

Social Economy and Sustainability Research Network Partenariat sur l'économie sociale et la durabilité

Engaging, Bonding, and Building / Renforcement des liens et des capacités

Good Luck with That: Collaboration in Online Communities

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Sub Node 6 (Communications)
SES Research Network

www.envision.ca

Social Economy and Sustainability Research Network Partenariat sur l'économie sociale et la durabilité

Engaging, Bonding, and Building / Renforcement des liens et des capacités

- Who we are
- What we set out to do
- What we found
- What we think about that: Discussion

COMMUNICATIONS IN THE SOCIAL ECONOMY...

Sub Node 6 enabled information technology tools for collaborating within complex networks, and evaluated their uses

Introducing a web community to a community-university research network

usage

- Most had the SES research members registered to see via other communication
- A small number of users contributed the majority of responses given
- The majority of users logged in only occasionally and never, when, visited to find specific postings

no Journal
The web community was primarily used as a file repository

design

- There were no criteria about how and when to use files in the SES online conversation
- Logging in and responding personally are integral to the conversation
- User functions for file sharing are more relevant than user file share functions

no Journal
File sharing users found the site functional and easy to use

benefits

- Access to research reports by other collaborators
- Access to research reports by other members
- Coordinating administrative files

no Journal
Having staff assigned to helping users would increase the benefits of online file sharing

Early Research Findings: Bridges and Pathways

- The collaborative online conversation did not replace much
- The virtualized learning, research network was not tested
- The promotion and maintenance work is needed to prevent users

Many people positive willow collaboration leads to be an "early step" in the communication process regarding trust and effort

Looking forward... the web communities will be an excellent virtual tool for research products and a useful tool for dissemination.

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- Who we are
- One of Six Sub Nodes
- Focused on Communications
- University-community based

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- What we set out to do
 - Research Needs (in a complex network)
 - Model New Communications (vs traditional ones) Strategies
 - Determine Engagement (i.e. collaboration)

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Newfoundland and Labrador Unit of (2009)0703000000 and
www.envision.ca/comm

SES Research Network - Objectives

Research Preference For Tools	Agree	Do Not Know	Disagree
File sharing (upload and retrieval from the web)	21 (88.8%)	3 (12.2%)	0 (0%)
Public user interface (publishing a calendar or the web)	20 (80.0%)	2 (8.0%)	1 (4.0%)
Web-based discussion forums	20 (80.0%)	4 (16.0%)	2 (8.0%)
Creation of web-based surveys	21 (84.0%)	4 (16.0%)	2 (8.0%)
Collaborative editing of documents	11 (44.0%)	8 (32.0%)	7 (28.0%)
Image management tools (to track, download, crop, edit and copy)	11 (44.0%)	7 (28.0%)	7 (28.0%)
Online (email discussion lists)	11 (44.0%)	5 (20.0%)	7 (28.0%)
Web user interface (upload, edit and copy)	11 (44.0%)	11 (44.0%)	5 (20.0%)
Video conferencing	11 (44.0%)	5 (20.0%)	7 (28.0%)
Calendar using a personal calendar tool (e.g. Outlook, Calendar)	11 (44.0%)	12 (48.0%)	5 (20.0%)
Remote access to my email	11 (44.0%)	5 (20.0%)	11 (44.0%)
Shared editing (working what is in the middle of a document online)	5 (20.0%)	12 (48.0%)	11 (44.0%)
Chat (not an instant messaging and Internet Relay Chat (IRC))	5 (20.0%)	16 (64.0%)	7 (28.0%)

- Basic wants
- No Bells and Whistles
- Strong Agreement on Features
- Did not examine Prior Experience
- Did not collect Age Data
- Did not discuss any Constraints


Community Services Council,
Newfoundland and Labrador host of www.enVision.ca and
www.voluntarygateway.ca

CSC

Social Economy Sub-Node Six (6)
Online Communications Questionnaire
Halifax February 2006

Ranked Preference for Tools	Agree	Do Not Know	Disagree
File sharing (uploading and retrieving files on the web)	31 (100.0%)	0 (0.0%)	0 (0.0%)
Public event calendars (publishing a calendar on the web)	28 (90.3%)	2 (6.5%)	1 (3.2%)
Web-based discussion forums	25 (80.6%)	4 (12.9%)	1 (4.5%)
Creation of web-based surveys	23 (74.3%)	5 (15.4%)	2 (6.5%)
Collaborative editing of documents	21 (67.7%)	8 (25.0%)	2 (6.5%)
Project management tools (to track timelines, critical paths and costs)	19 (61.3%)	9 (29.0%)	3 (9.7%)
Listserve (email discussion lists)	19 (61.3%)	5 (16.1%)	7 (22.6%)
Voice over Internet Protocol (VOIP)	15 (48.4%)	11 (35.5%)	5 (16.1%)

Welcome to Gateway Communities Online



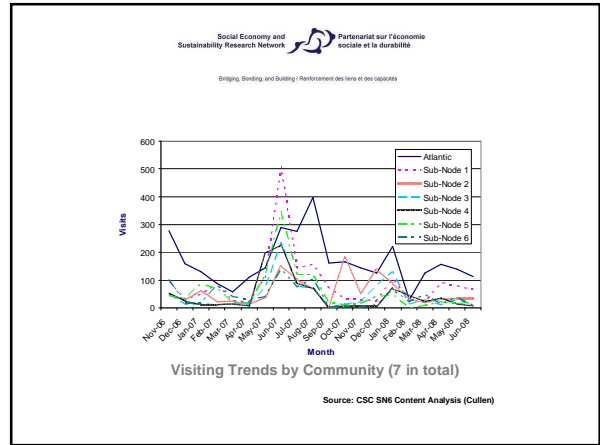
www.voluntarygateway.ca

- About Us Notes: no postings
- Events: no postings
- Discussions: no postings
- Working Document Folders: no postings
- Final Document Folders: no postings
- Team Logistics: no postings
- Library Article Folders: no postings
- Image Folders: 1 attachment

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- What we found
 - Benefits
 - File Repositories are the major benefit
 - Most useful, therefore, to project administrators
 - Usage
 - About half our 'users' actually signed in and signed on
 - Tutorials help (to boost usage, and, are assessed by users as contributing to their usage)
 - Leaders attract users
 - Design
 - Navigating (clicking) is thought to be time-consuming
 - No interest in 'designer' services like chat
 - The 'comments' feature was virtually unused
 - Most users wanted the communities to be "more like email"




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- What we think about that: Discussion
 - Did the functionality fit the need(s)?
 - Was community-building needed in advance?
 - Would more instruction have helped?
 - Is 50% usage an 'okay' finding?

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enVision.ca Virtual Resource Centre

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Atlantic Charities Learning Exchange (ACLE) offers a series of discussion groups across Atlantic Canada

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