feature, collaboration and the practical use.

For the File Transfer (FileSender) service there were no negative remarks, the positive ones consider The transfer's speed, the large data packages transferring capabilities, the ease of use and the link sharing capabilities all of this remarks have at least 2 mentions each.



A project of the Seventh Framework
Programme (FP7)



This project is funded by the European
Commission

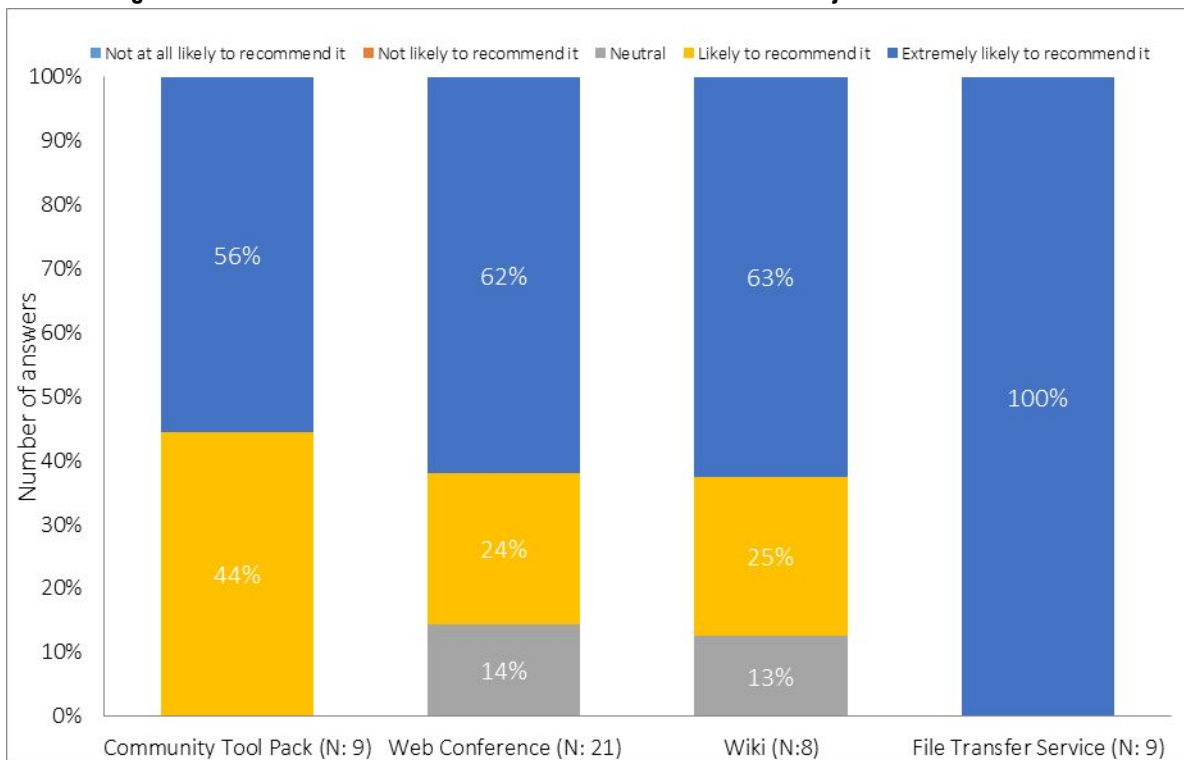


A project implemented by RedCLARA

6.7.2. IN A SCALE FROM 1 TO 5, HOW LIKELY ARE YOU TO RECOMMEND THE USE OF OUR COMMUNITY TOOL PACK/ WEB CONFERENCE/ COLLABORATIVE DOCUMENT EDITION (WIKI)/ FILE TRANSFER SERVICE TO A COLLEAGUE? WHERE 1 IS “NOT AT ALL LIKELY” AND 5 “EXTREMELY LIKELY”?

In general the services would likely be recommended by the users. The Community Tool Pack service has 9 answers, the users declare to positively recommend the service considering “Extremely likely to recommend it” and “Likely to recommend it” choices. With 21 responses the Web Conference service has 86% of positive evaluation considering the sum of “Extremely likely to recommend it” and “Likely to recommend it” options. The Collaborative Document Edition service also has positive evaluations with “Extremely Likely to recommend it” with 63% and “Likely to recommend it” 25% of preferences. Finally the only service that the users declares that he would “Extremely likely to recommend it” is the File Transfer service (FileSender).

Figure 17: User’s recommendation likeliness for the WP5 ELCIRA Project services.



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission



A project implemented by RedCLARA

7. CONCLUSIONS

The survey was initially thought as a quality and experience service's accurate measurement tool.

As an important consideration, regarding to the low number of valid answers the study had to be adapted. With a total of 35 answers for the Community Tool Pack Service, 32 for the Web Conference service, 20 for the Collaborative Document Edition Service (WIKI) and finally 21 for the File Transfer Service (FileSender). The survey was affected directly by filtering the users that had effectively used the services, resulting in a reduction of at least a third of the original sample for each service. Transforming this survey, essentially into a descriptive analysis.

The results were mainly positive, we have good opinions, evaluations and important considerations about several key features, characteristics and ideas from each service. Unfortunately, there might be several relevant insight that are still lost to us thanks to the small amount of answers and collaboration that we had. So there are 2 main lessons to learn from this first instance:

The first lesson considers the necessity of a larger measurement sample. This has to be supported by an even closer relationship with the NREN's that have already incorporated the WP5 as their official collaboration package such as CEDIA from Ecuador, RedIris from SPAIN, CUDI from Mexico and hopefully Innovared from Argentina that has already begun considering the adoption of the WP5 Collaboration Package as it's official one. This has and will be an ELCIRA WP5 team mission and it would be a key factor for the success of the future Quality and Experience of Service measurement.

The second lesson is that the proper test period has to be respected and supported by the correct promotion and communication. It's important to educate the end user in terms of the lesser known services, so the user can properly understand what services we are trying to test and measure. As an example from this first instance, we have the case of the Community Tool Pack service thanks to its several "hidden" features that are the basis and structure for the delivering mechanism of the rest of the ELCIRA WP5 services.



A project of the Seventh Framework Programme (FP7)



This project is funded by the European Commission



A project implemented by RedCLARA